

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES

March 6, 2009

PRESENT:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
James Linehan, Vice Chair	NH Sheriffs Association
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Kathryn Bailey	NH Public Utilities Commission
Brett Scholbe	Professional Firefighters of NH
Robert Girard	Mobile Telecommunications Carrier Industry
Mark Violette	NH Telephone Association
George Valliere	NH Police Officer
David Caron	NH Municipal Association
Paul Szoc	NH Federation of Fire Mutual Aids
James Valiquet	NH Association of Chiefs of Police
Kevin Shea	FairPoint Communications

ABSENT:

Frederick Booth	NH Department of Safety
Linda Hodgdon	Commissioner, NH Department of Administrative Services
John J. Barthelmes	Commissioner, NH Department of Safety
Richard Bernard	Public Member
Earl Sweeney	Assistant Commissioner, NH Department of Safety

OBSERVERS:

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBEC)
Peter DeNutte, ENP	Assistant Director, NHBEC
Patricia Magoon	Assistant Planner, NHBEC
Timothy Scott	Systems Development Specialist, NHBEC
Scott Wolfert	Database Administrator, NHBEC
Stephen L'Heureux	Case Reviewer, NHBEC
Sherry Baker	Administrative Secretary, NHBEC
Michael Geary	Admin Manager & Human Resources Rep, NHBEC
Guy Cadorette	FairPoint Representative
Kelly Grant	Chief of PSAP Operations, NHBEC
Erik Sobel	Information Technology Manager II, NHBEC
Wesley Colby	Director of Administration, Dept. of Safety
Wanda Hemeon	Public Information Representative, NHBEC
Sean Goodwin	Special Projects, NHBEC
Douglas Patch	Attorney, Orr & Reno Associations
Raymond Greig	Sprint/Nextel
Ben Aron	Attorney for Sprint/Nextel

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at the Richard M. Flynn Fire Academy, 98 Smokey Bear Blvd, Class Rooms 5 & 6, Concord, NH was called to order at 11:15 a.m. by Chairman Aiken.

1. Approval of the minutes of the December 5, 2008, NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken called for approval of the December 5, 2008 meeting minutes. Commissioner Linehan motioned to accept the minutes and Commissioner Wood seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

2. Director's Report

2.A. Discuss Sprint/Nextel Reimbursement (Attorney, Douglas Patch)

1. Public Hearing on Sprint/Nextel Reimbursement

Chairman Aiken asked Vice-Chairman Linehan to conduct the Sprint/Nextel hearing because he serves as the Hearing Committee Chair.

Vice-Chairman Linehan called for a motion to accept the report for reimbursement from Sprint/Nextel. Chairman Aiken made the motion, seconded by Commissioner Valliere.

After discussion on the motion Chairman Aiken amended his motion to accept the report by the committee and to adopt the order approving stipulation and authorize the chairman to sign and forward it for further action. Commissioner Valliere agreed to the amendment and the motion was approved by those present. Commissioner Bailey and Commissioner Girard abstained from voting.

2.B. Report on FY09 Surcharge Receipts (Director of Administration, Wes Colby)

1. Discuss year to date expenditures & surcharge

W. Colby reported that overall the budget is fine but, they may have to go back to the Fiscal Committee in June if Class 010 Personal Service needs additional money. This is due to employee upgrades and step increases.

W. Colby reported that the 2010-2011 budget will be presented to the House Fiscal Committee then passed on to the Senate then to the Conference Committee. He does not anticipate changes in 9-1-1 funding.

2. C. Report on Mapping (Systems Development Specialist, Timothy Scott)

1. Update on Mapping Progress

29 Towns with Activity:

- ◆ 4 Towns waiting for acceptance
- ◆ 5 Towns maintenance status
- ◆ 4 Towns given data capture packets for acceptance
- ◆ 7 Towns given revised map books
- ◆ 9 Towns given maps/digital data as requested

169 Maintenance points collected since December 5, 2008.

T. Scott reported the Mapping Unit has 1 Data Control Clerk and 1 Cartographer vacancy.

T. Scott reported the Mapping Unit continues to work on the "Map Book Acceptance Project". 20 Towns are left to complete this project.

T. Scott advised the “New Center Line Project II has more work to be done before the project is completed.

2.D. Report on Data Base Status (Database Administrator, Scott Wolfert)

1. Data Base Activities

- ◆ The NH 9-1-1 Database has 1,120,976 records
- ◆ 638 ALI discrepancies since December 5, 2008

S. Wolfert reported that the migration of all Time Warner Cable subscribers (12,649) to Communications of Maine (CRC) was completed on February 25, 2009 with no complications.

S. Wolfert reported that the transition to FairPoint on January 30, 2009 was a success.

2. E. Report on PSAP Operations (Chief of Operations, Kelly Grant)

1. Update on PSAP Operations

K. Grant reported that the 12 new “Assistant Supervisors” training will be complete in two weeks and the training is going well.

K. Grant reported all the Emergency Medical Dispatchers (EMD’s) are trained on the New Version 12 and the Supervisors are going through a 3-day course on the new material.

K. Grant reported the Assistant Supervisors have been signing up for additional education classes.

K. Grant advised that all Supervisors I are going to be in charge of employee development with the new Assistant Supervisors.

2. F. Report on EMD (Case Reviewer, Steve L’Heureux)

1. Protocol Compliance Report

2. Status on Version 12 software training and proposed letters to user agencies outlining the changes

S. L’Heureux reported on the Bureau’s compliance to EMD protocol:

- 99.50% Case Entry
- 99.50% Correct Chief Complaint
- 98.70% Asking Key Questions
- 98.00% Pre-Arrival Instructions
- 99.50% Post Dispatch
- 99.80% Customer Services
- 98.00% Compliance to Protocol

S. L'Heureux reported the education out-reach programs on emergency medical dispatch have been booked at the following locations:

- ◆ Dartmouth College
- ◆ Merrimack Fire Department
- ◆ Frankestown Fire Department
- ◆ Warren-Wentworth Ambulance
- ◆ Brookline Ambulance Service

S. L'Heureux advised that the American Heart Association has been expanding the use of Protocol 33 statewide.

S. L'Heureux reported the Manchester Fire Department with the assistance of the Bureau is performing a comprehensive implementation of our Emergency Medical Dispatch protocol.

An EMS response assignment approval process has been developed with the Departments medical director to limit the liability of the dispatch center and the department. Planning assistance continues to be available through NHBEC.

S. L'Heureux reported that Tom D'Aprix, MD, EMS Medical Director for the Elliot Hospital and the Manchester Fire Department will be the NHBEC liaison to the Medical Control Board.

S. L'Heureux reported that Version 12 rollout has been completed with NHBEC staff. Software is available to be implemented within 48 hours.

S. L'Heureux reported he has prepared a document outlining the Version 12 protocols that will go to EMS, Fire, Police and Dispatch organizations. This document will be distributed once the Medical Control Board approves it.

2.G. Status of Human Resources & Rules (Administration Manager and Human Resource Representative, Mike Geary)

1. Human Resources
2. Current Position Vacancies
3. Status of Administrative Rules

M. Geary reported the NHBEC has five vacant positions, 2 Telecommunication Specialist, 1 Public Relation & Training Officer, 1 Data Control Clerk and 1 Cartographer.

M. Geary reported the Administrative Rules have been implemented.

2. H. Status of Public Relations and Public Education (Public Information Rep,Wanda Hemeon)

W. Hemeon reported Newington Fire and Newington Elementary School have received a 9-1-1 presentation.

W. Hemeon advised the Salisbury Fire Explorers came to the Incident Planning and Operations Center (IPOC) facility for a tour and a presentation.

W. Hemeon reported that Brookline Fire Department personnel will be coming into the IPOC for a tour and presentation in the next month.

W. Hemeon advised the Supplemental Automatic Location Identification (ALI) project is progressing through the efforts of Dave Bodge.

W. Hemeon reported she had spoken to the services of the blind in Claremont and will be speaking in Exeter, Plymouth, Manchester and Lebanon on the benefits of Supplemental ALI.

W. Hemeon advised on April 16, 2009 she will be doing a presentation on Supplemental ALI's for the Community Support Services in Manchester.

2. I. Discuss progress on Valor Contract (Asst. Director Pete DeNutte)

1. Status of Valor Contract/Install
2. Status on Additional Computer Aided Dispatch (CAD) Positions for local Communications Centers

P. DeNutte reported that Valor has sold a service to the NH State Police which will allow them to install Valor CAD in the dispatch centers and 400 mobile units.

P. DeNutte advised that State Police will be given the NHBEC mapping information along with ANI-ALI information. State Police will work independently from the NHBEC Valor CAD system.

P. DeNutte reported Valor will continue project work with Lakes Region Mutual Fire Aid and State Police along with map updates in local communications centers.

P. DeNutte advised the Mapping Unit continues to map snowmobile trails.

P. DeNutte reported funds not readily available for additional CAD positions in local communications centers. There have been very few local agency requests for additional positions.

2. J. Discuss Cost Recovery (Asst. Director Pete DeNutte, ENP)

1. Cost Recovery
2. Status on New Company requesting cost recovery
3. Status of the continuation of the \$.07 surcharge

P. DeNutte reported currently no additional requests other than the Sprint/Nextel action taken today.

B. Cheney advised that the Commissioner of Safety recommends maintaining the \$.07 surcharge.

2. K. Discuss Non-Disclosure Agreement (Director Bruce G. Cheney)

1. Agreement with Intrado

An agreement between NHBEC and FairPoint has been reached that FairPoint will send the Bureau its database and the Bureau will not respond with our database information until a signed non-disclosure agreement with Intrado is in effect.

2. L. Discuss status on Work Week Proposal (Director G. Cheney)

1. Status of four day work week proposal

B. Cheney reported that a proposal is under review by the Commissioner's office.

2. M. Continuing Education and other Programs (Assistant Planner, Patricia Magoon)

1. Update on BEC Continuing Education Program
2. Update on Department of Safety "Front Line Supervisor Training"
3. Career Development Program
4. BEC Fundraising Events for 2008

P. Magoon reported that the Continuing Education Program has been in affect for 2 years. The updated catalogs will be distributed in April.

P. Magoon advised that 170 Department of Safety supervisors have participated in the 3-day Front Line Supervisor Training. There will be a 2-day follow up training this spring. This program has been well received in the Department of Safety.

P. Magoon reported after 2-years of hard work the Career Development Catalogs are complete. This is a program that will help with retention and succession planning. This should provide a future pool of qualified employees for positions. The Bureau is the first to have achieved this goal.

P. Magoon advised the New Hampshire Technical Institute has a 9-month Public Safety Communications Certificate Program which may provide a resource for qualified EMD's.

P. Magoon reported the 2008 fund raising events provided assistance to:

- ◆ Emergency assistance to 15 Bureau employees
- ◆ Merrimack SPCA
- ◆ The Friendly Kitchen, Concord
- ◆ Sponsored 12 children for Operation Santa Clause
- ◆ Spirit of Giving Auction that raised \$1,100.00 to sponsor 12 children

3. Contractor's Report

A. FairPoint

1. Report on Network

G. Cadorette reported a dial tone outage in Rochester on Feb 27, 2009 for about 4,000 customers. This was caused by a switch failure and was repaired.

G. Cadorette advised an issue of the PSAP's not being able to transfer calls to parts of Vermont and Massachusetts was resolved. Certain trunk lines were reprogrammed to correct the problem.

G. Cadorette reported a FairPoint 9-1-1 Response Team has been formed and is responsible for alerting the PSAP's with a detailed report of any outages or unusual events.

New Business

4. Correspondence

None

5. New Business

B. Cheney reported that Tracfone has requested a signed agreement for the Bureau to receive 9-1-1 calls and transfer them to the appropriate emergency agencies with no system testing requirements.

Commissioner Valiquet motioned that the same implementation standards apply for all cellular providers. Commissioner Valliere seconded the motion. Unanimously approved by those present and voting.

6. Adjournment

Chairman Aiken called for a motion to adjourn. Commissioner Linehan motioned to adjourn the meeting and was seconded by Commissioner Szoc. Unanimously passed by those present and voting.