

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES

March 30, 2012

PRESENT:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Richard Bernard	Public Member
Karen Mead	Senior VP of Operations, FairPoint Communications
Derek Martel	Professional Firefighters of NH
Paul Szoc	NH Federation of Fire Mutual Aids
Robert Girard	Mobile Telecommunications Carrier Industry
Kathryn Bailey	NH Public Utilities Commission
Sandra Teti	Governor's Commission on Disability
George Valliere, Vice-Chair	NH Police Officer
David Caron	NH Municipal Association

ABSENT:

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John Barthelmes	Commissioner, NH Department of Safety (DOS)
Kevin O'Brien	Chief of Policy & Planning, (DOS)
Earl Sweeney	Assistant Commissioner, (DOS)
James Valiquet	NH Association of Chiefs of Police
Mark Violette	NH Telephone Association

OBSERVERS:

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBECE)
Peter DeNutte, ENP	Assistant Director, (NHBECE)
David Rivers	Public Safety Answering Point (PSAP) Chief of Operations, (NHBECE)
Wanda Bowers	Public Information Representative, (NHBECE)
Patricia Magoon	Assistant Planner/HR Rep, (NHBECE)
Sean Goodwin	Administrator II, (NHBECE)
Grant Alois	Technical Support Specialist III, (NHBECE)
Robert Beaulac	Business Administrator, NH Department of Administrative Services
Philip Penny	Account Executive Intrado Inc
Wesley Colby	Director of Administration (DOS)
Paul Fahey	Cassidian Communications
Steven Kiander	Administrator III, (DOS)
Timothy Scott	Database Administrator, (NHBECE)
Scott Wolfert	Service Manager E-911 FairPoint Communications
Sherry Baker	Administrative Secretary, (NHBECE)

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at the Richard M. Flynn Fire Academy, Concord, NH was called to order at 11:10AM by Chairman Aiken.

1. Approval of the minutes of the December 9, 2011 NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken called for approval of the December 9, 2011 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner Bailey seconded the motion. Unanimously approved by those present and voting.

Chairman Aiken welcomed two new Commissioners to the Enhanced 9-1-1 Commission. Derek Martel, Professional Firefighters of NH. Robert Beaulac is Commissioner Linda Hodgdon's designee representing Administrative Services.

OLD BUSINESS

2. Director's Report

2. A Report on FY12 Surcharge Receipts (Director of Administration Wes Colby)

1. Discuss year to date expenditures & surcharge

Wes Colby reported the following:

- ❖ Reviewed the Statement of Appropriation Report and the E9-1-1 Revenue Projections vs. Approved Budget.
- ❖ We fund all of the accounts that are funded by 9-1-1 at the end of each quarter. The main account 1395 is the only fund that has a balance. At the end of the year the carry over balance is in 1395.
- ❖ The Legislation required a 50 million dollar cut in benefits and salary. Administrative Services made a sweep of all salaries and benefits that appear to not be spent. They did this to all funds and this is why there is a \$493,000.00 decrease in your main appropriation. This is not about money it is just reducing your authorization to spend by that dollar amount.
- ❖ In 3140 E9-1-1 Federal Grant there is a balance of \$13,016.00 which ends on September 30, 2012.
- ❖ The State Police Communication Section was proposed as a way to balance the budget by legislation. Not sure how they are going to proceed in the next budget cycle.
- ❖ The Commission may want to be looking at raising the surcharge within the next year.
- ❖ Wes asked the Director where the legislation stands on HB 388.

Director Cheney stated that he attended a Senate hearing yesterday and the Senate President expressed his belief that the agencies set the fees and not the Legislature. Director Cheney suggested if the Legislature does not want the Commission or the Commissioner to set the surcharge then maybe we could have the Fiscal Committee set it.

Director Cheney stated that the House of Representatives has passed their version of HB388 which includes dropping the surcharge to \$0.47 instead of keeping it at \$0.57.

Director Cheney advised that the Chairman of the Science and Technology Committee stated that he believes we already have the authority to collect the surcharge from pre-paid vendors.

Wes advised that we would most likely be challenged by some pre-paid vendors in court.

Director Cheney stated the issue is how to collect the surcharge since the lobbyists have convinced the Legislature that it is difficult, if not impossible, for pre-paid cell phone companies to collect the surcharge. It has to be done at the retail level.

- ❖ An item will be going to Fiscal Committee in May for transferring funds from the carry forward balance into accounts that are short on money. Holiday pay, Part-time, Pension and Healthcare.

Commissioner Bailey asked if HB 388 passed in the House of Representatives (House) with the surcharge at \$0.47 or was it switched back to \$0.57?

Director Cheney advised the Ways and Means Committee removed the \$0.47.

Commissioner Bailey asked has HB 388 been voted on in the House?

Director Cheney yes and it went to the Senate.

Commissioner Bailey stated the last version of the HB 388 she looked at said the surcharge was still at \$0.57. So it was set by the Legislature.

Director Cheney stated that was correct.

Commissioner Bailey said so Ways and Means switched the surcharge from \$0.47 back to \$0.57.

Director Cheney stated that was correct.

Chairman Aiken felt after the hearing he had the impression the Senate was going to allow us to set the rate settings but things change.

Director Cheney stated the Ways & Means Sub-Committee had a subsequent sub-committee hearing and they felt differently then the full committee did.

Wes introduced Steve Kiander he is the Administrator of the Business office and he will be attending the meetings until they replace Wes after his retirement.

2. B. Report on Data Operations: (Database Administrator, Timothy Scott)

1. Update on Mapping Progress
2. Database Activities

Tim Scott reported the following:

- ❖ 5 Communities signed acceptance packages
- ❖ 9 Communities collection required
- ❖ 9 Communities awaiting acceptance
- ❖ 40 Communities collection scheduled / in process
- ❖ 201 Communities accepted into the mapping Maintenance

- ❖ The Back Office Bounce project has produced over 100 corrections to the telephone database as well as fixed various GIS issues by comparing the two databases.
- ❖ Upgrading to the latest version of ESRI Arch Map Software. This project just about completed.
- ❖ In February the Mapping Unit and the Database Unit jointly launched the NH Emergency Address Manager (NEAM). This is a new portal for towns to go externally to submit any request to us and they can create an internal process. So far it has been a great tool. He did a PowerPoint presentation for the Commission.

Chairman Aiken stated that this seems like a great presentation to take to a National Emergency Number Association meeting or any other groups to make other states aware of what we are doing.

Commissioner Bernard asked if there will be training for the end users for this new program?

Tim stated he has someone working on a training manual and he has a person all set to go out and teach the towns on how to use NH E9-1-1 Address Manager.

- ❖ The Telephone Database currently contains approximately 912, 000 records.
- ❖ 11 cities and towns have had partial address conversions.
- ❖ 146 No Record Found (NRF)
- ❖ 1,024 ALI Discrepancies all of which, 36 have been resolved.
- ❖ 421 routine address changes with an additional 103 changes initiated from the Back office Bounce procedure.
- ❖ 364 Master Street Address Guide updates
- ❖ 67 unnumbered telephone records
- ❖ Per NENA Standards, we are currently removing all Stranded Unlocked records over 10 days old.
- ❖ 1,352 files processed containing 139,136 transactions. Of these records, 12,116 records required attention from the Database Section.
- ❖ The Database Section has moved to a paperless transaction system for all major workflows. As of today, all ALI Discrepancies, MSAG Changes and Routine Address Changes are performed online. The NEAM was launched in February and is the portal for municipalities to manage their E9-1-1 addressing data for both Mapping and Database. NEAM also includes a link to WebDBMS for securely managing E9-1-1 Telephone Records.

Chairman Aiken asked if there was some way to locate the remaining 67 unnumbered phone lines? We have been chasing these for 15 years there has to be a way to find them.

Tim stated the problem is trying to find the wires.

Commissioner Mead asked do we know the billed telephone numbers?

Tim reported he did not have the stats with him but he knows that 10 are residential and the rest are business lines.

Chairman Aiken stated that it seems that we should be able to get our hands around this working with the telephone providers. Do we have a list that we can give to the providers to see if they can help?

Commissioner Mead stated she will take a list from Tim and see if she can find some of these unnumbered lines.

Tim reported on the Emergency Notification System. As of today we are training some of the towns. Finalizing procedures policy to be signed by the Commissioner of Safety. The system is fully functional.

Chairman Aiken asked when will the users that would not classify as a community be able to access the system.

Director Cheney stated the policy was suggested that the authority has to come from the county political sub-divisions for instance Lake Region would have to come from the county.

Chairman Aiken stated that makes sense has the policy been approved or just up for adoption?

Director Cheney stated the Commissioner needs to review and approve the policy.

Chairman Aiken asked at some point are you going to share the policy with us?

Director Cheney stated yes once the policy is approved they will be sent to all the Commissioners.

Chairman Aiken wants to send them out to the Sheriff's Associations and the Mutual Aid Association.

Director Cheney intends to make an effort to go to the Chief's of Police, Fire Chief's and the Sheriff's Associations groups to speak to them about the new Emergency Notification System. He will be speaking at the NH Emergency Dispatchers' Association this month and will bring this up as well.

2. C. Report on Ping4 Meeting (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ We met with the proprietors and some of their technology personnel from Ping4. You have a handout in your packet that explains a little about what Ping4 does.

- ❖ Ping4 is a commercial enterprise that requires cell phone sign up. The Ping4 is a two-way communication and theoretically we would be able to communicate with folks through them or at least to their customers.
- ❖ There are several new companies coming out and Crime Push was created at UNH this is a free app that you can use on your I-phones or I-pads. This would send data and pictures to 9-1-1.
- ❖ We feel we need more time researching Ping4 and other various means of contacting 9-1-1 before making a decision. We will keep this on the agenda.

Chairman Aiken stated that he read that the Manchester Police Department is using Ping4. The Mayor has announced that the citizens of Manchester can sign up.

Commissioner Bailey asked if they sign up how does the call get into the PSAP?

Chairman Aiken said they don't connect to the PSAP. The PSAP is just getting information that Manchester Police is pushing out.

Director Cheney stated this Ping4 call from Manchester would go directly to the Manchester Police Department and not to the PSAP.

Commissioner Bailey questioned so if I have Ping4 and I am in Manchester and my call goes to the Manchester Police Department and I need an ambulance what happens?

Director Cheney stated that is one of the issues we have with Ping4. As people start to use this and they are on the peripheral of Manchester the call may be for Goffstown or Litchfield instead of Manchester.

Commissioner Martel asked if there is a cost to the end user.

Director Cheney said no you only have to keep deleting all the advertisements.

Commissioner Girard asked if anyone was aware what type of technology that they use to connect this to the cell phone. Is it short message service?

Asst. Director DeNutte stated it is short message services they are using and it is only on the I-phone.

Director Cheney stated that Crime Push works on Androids and I-phones.

Commissioner Girard just wants to caution the Commission that the technology vendors are using is "best effort services." There is no guarantee the messages will get through.

Chairman Aiken stated there are no confirmations on the delivery of the message.

Commissioner Bailey asked if someone uses this to contact emergency services they have no way of knowing that the message was received?

Chairman Aiken stated that is correct and I think Ping4 is taking on a huge liability if they tell you the message is going to get through and it does not.

2. D. Status on the Medical Director (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ This is still pending and will try and have completed by next meeting.

2. E. Discussion on Ways & Means Committee, Amendments of House Bill 388-FN (Director Bruce G. Cheney, ENP)

1. Discussion on VoIP/Prepaid/Surcharge Legislation

Director Cheney reported the following:

- ❖ House Bill 1133 which is relative to membership of the enhanced 9-1-1 Commission.
- ❖ This bill requires that the Commissioner of the Department of Safety or his/her designee sit on the Enhanced 9-1-1 Commission. This bill also removes the New England Cable Telecommunications Association member from the commission and adds a representative of the New Hampshire Emergency Dispatchers Association to the Commission.

Organizations include:

- Fairpoint
- New Hampshire Association of Fire Chiefs
- New Hampshire Federation of Fire Mutual Aids
- New Hampshire Municipal Association
- New Hampshire Sheriffs Association
- New Hampshire Telephone Association
- The Commissioner of the Department of Administrative Services
- A representative of mobile telecommunications carriers industry
- A representative of the Professional Firefighters of NH
- A representative of the NH Emergency Dispatchers Assoc.
- Comcast

Commissioner Bailey asked how did the Senate hearing go on HB388 and what is the next step?

Director Cheney stated that Asst. Commissioner Sweeney gave a Department of Safety legislative position which outlines all of our points. The President of the Senate suggested that these fees not be done in the House or Senate but at the Agency level. The Chairman of the committee Senator O'Dell requested the Department of Safety work with the committee on dealing with this bill.

3. Bureau of Emergency Communication (9-1-1)

3. A. Advise Commission on Handling of 3rd Party Notification Services (Director Bruce G. Cheney, ENP)

1. Policy development for out of state requests

Director Cheney reported the following:

- ❖ We have modified the policy on handling these third party notification calls as it relates to out of state requests.
- ❖ If the call is a non-emergency call we will find the phone number of the agency they need to speak to in that jurisdiction and give them the calling party phone number to call.
- ❖ If the caller indicates an emergency we will call the agency and then transfer the call as we have done in the past.

3. B. Report on PSAP Operations & Report on EMD (Chief of PSAP Operation, David Rivers)

Dave Rivers reported the following:

- ❖ Call Stats reports for 2011 and 2012 were handed out
- ❖ Medical Transfer time for the month of January and February has been 98.4 seconds for all medical calls voice times.

Director Cheney stated the computer notifies the agency that there is a medical call coming and if they have the proper software and hardware they get the address within 7 to 15 seconds.

- ❖ National Fire Protection Association (NFPA) Technical Standard Committee is looking at revising call processing times.

Chairman Aiken reported the NFPA is revising the percentage of calls which must meet the call processing standard. The NFPA meets in June in Las Vegas to adopt this years codes and that standard is up for adoption on June 14th. The language will allow the authority having jurisdiction over the communication center to select certain calls that will not be included in the average.

Commissioner Bernard asked what is being done with the issue once emergency notification has been done and the actual response times to the scene?

Dave stated the NH EMS Medical Control Board is taking that whole process on and they are trying to use the TEMSIS database to control that.

Director Cheney stated that the problem with the TEMSIS database at the moment is that the various times entered in the data base are not accurate. This is being worked on by the agencies to fix this issue.

- ❖ We had Dr. Thomas D'Aprix and Dr. Jim Suozzi attended the last Emergency Medical Dispatch class and they seemed to have a better understanding of what we do and how we do it and why we do what we do.
- ❖ Things are going well in both PSAP's. We are preparing to roll out the newest version of the medical protocol that has a more comprehensive stroke diagnostic. I have been holding this protocol back because my concern was how it would affect the call processing times.
- ❖ It will take about 30-45 days to implement the new stroke diagnostic protocol. Once everything is in place we will need to contact all the agencies because there are a number of new determinants that they will be seeing for the first time.
- ❖ We have been training two Asst. Supervisor's to do some of the call reviews.
- ❖ We interviewed for the Supervisor position and will be making a decision soon.
- ❖ Two Telecommunication Specialist positions are vacant.
- ❖ We hired two extra people that we did not have positions for because by the end of the class we will have openings.
- ❖ We had a CAD-user group in January where we invited representation from seven different dispatch agencies.
- ❖ In the second quarter of this year we will be deploying the newest version of Valor. Agencies are still interested in using it.
- ❖ On-Star has been continuing to provide Emergency Medical Dispatching with their callers but not conferencing the calls to us. They also do not give us the determinants. Dr. Suozzi has been in contact with their Medical Director and we are hopeful on getting this worked out.

Commissioner Wood asked if On-Star is doing EMD prior to transferring the call over to 9-1-1.

Dave stated what happens is someone notifies On-Star and a representative answers the phone and will determine that EMD is needed and then transfers the call to one of their EMD's while they give 9-1-1 just the basic information.

Chairman Aiken asked what type of software do they use?

Dave reported Medical Priority Dispatch the same as we do but they do not provide determinants.

- ❖ We have four new hires that are in training. We lost one candidate during the first week. They are in week 5 in the classroom and doing well.
- ❖ Southwest is going to pre-alerts in April.
- ❖ In the next month I will be going out to Cheshire Medical Center and the Monadnock Hospital to review our EMD and services we provide.
- ❖ Deb Bray and Tracey Potter-LaBarre have been to Berlin and will be going out to other dispatch agencies.
- ❖ We have three people that will be attending the NENA conference this year.
- ❖ Joyce Jastrem has been chosen for the National Emergency Medical Dispatcher of the year as well as the Bureau's dispatcher of the year. This will be the second year in a row that New Hampshire has won this award.

Emergency Medical Dispatch Statistics:

- ❖ 99.96% Customer Service
- ❖ 98.57% Case Entry
- ❖ 98.78% Key Questions
- ❖ 96.19% Chief Complaint
- ❖ 97.53% Final Coding
- ❖ 99.72% Dispatch Life Support

3. C. Status of Public Relations and Public Education (Information Representative, Wanda Bowers)

Wanda Bowers reported the following:

- ❖ Attended a School Nurses Conference
- ❖ Family Baby Delivery Day on Sunday
- ❖ Central Woods Elementary Health Fair
- ❖ Senior Health Fair
- ❖ Continuing with Granite State Independent Living on Supplemental ALI
- ❖ Participate in a LEAN event for Fire Standards & Training in May
- ❖ Conference on Aging in May
- ❖ Continuing to work with Site Services doing monthly presentations
- ❖ Working with DHHS on an on-line Emergency Registry for people with disabilities

3 .D. Status of Division of Administration (Acting Administration Manager and Human Resources Representative, Patricia Magoon)

Patricia Magoon Reported on the following:

- ❖ 12 vacant positions Technical Support Specialist V, Supervisor I – PSAP, 5 new temporary part-time telecommunication Specialist I, Statewide Interoperable Communications Coordinator. (SWIC)

Director Cheney explained what the Statewide Interoperable Communications Coordinator position is and gave a description of what this person will do for the Bureau and the State.

- ❖ House Bill 618-FN requires state agencies to develop performance measurement and to develop budgets for each biennium.
- ❖ Director Cheney and Patricia Magoon met with the Coordinators for the DOS Strategic Planning and have formed group to get this completed by the deadline of November 2012. Every eight weeks we will have one of the quadrants in place.
- ❖ Tracking 44 contracts to see if they need to go to Governor and Council or are they renewals or maintenance contracts.
- ❖ The FairPoint contract was approved on October 1, 2011 for a one year extension which will expire on October 1, 2012. We would like to extend this contract for one more year.

Director Cheney stated that the original contract was for 5 years with two potential 2 year extensions. FairPoint has been very cooperative in working on the next extension with us. With the migration of VOIP the preference is to postpone a few contracts for a year.

Chairman Aiken asked if the contact that expires on October 1, 2012 is for the 9-1-1 network?

Director Cheney said yes that is correct.

Chairman Aiken stated if we have used the two extensions what do we do in November?

Director Cheney stated this will be our second extension we have only used one.

- ❖ We have developed a budget team to include people from Administration and Telecommunications to help with preparation of the upcoming budget.

3. E. Status on NH VIEWW (Engineering Technician V, Sean Goodwin)

Sean Goodwin reported on the following:

- ❖ Sean and a representative from NH Department of Transportation (DOT) have conducted six training classes for the NH VIEWW specific to road closure.
- ❖ He is in the process of developing an internal exercise so people can utilize the application under more realistic situations.
- ❖ DOT will adopt the name sequence for the on and off roadway ramps that we use.

- ❖ Mapped 2,000 snowmobile trails this winter and almost finished Grafton and Carroll County.
- ❖ All the trail data is now being looked at to be utilized by the ATV community

3. F. Nationwide PS Network (Chairman Aiken)

1. Status of PS Network and legislation giving the D block to PS

Doug Aiken reported the following:

- ❖ Chairman Aiken did a power point presentation on the Nationwide Public Safety Broadband Network

4. Communication Maintenance Bureau

A. Communication Maintenance (Director Bruce G. Cheney, ENP)

1. Budget Issues
2. Impact of House Bill 388 on this Bureau
3. Status on the Statewide Interoperability Communications Coordinator (S.W.I.C.)

Director Cheney reported the following:

- ❖ There will have to be an increase in the surcharge in FY14 and FY15 in order to support the Communication Maintenance Bureau.
- ❖ There is an amendment to House Bill 388 which states the Enhanced 9-1-1 surcharge can be used only for Enhanced 9-1-1 and Emergency Notification. That bill goes into effect January 1, 2013 which would be the 2014 budget period. So half way through the year this Bureau will be unfunded.
- ❖ State Police did not budget holiday pay for their employees which means every holiday we have to use our overtime money to pay them for their holidays.

Vice-Chairman Valliere asked if we were using the surcharge to pay State Police Holiday Pay?

Director Cheney stated yes but it is only for the 13 dispatchers and the Radio Unit.

Vice-Chairman Valliere asked when should we start to address increasing the surcharge?

Director Cheney stated it should be in the next budget process which starts this fall.

5. Bureau of Telecommunication

A. Report on State Telecommunication (Administrator IV, Kevin Connor)

Director Cheney reported the following:

- ❖ We should have the VOIP contact completed before the next Commission meeting and K.Connor will have more details.

Commissioner Bailey stated that if this Bureau is self funded does he really need to report to the Commission?

Director Cheney stated that they come under the Commission because the Division does.

Chairman Aiken stated he would like to get a report from this Bureau but he does not have to stay for the whole meeting.

6. Contractor's Report (Scott Wolfert, FairPoint Communications)

A. FairPoint

1. Report on Network

Scott Wolfert reported the following:

- ❖ February 17, 2012 fiber cut in Lancaster that essentially cut off the umbilical to five remote switch modules. This outage affected the communities of Milan, Errol, Berlin, Gorham and Jefferson. Approximately 7,813 lines were affected during this isolation. This took about seven hours to repair.
- ❖ In Milan and Errol we found that the emergency stand alone lines were not working during these outages. We sent crews out and found that the Errol Emergency Line is on a red phone network and one of the grounds needed repair. The Milan problem was also repaired.

Vice-Chairman Valliere stated that was a very brief overview of what took place in the North Country. There was no communication to the hospital or 911.

Commissioner Bailey asked how do you communicate from Berlin and the other offices where the other emergency numbers work? How do those numbers from the towns get to the PSAP?

Asst. Director DeNutte stated that when the phone lines go into isolation the local dispatch centers get the calls.

Chairman Aiken stated it sounds like there is no diverse routing in that entire area. Only one fiber and that is it. When we started this in 1993 we talked about a network that everybody would have diverse routing. Our contract called for that and now in 2012 we find we don't have diverse routing in the North Country.

Commissioner Bailey stated that is what her primary inquiry is about. When FairPoint took all the assets from Verizon we were told that Verizon was in the process of completing a ring to Pinkham Notch. Back in 2009 they told her that the fiber was all there so she thought this was completed. But they did not light the fiber. So her question to them is when are you going to light the fiber and why has it not been lit?

Director Cheney advised that at a meeting with FairPoint it was discussed that if the North County was ever in isolation there would be a diverse route from Maine that would come down and back into the North Country.

Commissioner Mead stated this was explored from the engineering and planning perspective. We put the fiber in several years ago and for lots of different reasons the fiber did not get lit. The engineering and planning groups have gone back to the drawing board to find a way to light the fiber. There is a response due back to the Commission on the timing of this.

Asst. Director DeNutte asked when this isolation in the North Country happened?

Scott Wolfert stated it was on February 17, 2012.

Asst. Director DeNutte asked what happened in the last six years and now we find out there is a problem and you should be finding a way to expedite that fix. Because we have other issues with isolation beside just that fiber cut. We have several phone companies that are taking over some of the communities that have no way of providing that alternate path which we were promised.

Commissioner Bailey questioned what would happen if the line is completely isolated and the municipality no longer has service from FairPoint. What happens when a FairPoint customer calls 9-1-1 when in isolation?

Scott Wolfert stated that emergency stand alone number will not work on a remote switch module if it is not a FairPoint native number to that remote switch.

Commissioner Bailey stated that is a problem for FairPoint customers.

Scott Wolfert stated that has been a problem for a long time and he has been working very closely with NHBEC trying to get this fixed. There is no way around this if they don't have a native FairPoint phone number.

Commissioner Bailey asked if FairPoint could give the towns an emergency phone so that customers that choose a different carrier could still have 9-1-1 services.

Scott Wolfert stated the emergency stand alone lines number program is in place and we do utilize this and if a remote switch module is severed the only option for routing to 9-1-1 is to have a FairPoint phone number.

Commissioner Bailey understood but thinks it is a problem that needs to be resolved. The answer can't be that the towns must buy a phone line from FairPoint. FairPoint could have a route diverted back from all its remotes or they could give the town a free telephone to be used in emergency situations.

Scott Wolfert stated he understands and he and Commissioner Mead will take this back and discuss it with the FairPoint team. This item will stay on the agenda for the next meeting.

7. New Business

Correspondence

A. Letter of Commendation

B. Thank you Letters

C. Emergency Communications Command Vehicle Event List

8. Adjournment

Chairman Aiken called for a motion to adjourn at 2:15 P.M. Commissioner Szoc motioned to adjourn the meeting and the motion was seconded by Commissioner Valliere. Unanimously passed by those present and voting.

Next Commission meeting planned for June 2012. Date, time and location to be determined.

William Wood, Secretary
Enhanced 9-1-1 Commission