

**ENHANCED 9-1-1 COMMISSION MINUTES
WEDNESDAY, JULY 12, 2006**

PRESENT:	Douglas Aiken, Chairman	NH Association of Fire Chief's
	Dan Linehan, Vice Chairman	NH Sheriffs Association
	Kathryn Bailey	NH Public Utilities Commission
	Jill Healy Wurm	Verizon
	George Valliere	NH Police Officer
	David Caron	NH Municipal Association
	Paul Szoc	NH Federation of Mutual Aids
	James Valiquet	NH Association of Police Chief's
	Deborah McKinney	NE Deaf & Hard of Hearing Services
	Richard Bernard	Public Member
	Robert Girard	US Cellular
	Brett Scholbe	Professional Firefighters of NH
ABSENT:	William Wood, Secretary	NH Div. of Fire Standards and Training & EMS
	Marc Violette	MCT Telecom
	Donald Hill	Commissioner, Dept. of Admin. Svs.
	Frederick Booth	NH Department of Safety
OBSERVERS:	Bruce G. Cheney, ENP	Director, NHBEC
	Peter A. DeNutte, ENP	Assistant Director, NHBEC
	Michael Geary, ENP	Training Manager, NHBEC
	Robert Brown	IT Manager, NHBEC
	Wesley Colby	Director of Administration, Dept of Safety
	Leland Willette	TDS Telecom
	Lesley Garey	Interpreter
	Shannon Gruney	Interpreter
	Jon Brooks	Training Coordinator
	Alan Davis	Operations Supervisor, NHBEC
	Douglas Patch	Orr & Reno
	Jayne Rayno	TDS Telecom
	Wanda Hemeon	Public Information Rep., NHBEC
	Kelley Noel	Administrative Supervisor, NHBEC

The E9-1-1 Commission (Commission) meeting held at the Richard Flynn NH Fire Academy, 222 Sheep Davis Road, Concord, NH was called to order at 11:17 a.m. by Chairman Douglas Aiken. Chairman Aiken introduced Commissioner Robert Girard of US Cellular to the

Commission members. Robert Girard is representing the wireless phone companies. Chairman Aiken then introduced Deborah McKinney of the Northeast Deaf and Hard of Hearing. Deborah McKinney represents the NH Disabled Community.

1. Approval of the minutes of the March 8, 2006 NH Enhanced 9-1-1 Commission Meeting

Chairman Aiken motioned for approval of the March 8, 2006 meeting minutes. Vice Chairman Linehan motioned to accept the minutes and Commissioner Bernard seconded the motion. Unanimously approved by those present and voting. Chairman Aiken called for a motion to accept the January 12, 2006 minutes. Commissioner Szoc motioned to accept the minutes and Commissioner Valliere seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

2. Director's Report

2. A Report of the FY06 Surcharge Receipts (Director of Administration Wesley Colby)

2. A.1 Discuss year to date expenditures and surcharge revenue

Director Colby provided the appropriation report to the Commission on the closing of fiscal year 2006 which ended on June 30, 2006. An explanation was given on what each column meant and reported there was a need to make significant transfer of funds during the FY06 so the appropriation of funds would balance to make the budget work. Mr. Colby reported one half of Director Cheney's salary needed to be appropriated from the surplus; the purpose of this is the Director's salary is split between Emergency Management and Emergency Communications.

Mr. Colby explained funds needed to be transferred from one class to another to cover the overtime budget. There were funds taken from general funds to pay for the heat and electricity for the Laconia Facility. Mr. Colby expressed his concerns for the FY07 budget because there may not be enough funds to cover the heat and electricity even with the contribution from Lakes Region Mutual Aid for their monthly electricity budget. There was also a \$4,450.00 transfer to general services to cover the heat & light budget on 33 Hazen Drive, Concord, NH.

Mr. Colby explained there is a need to be concerned with the benefits portion of the budget because of the way the state uses a flat percentage rate of 44% to fund benefits and Bureau's benefits are higher because to the average salary is relatively low and most employees are in the family plan.

The in state travel needed additional funds to cover gasoline and repairs to the vehicles since the cost of gasoline is .80 higher now than it was a year ago.

Funds had been taken from Public Relations and ANI/ALI to cover additional transfers. There was a \$457,000.00 transfer to systems development to take care of an issue from 2003 as 9-1-1 left Administrative Services to the Department of Safety. Mr. Colby explained there were funds encumbered for TDS Corporation that were released at the end of 2003 which should have covered some invoices in 2003 and should have been reinstated in 2004; however, in the move to Safety this was overlooked. Mr. DeNutte explained to the Commission that the funds were to cover a contract the Bureau had with TDS to upgrade the 9-1-1 system for the Concord and Laconia Facility. Some of the funds were expended when Laconia was completed and the other portion wasn't expended. At the end of the year, Administrative Services had removed the remaining funds and unencumbered it which the Department of Safety should have re-encumbered the funds.

Vice Chairman Linehan asked if there were any other items that were overlooked when the transfer took place. Director Cheney explained there was to be an extension of the contract with Verizon but that didn't happen. Mr. Colby explained the Verizon bill has been paid without the funds being encumbered due to there not being a contract. Further explanation was made that when the Bureau's budget was drafted the Laconia Facility was to be opened and the database was to be turned over.

There was a discussion whether the budget will be affected when the new Concord Facility is opened.

Mr. Colby explained that he has contacted Administrative Services to get an estimate of what it will cost to operate the facility and the funds will be split between 9-1-1, Emergency Management, State Police, Department of Transportation and the Fire Marshal. The funds have been budgeted into the Bureau's budget for Fiscal Year 07 and it seems the budget will fall short.

2. A.2 Discuss current surcharge

a. Mr. Colby provided an E9-1-1 FY07 Revenue Projection vs. Approved Budget document to the Commission. The first page of this document covers the FY07 budget for this year and the next 5 years with no revenue change. There are concerns with Voice Over IP (VOIP) and will be discussed at future meetings. Mr. Colby explained to the Commission the totals of the approved budget, indirect costs and items to include the following; raises, Director's salary, Database Administrator position, Benefit shortage, increase in heat, electricity, fuel and the cost to operate the new Concord Facility.

b. The second handout shows what the Projected Fund Balance with in-house Database. Mr. Colby expressed his concerns regarding an increase with the surcharge. If there isn't due, then the Bureau would not be able to cover all of its expenses. After the projection was presented to the Commission there was a discussion held at length whether there should be an increase with the surcharge. Director Cheney explained there hasn't been an increase since E9-1-1 came on line 10 years ago and New Hampshire has the lowest rate for collecting surcharge with some states requiring two different rates on both wired and wireless.

Commissioner Valiquet motioned that the Commissioner of the Department of Safety increase the surcharge by .15 cents effective in the month of October and for the surcharge to be reviewed annually. Vice Chairman Linehan seconded the motion. Unanimously approved.

c. Director Cheney reported that Vonage has offered to pay the surcharge for VOIP. He has recently spoken to Vonage and there are still some legal issues pending. The Director will keep the Commission informed on the status.

2. B. Report on Mapping Status (IT Manager, Robert Brown)

2. B.1 Update on Mapping Progress

a. IT Manager Robert Brown reported that the field work is going well. Field work in Stratham, Marlboro, Berlin, Chester, Westmoreland, Winchester, Richmond, Piermont and Plymouth has been completed since the last commission meeting. The next towns to be scheduled Nottingham, Hinsdale, Roxbury, Newport, Gilford, Rye and the unincorporated areas. Mr. Brown reported five towns have accepted the data with thirty pending acceptance from the towns.

b. Since March, road maps sets, map books and digital data for 40 towns have been produced. When the town of Alexandria was completed a test was conducted with the mapping server and a TMX extract from Verizon there were some discrepancies but the mapping department will be contacting Alexandria to verify any discrepancies.

2. C. Status of Cost Recovery (Assistant Director, Peter A. DeNutte, ENP)

2. C.1. Update on Cost Recovery

a. Director Cheney introduced Attorney Douglas Patch who has been retained to do consulting and assist the Bureau in determining how the cost recovery issues should be addressed. Attorney Patch reported to the Commission that he was retained to assist the Commission with the wireless companies who are seeking reimbursement for providing E9-1-1 service in New Hampshire. A letter had been sent to the wireless companies outlining specific requirements in order for them to be reimbursed. There have been two wireless providers who have submitted their request with justification. As a result, a team has been formed to evaluate these requests. A hearing was held separately with these companies and since that time there have been

meetings with the companies with no final resolutions. In August, the team would like to make a recommendation to the Commission for reimbursement. Mr. Patch recommends a hearing be scheduled to meet with the team and the wireless providers.

2. D. Report on PSAP Operations (Operations Supervisor, Alan Davis)

a. Operations Supervisor Alan Davis reported the PSAP has lost 10 Telecommunications Specialist with three being promoted to supervisors. There are eight new hires in training at this time. Mr. Davis explained the overtime is high because there are so many open positions. A new supervisors schedule is in place. Two supervisors will be on every shift including the overnight. This will increase the oversight of the PSAP and to keep a handle on the TC with regard to call taking.

2. D.1 Update on PSAP Operations

a. Mr. Davis reported to the Commission the PSAP has taken over the responsibility of contacting sign language interpreter for emergency referral.

2. E. Report on EMD (Training Coordinator, Jon Brooks)

2. E.1. Protocol Compliance Reports

a. Training Coordinator Jon Brooks provided to the Commission the quality assurance report. The PSAP is in compliance and within the NENA standard. He doesn't see any issues at this time.

b. Mr. Brooks provided a report on the transfers for Police, Fire and cellular transfers. This report is what the supervisors do daily and he is currently reviewing and tracking these reports. The Telecommunicators are maintaining a 98% average.

2. F. Status of Training (Training Coordinator Jon Brooks)

2. F.1. Status of Training

a. Mr. Brooks reported he is working on improving the communications between operations and training with the goal to have more involvement between the two. With the current training class there have been Supervisors and Telecommunicators assisting with training this will also help keep the skills up.

b. There will be a formalized training for the supervisor as this will help keep skills up. The checklist provides an itemized list of need to be reviewed. There is a skills test to evaluate what the supervisor's knowledge is and this will help identify if there are weaknesses that need to be addressed.

c. The current Telecommunicators in training are scheduled to be mentoring August 11, 2006 and the goal is to have another class scheduled a week from then to lesson the staffing shortage.

d. EMD Policy & Procedures are being updated. The first draft has been completed.

e. The goal to increase continuing education classes has been discussed with the Chief of Operations, Operations Supervisor and the Training Unit. The continuing education is a cooperative process having both training staff and the Telecommunicators seek out desirable continuing education topics.

f. Working with the Attorney General's office to work out a procedure on how the Telecommunicators are to handle a threat on a judge.

g. Continuing education on the NIMS 700, Incident Command vehicle and policy & procedure open forum with Chief Grant. Currently, education is scheduled on suicide and overdose, EMD Pre arrival and post

dispatch instruction and on judge emergencies.

2. F.2. Outside Agency Assistance

No discussion

2. G. Status of Human Resource & Rules (Training Manager & HR Rep. Mike Geary)

2. G.1. Human Resources

a. Training Manager & HR Rep. Mike Geary reported the Bureau needs to actively do testing so there is no lapse in training and this will maintain the quality of training.

2. G.2. Status of Administrative Rules

a. Mr. Geary provided a copy of the drafted Administrative rules for the Commission to review and to schedule a meeting with Legislative Rule Committee. Chairman Aiken requested Mr. Geary to contact the Commissioners to schedule a meeting to review the rules.

2. H. Status of Public Educations (Informational Rep., Wanda Hemeon)

a. Informational Representative, Wanda Hemeon reported they have appeared at the NH Nurse's Association, Schools, Safety Fairs, Grafton County Sheriff Government day, EMS conference in Mt. Sunapee, Mt. Washington Chamber of Commerce and Emergency Preparedness Conference.

b. Upcoming schedule to include the Lancaster Fair, Sandwich Fair and the North Country EMS Conference along with other events which are coming in daily.

c. Recently met with Poison Control and Easter Seal Autism representatives. The autism representative will provide a 1 hour presentation to the new Telecommunicators hire.

2. I. Status of Public Relations (Informational Rep., Wanda Hemeon)

a. The website has been updated. The public education/information page was removed when Safety took over the maintenance. Ms. Hemeon had them put it back and include the information bulletins in .pdf format for download. There is also an opportunity for folks to subscribe to the online newsletter.

b. Ms. Hemeon reminded the commission of the motion to do a public education awareness program for VOIP. Ms. Hemeon reported after researching the cost she found would be \$2,500.00 for one page in the newspapers. She also contacted the New Hampshire Broadcasters Association and their minimum is \$40,000.00 for a period of eight weeks. Ms. Hemeon asked the Commission if she should continue going forward with this request but the Chairman felt she should hold off until further notice.

c. EIRS – PSAP supervisors have taken back the responsibility for contacting interpreters after hours. In the last fiscal year, a grant was written to pay NDHHS for their referral services (on-call referral specialist). That grant has not been extended and we will be putting out a bid notice for referral services for this next fiscal year.

2. J. Discuss Progress of Network Contract and Database Development (Assistant Director Peter A. DeNutte, ENP)

a. Assistant Director DeNutte reported Director Cheney, Assistant Commissioner Sweeney and himself all met with Verizon to discuss the Network Contract and the Database take over. He reported the Network cost is almost completed with still having the negotiation about the delivery of data as far as the MSAG validation and if there is a cost from Verizon for this service. Mr. DeNutte is confident the Verizon Contract is almost complete for the three remaining years. Most of the details that are still pending are the services that Verizon is trying to set a standard nation wide for all of their 9-1-1 vendors. There is still the issue of the delivery of how the Bureau is going to expect and get the data to us whether it is going to be verified by Verizon or non verified as well as the time frame in which the State is going assume the custody of that data. Mr. DeNutte explained once the new Concord Facility is opened and the equipment is installed there will be a testing process.

b. 2:08 pm Vice Chairman Linehan motioned to go into non public session to discuss Contract negotiations as allowed by RSA 91-A:3. Kelley Noel conducted a roll call vote of Commissioners present which was unanimously approved to go into non public session. Commissioner Jill Healey Wurm and Commissioner Robert Girard excused themselves from the non public session and left the meeting. In addition to Commission members the following people remained in the meeting.

1. Peter A. DeNutte, ENP, Assistant Director
2. Kelley Noel, Administrative Supervisor
3. Robert Brown, IT Manager

Kelley Noel conducted a roll call to conclude the non public session at 2:25 pm no action, votes or report were made.

2. J.1 Verizon data base conversion to State of N.H. database

Previously discussed under 2.J.

2. J.2. Letter to wireless carriers

a. Mr. DeNutte reported all carries have been notified in writing.

2. J.3 Discuss Verizon contract

a. Mr. DeNutte reported the Valor maintenance contract had not been renewed in FY06 because of funding issues but will be renewed in the current Fiscal Year.

2. J.4 Status of Valor Contract

a. Discussed under 2.J.3

2. J.5. Status of network Contract

a. Discussed under 2.J

3. Contractor's Report

3. A. Verizon

a. John Eon reported the Raymond Office had some water issues with all the rain but there were no issues

with it effecting 9-1-1. On May 26, 2006 Verizon lost the ability to get ALI on cell phones with it lasting approximately 45 minutes throughout New England and this was due to an employee error.

3. A.1. Report on Network and CPE

3. B. TDS

a. Jayne Rayno inquired when TDS would be able to start moving forward to install the equipment into the new Concord Facility. Mr. DeNutte informed Ms. Rayno the building would possibly be ready in late September.

3B.1. Report on CPE

NEW BUSINESS

4. Correspondence

4. A. News Article

5. New Business

a. Chairman Aiken requested the Commissioner review the committee list and to inform him if anyone would like to make changes.

5. A. Personnel

5. B. Status of invoice for Laconia equipment

a. Mr. DeNutte explained the funds are encumbered until the Facility is opened.

6. Adjournment

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