

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES
December 18, 2006

PRESENT:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
James Linehan, Vice Chair	NH Sheriffs Association
William Wood, Secretary	NH Div. of Fire Standards and Training & EMS
Kathryn Bailey	NH Public Utilities Commission
Mark Violette	NH Telephone Association
Paul Szoc	NH Federation of Fire Mutual Aids
Frederick Booth	NH Department of Safety
David Caron	NH Municipal Association
Jill Healy Wurm	Verizon
Brett Scholbe	Professional Firefighters of NH
Robert Girard	US Cellular
James Valiquet	NH Association of Chiefs of Police
George Valliere	NH Police Officer

ABSENT:

Donald Hill	Commissioner, Dept. of Admin. Svs.
Deborah McKinney	NE Deaf & Hard of Hearing Services
Earl M. Sweeney	Assistant Commissioner, NHDOS

OBSERVERS:

Bruce G. Cheney, ENP	Director, NHBEC
Peter A. DeNutte, ENP	Assistant Director, NHBEC
Eric Sobel	Tech Support Specialist III
Patricia Magoon	Assistant Planner
Stacey Zalenski	Supervisor I
Kelly Grant	Chief of PSAP Operations, NHBEC
Jon Brooks	Training Coordinator
Kelley Noel	Administrative Supervisor, NHBEC

Sherry Baker
Leland Willette
Wesley J. Colby

Administrative Secretary, NHBEC
TDS Telecom
Director of Administration, Dept. of Safety

The E-9-1-1 Commission (Commission) meeting held at The Department of Safety, Richard M. Flynn Building, 33 Hazen Drive, Concord, NH was called to order at 11:07 a.m. by Chairman Douglas Aiken.

1. Approval of the minutes of the July 12, 2006 NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken motioned for approval of the July 12, 2006 meeting minutes. Vice Chairman Linehan motioned to accept the minutes and Commissioner Szoc seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

2. Director's Report

2A. Discuss year to date expenditures and surcharge revenue

2A.2. Voice Over Internet Protocol (VoIP)

Director Colby provided copies of four Governor and Council items which includes Non-Lapse funds for Enhanced 9-1-1 System, this will amend the agreement with Verizon, and enter into a five year contract. There will be a need to transfer \$1,378,203 from the Non-Lapse funds to various classes within the Bureau of Emergency Communication's (Bureau) budget.

In accordance with the contract, Verizon will provide E-9-1-1 database maintenance. This agreement will not exceed 15 months and will cost the Bureau \$302,363.10. Once the new Incident Management Center (off Route 106 in Concord) is operational, the Bureau will take control of the database. At this point there will be no further need for Verizon's maintenance services and no further costs will be incurred for this service.

The Database Administrator position was approved by Governor and Council and Fiscal Committee. The position has been posted and the interview process will start the week of December 26, 2006.

These four items have resolved the issues of the shortage of the appropriations.

Director Colby explained to the Commission the process on how the surcharge checks are deposited with Bureau of Accounts and although there are 12 months in a year the last deposit is entered on the thirteen month.

Revenue was up \$150,000 in the first four months. If the Bureau continues with the projected revenue of 7 ½ million which was suggested by Director Colby back in June. He said with no growth in revenue for the next two thirds of the year the Bureau will be up about \$150,000.00 each year.

2. A.1 Discuss current surcharge

The new .64 surcharge rate became effective November 2006. The Department of Safety Business Office has established a new organization code for the wireless cost recovery funds. They are taking seven cents from all returns and depositing the money into the new account so that money will be available to pay the wireless carriers that have signed agreements.

At this time there are two wireless carriers with current cost recovery agreements. One more is pending approval of Governor and Council in January. The payments will begin 60 days after approval from Fiscal Committee in February of 2007.

Director Cheney explained the seven cents should cover the costs to pay the wireless carriers that requested reimbursement and have agreements.

Director Colby reported he is waiting for a time breakdown from Attorney Douglas Patch so they may process payment of his invoice.

2A.2. Voice Over Internet Protocol (VoIP)

Assistant Director Denutte reported that Vonage and E911 will finalize a Memorandum of Understanding within the next 30 days. Vonage will be paying the surcharge for their customers on a voluntary basis.

Director Colby reported the Bureau's budget is currently in the transitional year. The Bureau will need to monitor the budget closely so there is not a negative fund balance.

2.B Report on Mapping & Data Base Status (Eric Sobel and Stacy Zalenski)

Technical Support Specialist Erik Sobel, reported that 23 towns have activity, 9 towns have revised map books and road maps, 6 towns had data capture for acceptance, 3 towns replaced map books, 1 town had maintenance books for acceptance. 549 maintenance points were collected for the period.

Field process for mapping has been fine tuned so there should be less delay in getting the maps out. The three cartographer positions have been filled.

Database activities are progressing well. The Mapping Unit is taking a proactive approach in determining accurate addresses instead of waiting for local town verifications. The Mapping Unit operations will be supervised by the Database Administrator.

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

Assistant Director DeNutte reported that with the assistance of Commissioner Bailey, the request to the Public Utilities Commission to increase the surcharge on November 1, 2006 from 42 cents to 64 cents was approved. The Commission should see the increase reflected in the December 2006 revenue figures. Director Colby recommended that 7 cents be kept in a separate account for wireless cost recovery payments. Wireless will be charged 7 cents and wired charged 15 cents. The Commission and Bureau will need to monitor the surcharge in the event a future increase is necessary.

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

Chief of PSAP Operations Grant reported that hospital diversions were at 182 calls and Exeter Hospital was at the top of the list. Call reviews for police, fire and cell phone were 5,765 as of December 15th.

She reported that 12 of the 19 PSAP positions are operational. When there is a problem with one of the positions, the Tech Support team has been most helpful.

The Automated External Defibrillator (AED) database contains location information on 593 devices.

She reported that each Telecommunicator has been provided with a policy and procedure manual for their workstations. They are encouraged to refer to the manual whenever procedural questions arise.

The Supervisors are working a new schedule: 12-hour shifts on the weekends and 8-hour shifts during the week. One Supervisor handles the administrative phone lines at the PSAP Position 19. A second Supervisor assists with additional phone calls. The third Supervisor circulates among the Telecommunicators assisting as required. This coverage is working very well.

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

1. Protocol Compliance Reports

Training Coordinator Brooks reported that the PSAP is in compliance in all sections and the telecommunicators are receiving the feedback on the CET reports that they need to identify if there was any issues with the call. He reported EMS policy and procedures have been updated.

Training Coordinator Brooks reported the regular call handling report is for non-EMD calls and the Supervisors are in compliance. The minimum score is 95% and all the supervisors are well above this percentage.

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

Training Coordinator Brooks reported the Bureau assisted the Rochester Police Department with training on their new Computer-Aided Dispatch (CAD) system. RPD will be assuming EMS dispatching for Frisbie Hospital's Rochester Ambulance Service.

He also reported there are three "new hires" classes in progress. One class is in the post-mentoring stage. The second class has been handling 9-1-1 calls on their own for the past two weeks. A class of 12 began on December 8th and all classes are progressing well. As of today, there is one Telecommunicator vacancy. Bureau staff will be conducting interviews to establish a prospective hires waiting list.

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

Director Cheney reported that he and Training Manager Geary have dealt with several discipline issues and feel there is improvement within the Bureau. Assistant Planner Magoon has suggested development of a program to assist employees on the promotional process within the Bureau.

Director Cheney advised that administrative rules have been completed and submitted to Department of Safety Attorney Modigliani for scheduling before the administrative rules committee.

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

Assistant Director DeNutte reported the Bureau has on-going contact with schools statewide and is providing updates for the newsletter.

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

Assistant Director DeNutte reported there is an on-going process for updating the Bureau's website. Information Rep. Hemeon continues to handle 9-1-1 public information inquiries.

2. J. Discuss progress on Network Contract and Database Development

Assistant Director DeNutte reported that the Verizon Contract passed Governor and Council on December 15, 2006. Verizon has a tentative January 22, 2007 date to install and be ready for conductivity and testing at the new Incident Management Center. Assistant Director DeNutte reported that the Verizon contract is in place and hopes to have a Database Administrator hired within a few weeks. Once the database is in place, they are going to run side-by-side with Verizon for 2-4 weeks to ensure the Bureau's equipment is collecting the necessary data.

Assistant Director DeNutte reported the database upgrade and switch-over must be completed within the next 15 months. It is anticipated for completion within that time period.

Assistant Director DeNutte reported that the Incident Management Center should be ready sometime in late February. They are working on the final punch list items.

Assistant Director DeNutte advised the Valor contract pricing needs to be renegotiated. The fiscal permission for negotiations funding was approved in November 2006.

2.K. Contractor's Report

Verizon Representative Eon reported that an October 2006 power problem in the PSAP was determined to involve switching equipment in Salem. Verizon corrected the switch problem.

TDS Telecom Representative Willette reported during 2006, TDS Telecom has been involved in a major internal restructuring project. While the restructure is not yet complete, some changes have taken places that are pertinent to the relationship of TDS to the Bureau.

TDS Telecom Sales Manager Landry, previous Sales Manager for New Hampshire, has been transferred to a Wisconsin assignment. The new Sales Manager for New Hampshire is Brian McDaniel.

Former TDS Telecom Account Executive Rayno, who handled the Bureau's account, has left TDS employment. James Murphy, TDS Account Executive for the State of New York will be moving to New Hampshire to manage the Bureau's account.

Former TDS Project Manager Theleman, who was the most recent project manager for the Bureau's PSAP installation projects, has also left TDS. Currently, there is not a project manager assigned to the PSAP projects.

In addition, on November 8th, the decision was made to discontinue PSAP solutions as part of TDS Telecom's Business Systems Product Line. As result, TDS will

not solicit new PSAP business. TDS will honor all existing sales and maintenance agreements. Upon the expiration of current contracts, TDS will not seek renewals. TDS will assist customers in a transition to maintenance provided by CML or another CML partner/reseller.

New Business

1. Response to Legislative Budget Assistant Office regarding performance audit.

Director Cheney reported that the LBA contacted him in regards to the audit performed. He wrote a response and it is with Assistant Commissioner Sweeney for review. Once approved, Director Cheney will make sure the Commission gets a copy of the response.

2. Adjournment

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