

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES
March 9, 2007

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
Donald Hill	Commissioner, Dept. of Admin. Svs
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
Richard Bernard	Public Member

ABSENT:

Frederick Booth	NH Department of Safety
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
David Rivers	EMD Quality Assurance

Al Davis	Operations Supervisor, NHBEC
Wanda Hemeon	Informational Rep, NHBEC
Sherry Baker	Administrative Secretary, NHBEC
Leland Willette	TDS Telecom
Wesley J. Colby	Director of Administration, Dept. of Safety
Tim Scott	Systems Development Specialist
Steven L'Heureux	EMD Reviewers, NHBEC
Sean Goodwin	Special Projects, NHBEC
Scott Wolfert	Database Administrator

The E-9-1-1 Commission (Commission) meeting held at The Richard M. Flynn NH Fire Academy, 222 Sheep Davis Road, Concord, NH was called to order at 11:05 a.m. by Chairman Douglas Aiken.

1. Approval of the minutes of the December 18, 2006 NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken motioned for approval of the December 18, 2006 meeting minutes. Vice Chairman Linehan motioned to accept the minutes and Commissioner Bernard 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

Director Colby provided copies of the Statement of Appropriation and remarked that overall the budget is in good shape. The salary line is under budget due to vacant positions.

Director Colby reported that the new surcharge is in effect and is being collected at the new rate. With the new surcharge in place, the Bureau should make the projection we anticipated last spring.

Director Colby the Legislature's Fiscal Committee approved the Bureau's request for a supplemental appropriation of staff benefits. The DOS was able to budget extra funds in Benefits to match the actual percentage of 9-1-1 salaries for the coming year. This should alleviate the need to request future supplemental appropriations for benefits.

Director Colby explained that the Wireless Cost Reimbursement account is in good shape. The Bureau made the first payment to the wireless carriers last month and future payments will be in a timely manner.

2.B Report on Mapping (Systems Development Spec, Timothy Scott)

1. Update on Mapping Progress

Systems Development Specialist Timothy Scott distributed an updated status map to show the progress that has been made with mapping. He reported the following activity since December 29, 2006:

Total of 29 Towns with activity:

- ❖ 11 given data capture packets for acceptance
- ❖ 4 given revised map books
- ❖ 5 given additional maps/digital data as requested
- ❖ 3 completed data capture
- ❖ 6 provided completed address package & moved into maintenance program
- ❖ (228 maintenance points collected during the period)

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

1. Database Activities

- ❖ Data Processing Supervisor II position is vacant

Database Administrator Wolfert reported that the NHBEC Database Department is currently in the process of verifying all of the Supplemental Automatic Location Information (ALI) data. A procedure is in place to continue this process on a monthly basis for Supplemental ALI's that are 6 months old. The Department has also initiated an Unnumbered Telephone Number (TN) project to reduce the number of unaddressed telephone lines in the Verizon-supplied 9-1-1 database.

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

1. Update on Cost Recovery

Assistant Director DeNutte, reported he continues to meet with Vonage to complete a Memorandum of Understanding (MOU). This effort should be completed by September 2007. He is currently identifying other Voice Over Internet Provider carriers. The Legislature's Science and Technology Committee did not approve the Bureau's legislation for a Voice Over Internet Provider (VOIP).

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

1. Update on PSAP Operations
2. Report on "Lost calls / delayed calls"

Chief of PSAP Operations Grant reported that call volume is increasing and there are 12 of 19 call positions operational. The remaining positions are out-of-service due to maintenance problems and lack of replacement parts. She indicated the PSAP is experiencing an increasing number of “lost” 9-1-1 telephone calls. The lack of call positions is contributing to this problem.

The Commission discussed the status of placing the Laconia PSAP into operation to assist in alleviating the above issue.

Commissioner Valiquet motioned to recommend making the Laconia PSAP Operational as soon as possible due to the serious life-safety issue involved with “lost” 9-1-1 calls. Commissioner Bailey seconded the motion. Unanimously approved by those present and voting.

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

1. Protocol Compliance Reports

Case Reviewer Steve L’Heureux reported that the Bureau’s Emergency Medical Dispatchers continue to rank the highest in the country in compliance to protocol. In 2006 the Bureau compliance on 75,000+ cases was at 97.81%. The “Falls” category continues to be the most common EMS call category received. Customer service compliance was 99% in 2006. As of January 1, 2007, the Bureau has a 97.91% compliance to protocol. Customer service for 2007 is at 98.67%. David Rivers is the Bureau’s new Emergency Medical Dispatch Instructor.

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

1. Status of Training
2. Outside Agency Assistance

Training Coordinator Brooks reported four new hires are in the post-mentor training phase, 10 telecommunicators are mentoring in the PSAP, and six begin PSAP training April 5, 2007. Hiring is underway for the five vacant Emergency Medical Dispatcher positions.

All supervisors will be attending a “Fundamentals of Supervision” class. Computer training on Microsoft Office is scheduled for May 2007. The Supervisors have also completed a Train-the-Trainer on the “ALI Trakker” mapping software.

Training Coordinator Brooks advised there has been no recent “outside agency” training.

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

1. Human Resources
2. Current Position Vacancies

3. Status of Administrative Rules

Administrative Manager & Human Resource Representative, Michael Geary reported that employee resignations have diminished mainly due to the increase of the Labor Grade and change of title from “Telecommunicator” to “Emergency Medical Dispatcher”.

The Bureau is hiring for the vacant Cartographer I and Data Control Clerk III positions.

A Joint Legislative Committee on Administrative Rules (JLCAR) hearing date has been requested for the Bureau’s rules project.

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

Informational Rep. Hemeon reported she and Jack O’Connor have done two presentations for the Manchester school system in cooperation with Catholic Medical Center (CMC).

Jack O’Connor conducted a 9-1-1 presentation for a CMC babysitter training course.

Information Rep. Hemeon completed a 9-1-1 presentation for refugees at the International Institute in Manchester.

Upcoming Events:

Amherst Elementary Health & Safety Fair

Concord YMCA Health & Safety Fair

Havenwood Heights (Concord) presentation for the hearing impaired

Newport Fire Department Health & Safety Fair

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

Informational Rep. Hemeon reported the newsletter is finished.

She continues to work with the Office of Informational Technology (OIT) on updating the Bureau’s website.

Upcoming Events:

April 8 – 14, 2007: National Public Safety Telecommunicator Week

(The Bureau will be recognizing the Emergency Medical Dispatchers’ efforts)

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

1. Verizon database conversion to State of N.H. database

2. Move to New Incident Management Center

3. Status of Valor Contract

The Bureau is waiting on documentation from Valor and hopes to get this item on the next Governor and Council meeting.

3. Contractor's Report

A. Verizon

1. Report on Network

Verizon Representative Eon reported that an August 2006 vehicle accident caused loss of telephone dial tone in Eastern Coos County. He advised the area affected does not have system redundancy.

Commissioner Valliere expressed concern that a significant portion of the northeastern New Hampshire can be subjected to an extended loss of telephone service due to limited phone network infrastructure.

Commissioner Bailey requested a report on the cost to have the Berlin-Errol-Gorham-Milan area covered with phone network diversity.

Verizon Representative Mike Finnegan reported that the new facility in Concord is as ready as Verizon can make it. All the trunks and tandems have been installed and tested.

B. TDS

1. Report on CPE

TDS Representative Willette explained that TDS and the Bureau are reviewing the status on the Laconia PSAP and completing a list of tasks.

He is also reviewing the scope of work requirements to ensure "on schedule" completion of the Laconia and new Concord PSAP sites.

New Business

4. Correspondence

5. New Business

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

Director Cheney reported that he sent his response back to the LBA and he has not yet received a response.

B. Status of snowmobile trail maps (Sean Goodwin, Supervisor of Special Projects)

Supervisor of Special Projects Sean Goodwin, reported that Colebrook and Pittsburgh maps are complete with all the names and addresses of all the trails including 63 landmarks and 471 junctions. He explained that he is hopeful that the Coos County will be completed by end of 2007.

C. Fairpoint

Director Cheney reported that Fairpoint will not make any significant changes to what Verizon has done in relation to the E-9-1-1 database once Fairpoint takes over.

Fairpoint representative RoJean Tulk reported that there is a transition agreement with Verizon so that on the day of the closing there will not be a flash cut.

D. Additional supervisor training provided by the Division of Personnel

Assistant Planner, Patty Magoon explained to the Commission that she has been planning some on-site and in-house training with the Division of Personnel. The following are the classes that have been provided for staff participation:

- Computer Classes
- Fundamentals of Supervision
- Purchasing rules, G&C, ERP
- Sexual Harassment Prevention
- Time/Stress Management
- Supervision/Interviewing Techniques
- Public Speaking & Communication Skills
- Career Path Development Plan

E. Report on move to new Concord facility

6. 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.