

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES
June 8, 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
Richard Bernard	Public Member
Deborah McKinney	NE Deaf & Hard of Hearing Services
John J. Barthelmes	Commissioner, Dept. of Safety

ABSENT:

Frederick Booth	NH Department of Safety
Earl M. Sweeney	Assistant Commissioner, NHDOS
George Valliere	NH Police Officer

OBSERVERS:

Bruce G. Cheney, ENP	Director, NHBEC
Peter A. DeNutte, ENP	Assistant Director, NHBEC
Erik Sobel	Information Technology Manager, NHBEC
Patricia Magoon	Assistant Planner, NHBEC
Kelly Grant	Chief of PSAP Operations, NHBEC
Jon Brooks	Training Coordinator, NHBEC
David Rivers	EMD Quality Assurance, NHBEC

Al Davis	Operations Supervisor, NHBEC
Wanda Hemeon	Informational Rep, NHBEC
Sherry Baker	Administrative Secretary, NHBEC
Leland Willette	TDS Telecom
Tim Scott	Systems Development Specialist, NHBEC
Stephen L'Heureux	EMD Reviewers, NHBEC
Sean Goodwin	Special Projects, NHBEC
Scott Wolfert	Database Administrator, NHBEC
Mike Geary	Admin. Manager & Human Resource, NHBEC
Jon Eon	Verizon Rep.

The E-9-1-1 Commission (Commission) meeting held at The Richard M. Flynn Fire Academy, 222 Sheep Davis Road, Concord, NH was called to order at 11:15 a.m. by Chairman Douglas Aiken.

1. Approval of the minutes of the March 9, 2007 NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken motioned for approval of the March 9, 2007 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

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

Director of Administration Wesley J. Colby was absent and his financial report will be sent to all Commissioners.

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

1. Update on Mapping Progress

Specialist Scott distributed an updated status map to show the progress that has been made with mapping. He reported the following activity since March 2007:

Total of Towns with activity: 48

- ❖ 16 given data capture packets for acceptance
- ❖ 6 given revised map books
- ❖ 8 given maps/digital data as requested
- ❖ 6 completed data capture
- ❖ 12 provided completed address package & moved into maintenance program

- ❖ 261 maintenance points collected during the period

He also reported that the Mapping unit has been working on three new projects:

- ❖ New Detailed Operating Procedures
- ❖ GIS Database NENA Compliant
- ❖ Cell Tower Location Verification

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

1. Database Activities

- ❖ No vacant positions.

Administrator Wolfert reported that the NHBEC Database Unit 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 Database Unit 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.

He also reported that he and Tim Scott are writing a new application to be NENA compliant so that they can convert the data over from the Verizon database. The Database solutions have been moved down to the new Concord facility and is awaiting an internet connection which is required for database takeover. No official date has been determined for taking over the database from Verizon.

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

1. Update on Cost Recovery

Assistant Director DeNutte reported cost recovery is going smoothly. The wireless companies are being paid in a timely manner. Our two year cost recovery commitment is on schedule.

2. E. Report on Public Safety Answering Point (PSAP) Operations, Kelly Grant)

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

Chief Grant reported that the move to the Laconia facility was completed in six days. The training of all the Supervisors and the Emergency Medical Dispatchers on the CML software was done in three days by working 16 hours shifts. Ms. Grant commended Eric Sobel and his Technical Support team for all their hard work. She also reported to the Commission that her staff was instrumental in accomplishing the expedited relocation to the Laconia facility.

Chief Grant reported that the schedule has changed for all supervisors and EMD's so that once the Concord facility is ready to open the transition can be done in a smooth fashion.

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

1. Protocol Compliance Reports

Reviewer L'Heureux reported that the Bureau's Emergency Medical Dispatchers continue to rank the highest in the country in compliance to protocol. The Bureau compliance went down by 2% and is currently at 95.00%. Mr. L'Heureux believes the percentage fall was due to change in software and new employees. He feels once they get more comfortable with the new software the percentage will return to the former level of compliance.

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

1. Status of Training
2. Outside Agency Assistance

Coordinator Brooks reported six new hires are in the post-mentor training, 3 Emergency Medical Dispatchers are mentoring in the PSAP, and there are four vacant Emergency Medical Dispatcher positions. The next class begins July 13, 2007.

All Emergency Medical Dispatchers have also completed the "ALI Trakker" mapping software training.

2. H. Status of Human Resources & Rules (Administration Manager, Mike Geary)

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

Manager Geary reported that Human Resources have been busy with shift changes, letters of counsel, and letters of commendation and hiring of new employees. The Bureau is hiring for the vacant Cartographer I and Data Control Clerk III positions.

Mr. Geary reports that the following positions are in the process of obtaining upgrades.

- ❖ Data Processing Supervisor
- ❖ Cartographer I
- ❖ Emergency Medical Dispatchers

A Joint Legislative Committee on Administrative Rules (JLCAR) hearing date has been set for July 24, 2007.

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

Ms. Hemeon reported a group from the Taylor Nursing Home came to the Concord facility for a presentation and tour before the PSAP moved to Laconia.

A 9-1-1 presentation was conducted for the Catholic Medical Center's (CMC) babysitter training course.

Ms. Hemeon completed a 9-1-1 presentation for Grafton County Sheriff Government Day, Merrimack Safety Fair, Mt. Washington Valley Business to Business and Farmington Safety Day.

Upcoming Events:

Emergency Preparedness Conference in Manchester
CMC Babysitter program

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

Ms. Hemeon submitted an article on Supplemental ALI to various senior citizen Newspapers.

Ms. Hemeon has been in contact with Asst. Commissioner Sweeney in regarding the need to improve our web-site.

Upcoming Events:

Presentation at Elementary Schools

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

1. Verizon database conversion to State of N.H. database
2. Move to Emergency Communications and Operations Center
3. Status of Valor Contract

The Bureau has negotiated a contract with Valor to start the upgrade for software in July of 2007.

Emergency Management and Emergency Communications have moved into the Emergency Communications and Operations Center. The PSAP will be moving in soon. The Department of Transportation and State Police are still in the process of moving into the new facility. A tour of the new facility was given by Director Cheney and Asst. Director DeNutte for the Commission after the meeting.

2.L. Report on Continuing Education Program (Assistant Planner, Patty Magoon)

1. Update of Continuing Education

Planner Magoon reported that the on-site training started on March 27, 2007. The Division of Personnel's Bureau of Education & Training, the Employee Assistance Program (EAP), the NH Retirement System, the Local Government Center as well as Division staff are among the participants in providing training for Bureau employees.

Planner Magoon described the three point training program she is putting together. One program will be a training course for new supervisors. The second will be an In-Service Program for both supervisors and other employees. The third will be a Career Development Program to help employees advance and thereby improve retention.

Planner Magoon explained that she has been working on a 2007 Training Catalog and it will be ready for distribution soon. She is in the process of preparing a 2008 Training Opportunities Catalog for release in December, as well as catalogs for the Career Development Program.

She explained that the feedback from all the classes thus far has been positive.

3. Contractor's Report

A. Verizon

1. Report on Network

Verizon Representative Eon reported no outages since the last Commission meeting. The Bureau has requested Mr. Eon to audit the designated seven digit emergency phone numbers assigned to each town and identify them to ensure the numbers remain active.

Verizon Representative Eon explained that the Concord facility has been tested and they are working with the Bureau to get the PSAP ready for operation.

B. TDS

1. Report on CPE

TDS Representative Willette explained that the Bureau deserves all the credit for getting the Laconia PSAP operational in such a short time frame. The equipment for the Concord facility is 99% complete.

New Business

4. Correspondence

A. Letter to Director Cheney Re: Lost 911 Call

Director Cheney received a letter from Mrs. Durost of Goffstown in regards to an unanswered 9-1-1 call. Director Cheney met with Mrs. Durost regarding her concern and provided an extensive tour of the Laconia facility.

5. New Business

A. Election of Officers

Commissioner Valiquet motioned to cast one ballot for Chairman, Vice Chairman and Secretary. Commissioner Bernard motioned that Douglas Aiken, Chairman, James Linehan, Vice Chairman and William Wood, Secretary would remain in those chairs and asked for a vote. Unanimously passed by those present and voting. The three candidates abstained from voting on the motion.

B. Tour the new facility

The E-911 Commission asked that the record reflect their desire to thank all the staff at the Bureau for all their hard work and extra hours and dedication to get the conversion to the Laconia facility implemented in a timely and orderly manner.

6. Adjournment

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