

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES
September 21, 2007

PRESENT:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
James Linehan, Vice Chair	NH Sheriffs Association
William Wood, Secretary	NH Division 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, NH Department of Administrative Services
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
George Valliere	NH Police Officer
Earl M. Sweeney	Assistant Commissioner, NH Department of Safety

ABSENT:

Deborah McKinney	Northeast Deaf & Hard of Hearing Services
John J. Barthelmes	Commissioner, NH Department of Safety
Frederick Booth	NH Department of Safety

OBSERVERS:

Bruce G. Cheney, ENP	Director, NH Bureau of Emergency Communications
Peter A. DeNutte, ENP	Assistant Director, NH Bureau of Emergency Communications

Erik Sobel	Information Technology Manager, NHBEC
Patricia Magoon	Assistant Planner, NHBEC
Kelly Grant	Chief of Public Safety Answering Point (PSAP) Operations, NHBEC
Jon Brooks	Training Coordinator, NHBEC
Sherry Baker	Administrative Secretary, NHBEC
Tim Scott	Systems Development Specialist, NHBEC
Sean Goodwin	Special Projects, NHBEC
Scott Wolfert	Database Administrator, NHBEC
Jon Eon	Verizon Representative
Wesley J. Colby	Administration Director, NH Department of Safety

The E-9-1-1 Commission (Commission) meeting held at the New Hampshire Department of Safety, Dwinell Building, 50 Communication Drive, Laconia, New Hampshire was called to order at 11:05 AM by Chairman Douglas Aiken.

1. Approval of the minutes of the June 8, 2007 NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken motioned for approval of the June 8, 2007 meeting minutes. Vice Chairman Linchan motioned to accept the minutes and Commissioner Bernard seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

- 2. Director's Report**
- 2.A. Discuss end of year appropriation report**
- 2.A.1. Discuss 5 year rolling surcharge projection**

11:15 AM Commissioner Bailey arrived.

Director Colby reported based on the last Legislative Budget Assistant Office (LBA) audit findings, he has used the June 30, 2007 data and data from today, September 21, 2007 for 9-1-1 surcharge projections.

Director Colby stated the projected FY07 revenue, with no adjustment for potential loss for Voice Over Internet Protocol (V.O.I.P.), is estimated at \$10,260,000.00.

Director Colby reported the Legislature passed a budget of \$9,387,750.00. Indirect costs are \$60,000.00 and anticipated Worker's Compensation and Unemployment Compensation cost are \$51,500. The appropriate total is just under \$9.5 million.

Director Colby stated the anticipated pay raise as part of the Union contract is \$195,387.00.

Director Colby reported that the Bureau will have to submit a request to the Legislative Fiscal Committee for additional funds for Class 030 and Class 070 expenditures.

Director Colby stated since November 2006 the Department of Safety Business Office has not received a corrected bill from Verizon on their new contract.

Director Colby suggested the Commission consider raising the 9-1-1 surcharge to ensure funding for the current budget projections. No action was taken.

Director Colby reported on the wireless cost recovery project. Verizon reimbursement will be completed in January 2008. Cingular reimbursement will be completed in January 2009. A decision will be needed regarding the status of the current 7-cent cellular cost recovery surcharge.

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

1. Update on Mapping Progress

Specialist Scott distributed an updated state map showing the progress that has been made. He reported on the following activity since September 2007:

Since the map was printed the towns of Bedford, Chichester, Franklin, Richmond and Rye have been added for acceptance.

35 (thirty-five) Towns with activity:

- ❖ 6 given data capture packets for acceptance
- ❖ 9 given revised map books
- ❖ 13 given maps/digital data as requested
- ❖ 7 completed data capture

- ❖ 300 maintenance points collected during the period

Specialist Scott stated that on the cell tower verification, the Mapping Unit has completed its portion and forwarded information to the Special Projects Unit.

He also reported they are in the process of performing Master Street Address Guide (MSAG) reviews of all towns in support of the Database Department.

Director Cheney stated he will be making 9-1-1 system update presentations to Boards of Selectmen statewide.

Specialist Scott reported that he, Director Cheney and Assistant Director DeNutte met with Director Amy Ignatius, and Principal Planner Ken Gallagher, Office of Energy and Planning. That agency is currently attempting to procure grant funding for the hiring of a State GIS Coordinator.

Director Cheney advised that the NHBEC has been requested to provide all 9-1-1 data for inclusion in a planned website for the Office of Energy and Planning. He has advised that agency of the statutory limitations in place in RSA 106.H regarding the sharing of 9-1-1 data. He said he did feel that 9-1-1 road ranges and center line data could be made available.

Commissioner Bernard inquired if a Commission letter on the topic is necessary. Director Cheney indicated that such a letter is not currently necessary.

Commissioner Hill asked Director Cheney to make sure the Governor is aware of this situation as well. Director Cheney will inform the Governor as soon as possible.

11:35 AM Commissioner Valiquet arrived.

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

1. Database Activities

- ❖ No vacant positions.

Administrator Wolfert reported as of September 1, 2007 that the count of Automated Location Identification (ALI) discrepancies was 3,974.

Administrator Wolfert reported 373 Supplemental ALI requests. Also the Supplemental ALI project has been completed and all information has been provided to the Vendor for updating the ALI database.

Administrator Wolfert stated the Unnumbered TN Project is at a 99.81% level.

Administrator Wolfert reported the New Hampshire ALI Database Maintenance System Transition is planned for a dual start on September 21, 2007. ALI response cut-over to start the week of September 24, 2007.

Administrator Wolfert stated that the vendor from 911 Data Master will be on site the week of September 24, 2007 to certify the installation and to do training for the database unit.

11:45 AM Commissioner Szoc arrived.

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

1. Update on Cost Recovery
2. Update on move to New Incident Center

Assistant Director DeNutte advised he had met with Attorney Douglas Patch on the status of Nextel Sprint's cost recovery request. Attorney Patch will check further and we should be able to report on it at the next Commission Meeting.

Assistant Director DeNutte reported the Concord Facility PSAP has been taking live 9-1-1 calls since September 18, 2007. Operations are running smoothly.

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

1. Update on PSAP Operations

Chief Grant reported that both facilities have been taking calls since September 18, 2007.

Chief Grant stated that she has 5 supervisors at each location. They have 39 Telecommunicators at this time with 11 openings.

Chief Grant reported that Eric Sobel and the Technical Staff provided outstanding assistance in the move to the Concord facility.

Chief Grant stated that she and Director Cheney are reviewing a proposed Telecommunicators' schedule change.

12:10 PM Commissioner Sweeney arrived.

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

1. Protocol Compliance Reports

No report given.

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

1. Status of Training
2. Outside Agency Assistance

Coordinator Brooks reported there are currently 11 (Eleven) vacancies. He stated that at the request of Director Cheney he will be developing a more aggressive recruitment plan for new telecommunicators.

Coordinator Brooks advised the training program will be reviewed for improvements.

Coordinator Brooks noted that 4 trainees are in the mentoring phase that should be completed successfully.

Coordinator Brooks reported Supervisors will be receiving training handouts on all aspects of job requirements. Testing will be conducted with the handouts being included in Supervisors' Manuals.

2. H. Status of Human Resources & Rules

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

Director Cheney reported the Bureau has 11 (eleven) Telecommunicator vacancies. Interviews conducted with 6 (six) applicants and 2 (two) hired. Public notices were placed in the Concord Monitor, Laconia Citizen and Manchester Union Leader newspapers.

Director Cheney advised a public hearing on SAF-C-7000 Rules was held on August 24, 2007. The Commission's Rules sub-committee met on September 4, 2007 to review written comments from Vendors.

Vice Chairman Linehan reported the sub-committee considered all Vendors and Professional Firefighters of NH comments on the proposed Rules.

Commissioner Bernard indicated there would be a follow-up sub-committee meeting to finalize recommendations for the Commission's consideration.

2. I. Status of Public Education

No report was given.

2. J. Status of Public Relations

No report was given.

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

1. Status of Valor Contract

Assistant Director DeNutte reported that the September 21, 2007 goal with Valor was not achieved. Now that the Concord PSAP is operational, local dispatch centers capabilities can be upgraded to accommodate the Valor features.

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

1. Update of Continuing Education
2. Update on Fundraising

Planner Magoon reported it has been six months since the start of the program and it has proven very successful. Classes have been offered to all Department of Safety employees.

Planner Magoon stated she is creating additional Supervisor training which will be included in the 2008 Catalog.

Planner Magoon is currently working on the Bureau's career development catalogs for the Administrative, Support, Operations, and Special Projects Units. Each catalog will consist of an organizational chart, each Unit's responsibilities, positions overviews, supplemental job descriptions, class specifications and the courses required for each position.

Planner Magoon reported that the Operation Santa Claus Fundraising is off to a great start. Since August 8th we have collected \$470.00. Other fundraising events will fund several different Holiday season charities.

3. Contractor's Report

- A. Verizon
 1. Report on Network

Mr. Eon stated that Verizon is in the process of relocating some Raymond office switches. This work should not affect the 9-1-1 system.

- B. TDS
 1. Report on CPE

No report

New Business

4. Correspondence

No report

5. New Business

Commissioner Bernard requested that another product presentation be conducted by Pictometry International.

The next Commission meeting will be held on December 7, 2007.

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.