

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES
Sept 12, 2008

PRESENT:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Kathryn Bailey	NH Public Utilities Commission
Paul Szoc	NH Federation of Fire Mutual Aids
David Caron	NH Municipal Association
Brett Scholbe	Professional Firefighters of NH
Robert Girard	Mobile Telecommunications Carrier Industry
Richard Bernard	Public Member
George Valliere	NH Police Officer
Jeffrey Allen	Fair Point
Earl Sweeney	Assistant Commissioner, NH Department of Safety
Mark Violette	NH Telephone Association

ABSENT:

Frederick Booth	NH Department of Safety
Linda Hogdon	Commissioner, NH Department of Administrative Services
John J. Barthelmes	Commissioner, NH Department of Safety
James Valiquet	NH Association of Chiefs of Police
James Linehan, Vice Chair	NH Sheriffs Association

OBSERVERS:

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBEC)
Peter DeNutte, ENP	Assistant Director, NHBEC
Patricia Magoon	Assistant Planner, NHBEC
Timothy Scott	Systems Development Specialist, NHBEC
Sean Goodwin	Special Projects, NHBEC
Scott Wolfert	Database Administrator, NHBEC
Jon Eon	FairPoint Representative
Steve L'Heureux	Case Reviewer, NHBEC
Sherry Baker	Administrative Secretary, NHBEC
Mike Geary	Admin Manager & Human Resources Rep, NHBEC
Wesley Colby	Director of Administration, NH Department of Safety
Guy Cadorette	FairPoint Representative

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at the Dwinell Building, 50 Communications Drive, Laconia, NH was called to order at 11:10 a.m. by Chairman Aiken.

1. Approval of the minutes of the June 11, 2008, NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken motioned for approval of the June 11, 2008 meeting minutes. Commissioner Bernard 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 on FY08 and FY09 Surcharge Receipts (Director, Wes Colby)

1. Discuss end of year appropriation report
2. Discuss 5 year rolling surcharge projection

Director Colby reported in FY08 there was a transfer to the overtime account due to the transition to the new facility in Concord. Also there was a transfer of money into

the In-State Travel due to paying mileage reimbursement until the new facility was completed.

Director Colby reported the net expenditures for the FY08 was \$9,335,021.28 against the budgeted amount of \$9,546,994.81.

Director Colby reported that all class 090 titles were removed effective July 1, 2008. The agencies were directed to put funds into existing Classes within the organization or create new organization codes. Two new Classes were established; "Public Relations" and "Network".

Director Colby reported on Wireless and Cost Recovery Reimbursement with two companies that will be completed by November 30, 2008. He also reported the seven cents Cost Recovery surcharge will expire on November 30, 2008. The Commission will need to take action as two additional companies are requesting Cost Recovery reimbursement.

Commissioner Sweeney motioned to ask Director Cheney to research what is necessary and take the steps sufficiently in advance of the cost recovery date expiring in view of the fact we have two new reimbursement requests and that the surcharge be continued until it is not needed. Commissioner Valliere seconded the motion. Unanimously approved by those present and voting.

2.B. Report on Mapping (Specialist Timothy Scott)

1. Update on Mapping Progress

16 Towns with activity:

- 5 Towns Awaiting for Acceptance
- 3 Towns maintenance status
- 4 Towns given data capture packets for acceptance
- 4 Towns given revised map books

250 maintenance points collected during the period

T. Scott reported that Mapping Unit has 3 vacant positions with a fourth expected shortly. Interviews are being conducted for the Data Control Clerk position and the other positions have been posted.

T. Scott reported the Mapping Unit continues to work on the "Map Book Acceptance Project". Map Books are being created for the final ten Towns that we have data for. Project completion date is January 1, 2009.

T. Scott reported that the "Road Name Review Project" was completed in September 2008. He thanked the 911 Field Representatives for their extra effort in completing this project.

T. Scott advised the "New Center Line Project II" has expanded to include Towns not in maintenance status. This includes a base Master Street Address Guide (MSAG) review with 911 Field Reps visiting all Towns not in maintenance to resolve road name discrepancies between the Mapping and 911 databases.

T. Scott reported personnel are recreating road labels on road maps to allow for the updating of map books from a central location.

2. C. Report on Data Base (Scott Wolfert)

1. Database Activities

S. Wolfert reported on the following:

- 1,124,324 records in the database
- 28 wire line providers that interface with our database
- 8 former Verizon PS-ALI customers

S. Wolfert reported the standard "Unlock Project" continues to be a problem and the issue should be resolved shortly.

S. Wolfert reported FairPoint was to perform an audit comparing the NHBEC and Verizon databases prior to the transition. The purpose was to determine the types of issues that would arise and identify solutions prior to the transition.

Director Cheney reported FairPoint provided the database information to Intrado without permission of NHBEC. He advised FairPoint of the statute restrictions for the release of our database to agencies not contracted with the State. NHBEC is in the process of obtaining a non-disclosure agreement with Intrado.

S. Wolfert advised the "Unnumbered TN Project" is at a 99.98% level.

2.D. Report on Public Safety Answering Point (PSAP) (Director Cheney for Chief of Operations, Kelly Grant)

1. Update on PSAP Operations

Director Cheney reported the "Supervisor Policy Guidelines" manual is completed and distributed to all Supervisors. A meeting is being scheduled to review the manual with all Supervisors.

Director Cheney reported that the Emergency Medical Dispatchers policy and procedure guidelines are almost completed.

Director Cheney stated innovative personnel scheduling was implemented so that overtime costs would be minimized.

Director Cheney stated the new hires will be going into the PSAP on October 10, 2008 for their mentoring training.

Director Cheney reported that the Certified Training Officers have put in for an upgrade and the feedback from personnel seems very positive.

Director Cheney noted that Chief Grant commended Al Davis for his assistance in the PSAP during her medical leave.

2. E. Report on Emergency Medical Dispatch (EMD) (Steve L'Heureux)

1. Protocol Compliance Reports

S. L'Heureux reported on the Bureau's compliance to protocol:

- 99.50% Case Entry
- 99.45% Correct Chief Complaint
- 98.67% Asking Key Questions
- 95.83% Pre-Arrival Instructions
- 99.45% Post Dispatch
- 99.70% Customer Services
- 98.92% Compliance to Protocol

S. L'Heureux reported the Derry Fire Department is now using the EMD program for medical responses and results have been good. A letter of appreciation from the Fire Department has been received.

S. L'Heureux also noted the EMS protocol for administering baby aspirin for chest pain is working well.

2. F. Status of Human Resources & Rules (Mike Geary)

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

M. Geary reported the NHBEC has five vacant positions, all Telecommunicator positions are filled and Administrative Rules have been approved

2. G. Status of Public Education

No Report Given

2. H. Status of Public Relations

No Report Given

2. I. Discuss Valor Contract (Asst. Director Pete DeNutte)

1. Status of Valor Contract
2. Status on how the Valor CAD implementation at local dispatch centers is working

Asst. Director DeNutte reported the computer-aided dispatch (CAD) upgrade has been completed for local dispatch centers. Some Centers have requested additional CAD positions. Funding for the positions is being determined.

2. J. Discuss Cost Recovery (Asst. Director Pete DeNutte)

1. Cost Recovery
2. Status on New Company requesting cost recovery

Director Cheney recommended maintaining the seven cents Cost Recovery surcharge.

Asst. Director DeNutte stated the need to consider "next generation" 911 equipment, existing equipment upgrades and a new FairPoint contract as upcoming budgeting needs.

Assistant Commissioner Sweeney requested a presentation on "next generation" 911 equipment at the next Commission meeting.

2.K. Discuss status on Work Week Proposal (Director G. Cheney)

1. Status of four day work week proposal

Director Cheney advised the proposal was discussed with Commissioner Barthelmes and the Commissioner recommended proceeding cautiously. The proposal intent would be for designated individuals to work a 37.5 hour week, consisting of 3 10-hour days and 1 7.5-hour day.

Asst. Commissioner Sweeney stated that Commissioner Barthelmes' concern is the possible impact on customer service.

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

1. Update of Continuing Education Program
2. Department of Safety "Front Line Supervisor Training"
3. BEC Fundraising Events

P. Magoon reported that since March 7th 4,100 continuing education hours have been available for NHBEC staff. The 2009 Continuing Education training catalog is being prepared for a December release.

P. Magoon reported the "Front Line Supervisor" seminar was a success. 102 of 160 Supervisors have completed the program to date.

P. Magoon stated the Operation Santa Claus fund-raising has begun and NHBEC will be sponsoring ten children.

P. Magoon noted the Spirit of Giving fund-raiser proceeds will assist families within the agency. Dress down days, snacks, drinks and silent auctions are events for the fund-raiser.

3. Contractor's Report

- A. Fair Point
 1. Report on Network

Jon Eon reported that the non-disclosure agreement from Intrado is being finalized and should be to NHBEC for review by next week.

Jon Eon reported an outage on August 11, 2008 caused by a fiber cut in Canterbury due to a tree falling on wires. A fiber cable was burned through. An OC48 ring failed due to a defective card in the Wolfeboro Central Office. No alarm condition was received. The defective card was replaced and sent to the vendor for analysis. The same ring was tested successfully on August 13th and 14th to ensure that it would switch properly. The August 11th outage caused the Laconia "host" and all of its remotes to be isolated from the network. The outage duration was twelve hours. The outage began at 10:20PM on August 11th with restoration of the fiber cable by August 12th at 9:25PM.

New Business

4. Correspondence

None

5. New Business

Commissioner Bailey motioned for Chairman Aiken to report to the Commissioner of Safety a recommendation for the re-appointment of Director Bruce Cheney of the Division of Emergency Services & Communications. Motioned seconded by Commissioner Valliere. Unanimously passed by those present and voting.

6. Adjournment

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