

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES
September 25, 2009

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
Brett Scholbe	Professional Firefighters of NH
Robert Girard	Mobile Telecommunications Carrier Industry
Mark Violette	NH Telephone Association
George Valliere	NH Police Officer
David Caron	NH Municipal Association
Paul Szoc	NH Federation of Fire Mutual Aids
James Valiquet	NH Association of Chiefs of Police
Kevin Shea	FairPoint Communications
Richard Bernard	Public Member
Earl Sweeney	Assistant Commissioner, NH Department of Safety

ABSENT:

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John J. Barthelmes	Commissioner, NH Department of Safety
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
Scott Wolfert	Database Administrator, NHBEC
Stephen L'Heureux	Case Reviewer, NHBEC
Sherry Baker	Administrative Secretary, NHBEC
Guy Cadorette	FairPoint Representative
Deb Wall	FairPoint Representative
Erik Sobel	Information Technology Manager II, NHBEC
Wesley Colby	Director of Administration, Dept. of Safety
Wanda Hemeon	Public Information Representative, NHBEC
Sean Goodwin	Special Projects, NHBEC
Mike Tersmette	Plant-CML
Kelly Grant	Chief of PSAP Operations, NHBEC

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at the Dwinell Building, 50 Communication Drive, Laconia, NH was called to order at 11:05 a.m. by Chairman Aiken.

1. Approval of the minutes of the June 5, 2009, NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken called for approval of the June 5, 2009 meeting minutes. Commissioner Valliere motioned to accept the minutes and Commissioner Scholbe seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

2. Director's Report

2.A. Report on FY09 and FY10 Surcharge Receipts (Director of Administration, Wes Colby)

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

W. Colby reported the reason the 1395 class 011 salaries came so close was due to personnel reclassifications for twelve positions. These positions are in the new biennium.

W. Colby reported the net expenditures for the FY09 was \$8,273,357.77 against the budgeted amount of \$8,981,865.00.

W. Colby reported the total projected expenditures for FY10 is \$10,456,970.00.

Director Cheney reported that the Legislature is reviewing all non-lapsed funds. If monies are taken from the 9-1-1 surcharge fund, federal grant funds for Next Generation 9-1-1 projects could be unavailable. Federal requirements restrict the use of dedicated 9-1-1 funds for non 9-1-1 state or local purposes.

Director Cheney reported House Bill 643-FN (extending E911 surcharge) will be returning in the upcoming legislative session. The Department of Safety may request Commission members to provide expertise at hearings.

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

1. Update on Mapping Progress

25 Towns with Activity:

- ◆ 4 Towns waiting for acceptance
- ◆ 4 Towns maintenance status
- ◆ 6 Towns given data capture packets for acceptance
- ◆ 6 Towns given revised map books
- ◆ 5 Towns given maps/digital data as requested

200 Maintenance points collected since June 5, 2009.

T. Scott reported the Map Book Acceptance project still has 10 towns waiting to sign and accept the map book. He will be going to these 10 towns with the Field Rep. to see if he can help move the process along.

T. Scott reported the Master Street Address Guide (MSAG) reviews for non-maintenance towns are completed.

T. Scott reported the Mapping Unit assisted Pelham with the third round of addressing. Eight roads effecting 3,000 residents were re-named and re-numbered. The process went very smoothly.

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

1. Data Base Activities

- ◆ The NH 9-1-1 Database has 1,115,575 records
- ◆ 1,395 Automatic Location Identification (ALI) discrepancies occurred from January 1, 2009 through August 31, 2009.

S. Wolfert reported a partial address conversions occurred in Conway, Rochester and Salem in July 2009. In September, a partial address conversion occurred in Dover and Pelham. In October, a North Hampton mobile home part is scheduled for re-addressing. Address conversion for Barrington has been postponed by the Town until November 2009.

S. Wolfert reported 503 No Record Found (NRF) have occurred from January 1, 2009 through August 31, 2009.

S. Wolfert reported 1112 Master Street Address Guide (MSAG) updates have been completed by NHBEC from January through August 2009.

S. Wolfert advised that there are 7,752 Stranded Unlocks over 30 days old as of September 1, 2009.

S. Wolfert advised the previously reported delay experienced for Unlocks being sent from Fair Point Communication for numbers being ported to other companies is now gone and Unlocks are now coming in on a more timely basis. We have now returned to a five day window before performing manual Unlocks to facilitate number portability.

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

1. Update on PSAP Operations

K. Grant reported that Employment Security requested assistance with Customer Service at their new Call Center. A PSAP Supervisor and a Line Supervisor assisted that agency.

K. Grant advised she has five new Emergency Medical Dispatcher's (EMD) and in 2 weeks they will be answering calls on there own. She feels very confident that these five people will be an asset to the PSAP.

Discussion on the need for high quality chairs for use by the PSAP's EMD's. Difficulties being encountered with the state procurement process in obtaining the quality of chairs needed.

Commissioner Valiquet motioned to have NHBEC staff find an appropriate standard for PSAP chairs and send this standard to the Enhanced 9-1-1 Commission for review and action. Commissioner Valliere seconded the motion. Unanimously approved by those present and voting.

Director Cheney advised the PSAP receive numerous calls from Philips Lifeline Alarm Company in Massachusetts reporting alarm incidents in local communities. Instead of the company notifying the appropriate local public safety agency, NH 9-1-1 is notified. The Director continues to work on resolving this issue.

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

1. Protocol Compliance Report

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

- 98.17% Case Entry
- 95.46% Correct Chief Complaint
- 98.16% Asking Key Questions
- 93.32% Pre-Arrival Instructions
- 99.50% Post Dispatch
- 94.29% Customer Services
- 96.91% Compliance to Protocol

S. L'Heureux reported the compliance to protocol has been at 97.00% for the last few months.

S. L'Heureux advised the Bureau received 12 agency complaints between July and August. The complaints were reviewed and the agencies contacted to resolve the issues. Benefits included improved lines of communication and continuing education opportunities.

S. L'Heureux advised he is working with Bureau of EMS (Division of Fire Standards & Training and EMS) to implement administrative rules for the licensing of EMD's. Emergency medical care providers now include: First Responders, EMT's, Paramedics and EMD's.

Emergency Medical Dispatchers (EMD) will be added to that list and the same licensing process that EMT's go through will be similar for EMD to be licensed as well. Steve is working with Kathy Doolan, Sue Prentiss and Dave Rivers.

S. L'Heureux reported he met with Health and Human Services and the Bureau of EMS regarding 9-1-1 call handling procedures for pandemic flu conditions. Implementation of EMD respiratory infection protocols would be on the advice of the State Public Health Director.

S. L'Heureux advised that the NHBEC is waiting for Dr. Montero to tell them when to start to use the respiratory infection protocol.

1. F. Status of Division Administration (Administration Manager, Mike Geary)

1. Describe upcoming NH First Enterprise Resource Planning (ERP)
2. Status of current contracts

Director Cheney reported that the NH First ERP system is working well although several system upgrade shutdowns have occurred.

Director Cheney advised that M. Geary attended a 4-day "LEAN training" program that is intended to streamline the Governor and Council submissions process.

Director Cheney reported the New Hampshire Telecommunication Emergency Response Task Force (TERT) will be attending a Newmarket exercise on September 30th.

2. G. Status of Public Relations and Public Education (Public Information Rep,Wanda Hemeon)

W. Hemeon reported a new 9-1-1 school activity packet has been developed. The posters will be updated as well.

W. Hemeon reported she is the Department of Safety's representative to the Governor's Committee on Deafness. The Governor signed House Bill 441 (Computer-aided Realtime Transition) involving providers and sign language interpreters.

W. Hemeon advised she had made a presentation to the River Bend Community Mental Health organization in Henniker as well as several other presentations around the state.

W. Hemeon noted that 9-1-1 will be participating at numerous fire prevention events during October.

W. Hemeon advised she will also be participating in the LEAN program as previously mentioned in M. Geary's report.

Director Cheney reported that House Bill 213-FN (statewide emergency notification system) legislation will be included in the upcoming session. Representative Melanie Levesque and Senator Betsi DeVries will be supporting the effort.

2. H. Continuing Education and Human Resources (Assistant Planner, Patricia Magoon)

1. Update on NHBEC Continuing Education Program
2. Update on Department of Safety "Front Line Supervisor Training"
3. Career Development Program
4. Describe employee evaluation project
5. Current Position Vacancies

P. Magoon reported there will be a Frontline Supervisor Training I class in November. The Frontline Supervisor Training II has been a success. She is currently developing the Frontline Supervisor Training III program for 2010. The training is available to all Department of Safety Supervisors. To date, 170 Supervisors have participated in the training.

P. Magoon advised our Career Development Program has been a success. She has met with 33 Division employees since the program was implemented in April 2009.

P. Magoon reported she has revised the Performance Evaluation process. Supervisors e-mail her an employee's evaluation form; she reviews the form and returns it to the Supervisor with comments or suggestions. The Director receives the form for approval. If an employee has an above average evaluation, Patty writes the individual a personal note of appreciation for their hard work and effort. She has received very positive feedback on this new process.

P. Magoon reported the 2009 NHBEC Fundraising Events are as follows:

- Photo Contest for IPOC calendar
- Silent Auction
- Spirit of Giving Christmas Tree
- E9-1-1 Quilt Raffle

2. Contractor's Report

A. FairPoint

1. Report on Network

G. Cardorette reported a network outage last month due to an intermittent call transfer problem between the Concord and Laconia PSAP's. FairPoint replaced equipment and NHBEC IT personnel replaced some in-house wiring to resolve the problem.

G. Cardorette received an inquiry from S. Wolfert if FairPoint was going to offer PS Ali service in New Hampshire. This is a service for PBX customers that updates addresses and locations of individual phone numbers. Guy advised that FairPoint is developing a solution with a third party vendor.

G. Cardorette advised that whenever a town has network isolation FairPoint will notify the 9-1-1 centers with this information.

New Business

3. Correspondence

None

4. New Business

Director Cheney reported he and Sean Goodwin are working on a new project called Visual Information for Emergency Watch/Web (Hampshire View). This is a project that can provide mapping support for all state agencies.

5. Adjournment

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