

**NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES**  
**December 5, 2008**

**PRESENT:**

James Linehan, Vice Chair	NH Sheriffs Association
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
Richard Bernard	Public Member
Earl Sweeney	Assistant Commissioner, NH Department of Safety
Mark Violette	NH Telephone Association

**ABSENT:**

George Valliere	NH Police Officer
David Caron	NH Municipal Association
Paul Szoc	NH Federation of Fire Mutual Aids
Douglas Aiken, Chairman	NH Association of Fire Chiefs.
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

**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
Jon Eon	FairPoint Representative
Steve L'Heureux	Case Reviewer, NHBEC
Sherry Baker	Administrative Secretary, NHBEC
Mike Geary	Admin Manager & Human Resources Rep, NHBEC
Guy Cadorette	FairPoint Representative
Kelly Grant	Chief of PSAP Operations, NHBEC
Al Davis	Operations Supervisor, NHBEC
Erik Sobel	Information Technology Manager II, NHBEC

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 11:15 a.m. by Vice Chairman Linehan.

**1. Approval of the minutes of the Sept. 12, 2008, NH Enhanced 9-1-1 Commission Meeting.**

**Vice Chairman Linehan motioned for approval of the Sept. 12, 2008 meeting minutes. Commissioner Scholbe motioned to accept the minutes and Commissioner Bailey seconded the motion. Unanimously approved by those present and voting.**

**OLD BUSINESS**

**2. Director's Report**

**2.A. Report on FY09 Surcharge Receipts (Director Bruce Cheney)**

1. Discuss year to date expenditures & surcharge

Director Cheney reported at the present time there is \$500,000 in the surcharge account to cover the cost recovery requests.

Director Cheney recommend to the Commissioner of Safety to continue the seven cent surcharge as there could still be more requests before the April 2010 deadline.

Commissioner Sweeney reported that the budget process is going slow and they would have more to report at the next Commission Meeting.

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

### 1. Update on Mapping Progress

#### **20 Towns with activity:**

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

500 maintenance points collected during the period

T. Scott reported that Mapping Unit has 2 vacant Data Control Clerk positions.

T. Scott reported the Mapping Unit continues to work on the “Map Book Acceptance Project”. This project should be completed within the next 6 months.

T. Scott advised the “New Center Line Project II will be completed by Dec 30, 2008.

Director Cheney advised that the Town of Haverhill has 17 duplicate road names and NHBEC will not accept the data from Haverhill until they change the duplicate names or a decision on “grandfathering” is made.

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

### 1. Database Activities

S. Wolfert reported on the following:

- The NH E9-1-1 Database has 1,128,602 records
- 29 wire line providers interface with our database
- Total Automatic Location Identification (ALI) requests: 95,652
- 656 ALI discrepancies since Sept 12, 2008

S. Wolfert reported that the migration of all Time Warner Cable subscribers (12,649) to Communications of Maine (CRC) is still pending.

S. Wolfert reported there are 21,088 Verizon/FairPoint records are currently locked in the E9-1-1 Database and will need to be audited once the transition to FairPoint is completed.

S. Wolfert advised that training was provided to FairPoint E9-1-1 database personnel on November 25, 2008 on the file Transfer Protocol solution. NHBEC is being utilized for service order activity and the web application for error reconciliation.

**2.D. Report on Public Safety Answering Point (PSAP) (Operations Supervisor, Al Davis)**

1. Update on PSAP Operations

Kelly Grant thanked Operation Supervisor Al Davis for his hard work and dedication while she was on extended Medical leave.

A. Davis reported the PSAP received the following 9-1-1 calls for 2008:

	284,194 the Laconia PSAP
	247,318 the Concord PSAP
Admin Line	376 the Laconia PSAP
	11,000 the Concord PSAP
Total 911 calls for the year 2008 was 580,000	

A. Davis reported that the Certified Training Officers have been promoted to Administrative Supervisors/CTO's and they thank the Enhanced 9-1-1 Commission for all its support.

A. Davis reported there is new software for the Administrative Supervisors/CTO's to record the daily reports on trainees to determine when they can answer 9-1-1 calls on their own. There will be a terminal in both PSAP's for the Administrative Supervisors CTO's use.

**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 EMD protocol:

- 99.50% Case Entry
- 99.50% Correct Chief Complaint
- 98.70% Asking Key Questions
- 96.00% Pre-Arrival Instructions
- 99.50% Post Dispatch
- 99.80% Customer Services
- 98.92% Compliance to Protocol

S. L'Heureux reported call reviews continue and the compliance to protocol is as follows:

- Certified Training Officers compliance is 99.00%
- Regular Employees compliance is 98.00%
- New Employees compliance is 95.00%

S. L'Heureux reported Version 12 has been placed in stand-alone computers in both PSAP's to train all the employees the new material. A letter of all the major changes will be sent to agencies and all the changes will be in place by April 2009.

**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, 3 Telecommunication Specialist and 2 Data Control Clerks in the Mapping Unit.

M. Geary advised a change has been made to RSA-106-H-2 to include surcharge payment by pre-paid wireless phone card & phones. Director Cheney as Asst. Attorney General Nancy Smith has received the necessary paperwork.

**Commissioner Sweeney motioned that the Enhanced 9-1-1 Commission is opposed to any sweep of 9-1-1 funds for other purposes because it will be contrary to Federal Law. Commissioner Bailey seconded the motion. Unanimously approved by those present and voting.**

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

Director Cheney reported that the maintenance phase for the Supplemental ALI database will be complete by March or April 2009.

Director Cheney reported public education efforts over the last few months include Bedford and Hollis open houses, Northwood Elementary, Newfields Elementary and Newington Elementary schools.

**2. H. Discuss Valor Contract (Asst. Director Pete DeNutte)**

1. Status of Valor Contract
2. Status on Additional CAD Positions for Local Communications Centers

Asst. Director DeNutte reported the renewed Valor Contract updates have been deployed to local agencies.

Asst. Director DeNutte reported some additional requests for additional local dispatch computers and funding for the equipment is being researched.

**2. I. Discuss Cost Recovery ( Asst. Director Pete DeNutte)**

1. Cost Recovery
2. Status on New Company requesting cost recovery
3. Cost Recovery Program Expiration Date

Director Cheney stated a survey will be distributed to all the cellular companies inquiring if they intend to submit for cost recovery before April 2010.

Commissioner Sweeney suggested submitting legislation to shorten the deadline of April 2010.

Director Cheney reported that Nextel/Sprint is requesting \$441,000.00 for cost recovery. A new company Retro PCS has requested cost recovery and there are eight more companies that are eligible to apply.

Director Cheney advised the cost recovery expiration date in the law states until November 30, 2008 or until the obligations have been met.

**2. J. Presentation ( Erik Sobel, Information Technology Manger II)**

1. New Generation 911

A power point presentation of New Generation 9-1-1 was given by Erik Sobel.

**2. K. Discuss Non-Disclosure Agreement ( Director Bruce G. Cheney)**

Director Cheney reported that FairPoint is willing to sign a Non-Disclosure Agreement but Intrado, which is FairPoints database provider, is not willing to sign. Discussion with the two vendors continues.

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

1. Status of four day work week proposal

Director Cheney will present a four-day work week proposal for the Mapping Unit personnel to Safety Commissioner Barthelmes next week.

**2. M. Report on Continuing Education Program (Patricia Magoon)**

1. Department of Safety "Front Line Supervisor Training"
2. BEC Fundraising Events

Director Cheney reported Patricia Magoon has organized and she oversees each Front Line Supervisor Training session and thanks her for her efforts and dedication to this project.

Director Cheney reported that the silent auction raised \$1,093.00 this year and will help 13 children throughout the agency.

Director Cheney also reported that the Division is sponsoring 10 children for 2008 Operation Santa Claus through dress-down days, snacks, drinks and other fund raising events.

**3. Contractor's Report**

A. FairPoint

1. Report on Network

J. Eon reported no 9-1-1 network outages since the September 12<sup>th</sup> Commission meeting.

J. Eon introduced Guy Cardorette he will be the new FairPoint 9-1-1 services manager for New Hampshire, Maine and Vermont.

**New Business**

**4. Correspondence**

None

**5. New Business**

**6. Adjournment**

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