State of New Hampshire
Department of Safety
Division of Emergency Services
Bureau of Emergency Communications
James H. Hayes Safety Building
33 Hazen Drive, Room 105
Concord, New Hampshire 03305

Richard M. Flynn
Commissioner

Earl M. Sweeney
Assistant Commissioner

Director Bruce G. Cheney, ENP
Bureau Chief

Peter A. DeNutte, ENP
Assistant Director

Enhanced 9-1-1
Commission Members:

Chairman
Chief Douglas Aiken
NH Assoc. of Fire Chiefs

Vice-Chair
Sheriff James D. Linehan
NH Sheriff's Association

Secretary
William Wood
NH Division of EMS

Kathryn Bailey
NH Public Utilities Comm.

Marc Violette
NH Telephone Association

Jill Healey Wurm
Verizon

David Caron
NH Municipal Association

Lieutenant George Valliere
NH Police Officer

Colonel Frederick Booth
NH Dept. of Safety

Richard Bernard
Public Member

David Lang
NH Firefighter

James Valiquet
NH Assoc. of Police Chiefs

Commissioner Donald Hill
Administrative Services

Paul Szoc
NH Federation of Mutual Aids

Vacant
Representative Wireless Telephone Providers

ENHANCED 9-1-1 COMMISSION MINUTES
FRIDAY, December 10, 2004

PRESENT:	Douglas Aiken, Chairman	NH Association of Fire Chief's
	James Linehan, Vice Chair	NH Sheriff's Association
	William Wood, Secretary	NH Bureau of EMS
	David Caron	NH Municipal Association
	George Valliere	NH Police Officer
	Donald Hill	Commissioner, Dept. of Admin. Svs.
	Kathryn Bailey	NH Public Utilities Commission
	Frederick Booth	NH Department of Safety
	Mark Violette	MCT Telecom
	Paul Szoc	NH Federation of Mutual Aids
	James Valiquet	NH Association of Police Chief's
ABSENT:	David Lang	NH Firefighters
	Jill Healy Wurm	Verizon
	Richard Bernard	Public Member
OBSERVERS:	Bruce G. Cheney, ENP	Executive Director, NHBEC
	Peter A. DeNutte, ENP	Assistant Director, NHBEC
	Wes Colby	Director of Administration, DOS
	Richard Fowler	Operations Supervisor, NHBEC
	Sean Goodwin	Engineering Tech V., NHBEC
	Robert Brown	IT Manager, NHBEC
	Jane Rayno	TDS Telecom
	Jack O'Connor	Public Education Officer, NHBEC
	Wanda Hemeon	Information Representative, NHBEC
	Kelley Noel	Administrative Supervisor, NHBEC

The commission meeting held at the New Hampshire Fire Academy 222 Sheep Davis Road, Concord, NH was called to order at 11:10 a.m. by Chairman Douglas Aiken.

1. Approval of the minutes of the September 24, 2004 meeting.

Commissioner Paul Szoc motioned for approval of the September 24, 2004 meeting minutes. Commissioner Valiquet seconded the motion. Unanimously approved.

OLD BUSINESS

2. Director's Report

2.A. Report of the FY04 and FY05 Budget

a. Wes Colby, DOS, Director of Administration, reported the salary lines are budget is in good shape. Mr. Colby reported he has concerns with class 094 on the Network and Database Management funds and this needs to be addressed. Mr. Colby explained the Verizon telephone bills are running higher because there is no contract.

2.B. Report on FY04 and FY05 Surcharge Receipts

a. Mr. Colby reported the number of wired lines are down and there has been an increase in wireless lines. Mr. Colby reported through the end of November total expenses were $2,884,000 and total receipts from surcharge was $2,857,000. The surcharge receipts are running close on what the Bureau has spent through this period of time.

2.B.1. Discuss budget impact on surcharge

a. Mr. Colby reported when the Bureau takes over the Network database the present surcharge will not need to be increased.

2.B.2. Discuss year to date expenditures

No report

2.C. Report on Reorganization of Mapping

a. Sean Goodwin, Engineering Tech V, displayed maps to the Commission that showed mapping progress throughout the state over the past year. Mr. Goodwin reported Northumberland is completed and there have been 360 new address request forms which puts the mapping department at 1396 for the year. Mr. Goodwin

reported there are 82 accepted address maps and 104 accepted road maps at this time.

b. Robert Brown, IT Manager, explained the purpose of sectioning off the Mapping Unit into teams and how mapping and Database staff would work together to improve the integrity of the ALI Data which is now maintained by Verizon.

2.C.1. Update on centerline data collection

a. Mr. Brown reported the Mapping Department has been trained and is currently using ESRI software that will speed up the process in collecting data. Mr. Brown explained the Town of Canterbury was the first town to have the data collected using the ESRI software and several man hours were saved.

2.D. Report on Phase I & II

a. Peter A. DeNutte, Assistant Director reported telephone companies have become Phase II compliant with the exception of one and the bureau is working with this company to become Phase II compliant.

2.E. Report on PSAP Operations

a. Richard Fowler, Operation Supervisor, reported one supervisor position is filled and one supervisor position is vacant and applicants are being reviewed to fill this position.

b. Mr. Fowler, reported there has been an increase in cell calls in the PSAP.

c. Mr. Fowler reported in January of 2005 the Bureau is implementing a new shift schedule for the PSAP. This new schedule will improve the quality of call taking from Telecommunicators.

d. Mr. Fowler checked into the ALI link failure that occurred on May 30, 2004, and explained the failure lasted 10 hours and 10 minutes based on PSAP time.

2.F. Report on EMD

2.F.1. Protocol Compliance Reports

a. Mr. Fowler reported for William Kinch, Medical Dispatch Supervisor, who was unable to attend. Mr. Fowler reported the compliance reports are in the 90% range.

2.G. Status of Training

a. Bruce G. Cheney, Director, reported for Michael Geary, Training Manager, who was unable to attend.

2.G.1. Status of Training

a. Director Cheney reported there are currently four Telecommunicators in training. They are scheduled to go into the PSAP with their mentors in January.

2.G.2. Human Resources

a. Director Cheney, reported the following positions are open; (2) Telecommunicators, (3) Supervisors, (1) Cartographer I & III, (1) Administrative Secretary, (2) Data Control, and (1) Data Processing Supervisor.

2.G.3. Outside Agency Assistance

a. Director Cheney, reported Mike Geary has assisted the following agencies in testing, interviewing and training; Southwest Mutual Aid, Cheshire County Dispatch, Portsmouth Police, Amherst Police, Tilton Police, Hooksett Police, Dartmouth Hitchcock Hospital and Londonderry Fire.

2.G.4. Status of Administrative Rules

a. Director Cheney, reported the Safety 7000 rules have been drafted and sent to all Commissioners for review.

2.H. Status of Public Education

a. Jack O'Connor, Public Education Officer, reported that the bureau had recently distributed 9-1-1 information cards distributed to hotels, motels and bed and breakfasts. These cards are intended to be placed in rooms so if a guest needs to call 9-1-1 they will know their room location information at a glance. Mr. O'Connor explained the distribution has been successful and approximately 35,000 cards have been distributed and many are calling to request the cards.

2.H.1. Update of recent appearances

a. Mr. O'Connor reported he has appeared at multiple schools, nursing homes, conferences and civic organizations.

2.H.2 Report on upcoming presentations

a. Mr. O'Connor reported he has several upcoming presentations.

2.I. Status of Public Relations

2.I.1. Status of Newsletter

a. Ms. Hemeon, reported the newsletter is the draft stages and will be released when the new administration takes office.

2.I.2. Report on meeting with EIRS

a. Ms. Hemeon reported in September the Northeast Deaf and Hard of Hearing (NDHHS) transferred the Emergency Interpreter Referral System (EIRS) service back to the PSAP Supervisors. Ms. Hemeon explained that NHDHH's funding grant had expired and they no longer could fund the referral program on their own. Now, the 9-1-1 Supervisors are again responsible for contacting interpreters which is time consuming and frustrating.

3. Contractor's Report

3.A. Verizon

a. No report Jon Eon was unable to attend

3.A.1. Report on Network and CPE

a. There was no report on this item

3.B. TDS

3.B.1. Report on CPE

a. Jane Rayno asked the commission for a date when the Laconia Facility would be ready for operation. Mr. DeNutte explained the Bureau needs to complete the Verizon contract prior to opening up the Laconia Facility.

Commissioner Frederick Booth entered the meeting.

NEW BUSINESS

4. Correspondence

A. Letters of Commendation

a. Commissioner were provided copies of the commendation letters.

5. New Business

5.A. Discuss progress on Database development

Pursuant to RSA 91-A:3 II d., Chairman Aiken conducted a roll call vote of Commissioners present which was unanimously approved to go into a non public session at 12:40 p.m. In addition to Commission members, the following people remained in the meeting.

1. Bruce G. Cheney, ENP, Director
2. Peter A. DeNutte, ENP, Assistant Director
3. Kelley Noel, Administrative Supervisor
4. Robert Brown, IT Manager

By roll call, Chairman Aiken concluded the non public session at 1:07 p.m. No action, votes or report was taken.

Vice Chairman Linehan motioned to the chairman that a special committee, which should include Kathryn Bailey and Donald Hill, be formed to deal with the Verizon contract issue and that it be done in a expeditious manner to meet the January 16, 2005 deadline alluded to in the Verizon proposal. Commissioner Szoc seconded the motion. Unanimously approved.

5.B. Discuss "cost recovery" cost projections

a. Director Cheney reported two meetings were held to draft a letter into Legislation that the Bureau of Emergency Communications will not reimburse cost recovery charges. The Director explained the Bureau will be required to address the current request of cost recovery.

5.C. Discuss separate wireless surcharge

a. No discussion

5.D. Status of EOC Project

a. Director Cheney provided the architectural plans for the Emergency Operation Center (EOC) project and explained there had been a few obstacles to overcome but the project is moving forward.

5.E. Status on upgrading mapping software

a. Previously discussed under item 2.C.1.

6. Adjournment

a. The next meeting for the Enhanced 9-1-1 Commission will be held on Friday, March 11, 2005 at the Department of Safety, 33 Hazen Drive, Concord, NH.

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

c. The meeting was adjourned at 1:15 p.m.

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William Wood, Secretary
Enhanced 9-1-1 Commission