

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES

March 7, 2008

PRESENT:

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|---------------------------|---|
| 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 |
| John J. Barthelmes | Commissioner, NH Department of Safety |
| Kathryn Bailey | NH Public Utilities Commission |
| Paul Szoc | NH Federation of Fire Mutual Aids |
| David Caron | NH Municipal Association |
| Jill Healy Wurm | Verizon |
| Brett Scholbe | Professional Firefighters of NH |
| Robert Girard | Mobile Telecommunications Carrier Industry |
| Richard Bernard | Public Member |
| George Valliere | NH Police Officer |
| James Valiquet | NH Association of Chiefs of Police |

ABSENT:

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| Deborah McKinney | Representative of The Disabled Community |
| Frederick Booth | NH Department of Safety |
| Donald Hill | Commissioner, NH Department of Administrative Services |
| Earl M. Sweeney | Assistant Commissioner, NH Department of Safety |
| Mark Violette | NH Telephone Association |

OBSERVERS:

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| Bruce G. Cheney, ENP | Director, NH Bureau of Emergency Communications,(NHBEC) |
| Peter A. DeNutte, ENP | Assistant Director, NHBEC |
| Patricia Magoon | Assistant Planner, NHBEC |
| Kelly Grant | Chief of Public Safety Answering Point (PSAP) Operations, NHBEC |
| Sherry Baker | Administrative Secretary, NHBEC |
| Timothy Scott | Systems Development Specialist, NHBEC |
| Sean Goodwin | Special Projects, NHBEC |
| Scott Wolfert | Database Administrator, NHBEC |
| Jon Eon | Verizon Representative |
| Michael Geary | Admin. Manager & Human Resource, NHBEC |
| Stephen L'Heureux | EMD Reviewers, NHBEC |
| Al Davis | PSAP Supervisor, NHBEC |
| Wanda Hemeon | Informational Representative, NHBEC |

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at The Richard M. Flynn Fire Academy, 98 Smokey Bear Boulevard, Concord, NH was called to order at 11:20 a.m. by Chairman Aiken.

1. Approval of the minutes of the December 7, 2007 NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken motioned for approval of the December 7, 2007 meeting minutes. Commissioner Scoz motioned to accept the minutes and Commissioner Wood seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

2. Director's Report

2.A. Discuss year to date expenditures and surcharge revenue

No Report Given.

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

1. Update on Mapping Progress

Mr. Scott distributed an updated state map showing the progress that has been made.

He reported on the following activity since December 2007:

31 (thirty-one) Towns with activity:

- 7 Towns Awaiting for Acceptance
- 4 Towns maintenance status
- 6 Towns given data capture packets for acceptance
- 5 Towns given revised map books
- 9 Towns given maps/digital data as requested

338 maintenance points collected during the period

Mr. Scott reported on the following:

- That every town will be delivered a map book to review and sign off.
- That the new ArchMAP software version from 8.3 to 9.2 is in the testing phase and should be ready to use by the end of the month. This will make us current with all the GIS departments within the state.

Commissioner Benard thanked the Bureau for the excellent work on the snowmobile map project.

Commissioner Aiken reported the maps the dispatch centers received are greatly appreciated.

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

1. Database Activities

Mr. Wolfert reported on the following:

- As of March 7, 2008 a total of 453 “Automated Location Identification” (ALI) discrepancies were identified.
- As of March 7, 2008 there are 1,136,339 telephone records in the NHBEC database.
- The NHBEC Database Department has been working closely with FairPoint Communication’s representatives over the last couple of weeks to acquaint ourselves with each other and to create an action list of items that need to be discussed.

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

1. Update on Cost Recovery

Assistant Director DeNutte advised the repayment will go through January of 2009. He reports no new requests have been received.

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

1. Update on PSAP Operations

Chief Grant reported on the following:

- Four new telecommunicators started their 16-week training program today.
- Six new hires are in the mentor stage in the PSAP and will be taking medical calls on there own in April.
- Supervisory staff has been attending supervisor classes and have seem to be very excited about the continuing education program.

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

1. Protocol Compliance Reports

Mr. L'Heureux reported that the Bureau's EMD compliance to protocol is as follows:

- 98.0% Case Entry
- 98.0% Correct Chief Complaint
- 98.0% Asking Key Questions
- 97.0% Pre-Arrival Instructions
- 99.0% Post Dispatch
- 99.0% Customer Services
- 98.0% Compliance to Protocol

He also advised the protocols for Version 11.3 have been approved and the Bureau is ready to implement the new version. Included are updated medical procedures.

2. G. Status of Human Resources & Rules

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

Mr. Geary advised:

- NHBEC currently has five full-time vacancies.
- NHBEC administrative rules (SAF-C-7000) were approved at the Joint Legislative Committee on Administrative Rules (JLCAR) hearing held in January. The new rules should be ready for distribution in April.

2. H. Status of Public Education

Ms. Hemeon advised:

- NHBEC will be going to revisit schools in the spring.
- NHBEC has several Safety & Emergency awareness presentations coming up:
 - March 22, 2008 Deaf and Hard of Hearing Communities
 - April 2008 School Nurses Conference
 - May 2008 Merrimack Police Department open house

2. I. Status of Public Relations

Ms. Hemeon advised:

- She is the Department of Safety representative to the monthly Governor's Commission on Deafness and Hearing Loss meetings.
- Newsletter being distributed later this month in a digital format.
- A 911 education video featuring the new PSAP and a brief video for the Bureau's website are being finalized.

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

1. Status of Valor Contract

Assistant Director DeNutte reported that dispatch centers will start receiving new computers and software later this month.

He also stated that the dispatch centers should be able to use the new Valor CAD software by next month providing know problems.

There will be a Cisco IP Phone in each 24-hours dispatch center for contacting the Concord or Laconia PSAP's in case of power failures.

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

1. Update of Continuing Education
2. Update on Operation Santa Claus and other fundraising charities

Planner Magoon reported that since March of 2007 there has been a total of 2,800 education training hours.

Planner Magoon advised that she has started a retirement projection project which will allow the Bureau to preparing training before positions become vacant.

Planner Magoon reported that from August to December of 2007 the Bureau raised \$3,125.00 to provide 25 children with Christmas gifts.

Commissioner Barthelmes congratulated Director Cheney and the Bureau staff on the education training project. The Commissioner is planning on implementing the education process throughout the Department of Safety.

3. Contractor's Report

A. Verizon

1. Report on Network

Mr. Eon reported

On February 14, 2008 at 4:00pm, two T1's in the central NH area were impacted by a fiber event. This caused Laconia PSAP calls to be forwarded to the Concord PSAP until February 15, 2008 at 9:30am.

Director Cheney requested Verizon to notify the NHBEC as soon as possible when any T1's are in the simplex mode.

B. TDS

1. Report on CPE

No report

New Business

4. Correspondence

5. New Business

HB-1583-FN – Director Cheney advised this is a proposed legislation for the Bureau to provide Emergency Notification Systems. We will notify the Commission once the bill passes legislation.

6. Adjournment

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