

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES

March 18, 2011

PRESENT:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
George Valliere, Vice-Chair	NH Police Officer
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Brett Scholbe	Professional Firefighters of NH
Paul Szoc	NH Federation of Fire Mutual Aids
Richard Bernard	Public Member
Mark Violette	NH Telephone Association
Robert Girard	Mobile Telecommunications Carrier Industry
Kathryn Bailey	NH Public Utilities Commission
Karen Mead	Senior VP of Operations, FairPoint Communications

ABSENT:

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John Barthelmes	Commissioner, NH Department of Safety (DOS)
Earl Sweeney	Assistant Commissioner, Department of Safety
Kevin O'Brien	Chief of Policy & Planning, Department of Safety
James Valiquet	NH Association of Chiefs of Police
David Caron	NH Municipal Association

OBSERVERS:

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBEC)
Peter DeNutte, ENP	Assistant Director, NHBEC
Timothy Scott	Database Administrator, NHBEC
Sean Goodwin	Special Projects, NHBEC
David Rivers	Public Safety Answering Point (PSAP) Acting Chief of Operations, NHBEC
Wanda Bowers	Public Information Representative, NHBEC
Stephen L'Heureux	Case Reviewer, NHBEC
Patricia Magoon	Assistant Planner/HR Rep, NHBEC
Sherry Baker	Administrative Secretary, NHBEC
Scott Wolfert	Service Manager E9-1-1 FairPoint Communications
Cheri Cloutier	Service Manager E9-1-1 FairPoint Communications
Michael Connor	Director, NH Department of Administrative Services
Philip Penny	Account Executive, Intrado Inc,
David Lang	President of the Professional Fire Fighters of New Hampshire
Karen Whittaker	Operations Supervisor, 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 11:05am by Chairman Aiken.

David Lang, addressed the Commission:

Mr. Lang represents 42 local unions and over 2,000 members.

Mr. Lang wanted to have an opportunity to discuss his testimony on House Bill (HB) 428 with the Commission and answer any questions. HB 428 has established a committee to review dispatch times within the Enhanced 9-1-1 system, to study response times from when a call is placed to the arrival of assistance, and all call transfers.

NH has an EMS Coordinating board that consists of Fire Chiefs, Doctors, Paramedics an EMS Medical Control Board member and they use a tracking program called Temsis. They meet regularly to analyze incidents and the only piece we seem to be missing is when the call comes in to the 9-1-1 Centers. Mr. Lang is looking for the data from the receipt of a 9-1-1 call until it is forwarded to the local dispatch center.

Chairman Aiken asked if the Legislation Committee on HB 428 has met yet and if so is this study group currently active?

Director Cheney said the Committee has met formally once and that was months ago. Representative Cali-Pitts put in legislation to extend the study committee. He is not sure of the status of the legislation.

Mr. Lang feels that this issue can be resolved without legislation if only we can work as a whole system.

Commissioner Bailey asked if Mr. Lang has data that show the response times for fire stations responses?

Mr. Lang said they have all the data from the fire station locations and try to achieve a 4 to 6 minute response time but they need data from all the other sources to complete the measurements for the best quality of care for the State of New Hampshire.

Commissioner Bailey asked why this data was so important and what the significance is about the measurements from the start of a call to when the patient leaves the hospital.

Mr. Lang stated that this information can properly and effectively help staff firehouses and staff ambulances. To give us the data that we need to make sure when we are putting fire stations in a location it will make a difference.

Commissioner Violette asked if the rural parts of the state that don't have full-time fire or ambulance services are being considered in this process?

Mr. Lang stated we are looking to create a data situation in which we can as a state begin to analyze this data and have discussion about the rural areas of the state.

Commissioner Violette asked if Mr. Lang is looking for the Bureau to speed up the process on the calls?

Mr. Lang stated we are asking for the initial time you receive a call until the time it is forwarded to the local dispatch centers. The local dispatch centers measure times from wheels rolling and then from wheels rolling until they are at the patient's side. So we have a whole picture of patient care that is being given.

Commissioner Bailey inquired if hospitals are going to provide the data from the time you drop the patient off to hospital discharge?

Mr. Lang advised it is all on the patients' records.

Commissioner Bailey noted patient's records are confidential.

Mr. Lang advised not in the aggregate when you are doing a Quality Management Program. Legislation allows that the data be a part of the discussion.

Chairman Aiken asked Mr. Lang if he is looking for two pieces of information? The time the call is answered when someone dials 9-1-1 and the time of the transfer.

Mr. Lang stated that is the part of the information we are missing. If this information was provided we would have all the data we needed.

Chairman Aiken asked if Mr. Lang has asked the Enhanced 9-1-1 Commission for this information in the past?

Mr. Lang stated that a representative from the (NH Bureau of EMS) Temsis section has.

Chairman Aiken did not recall any discussion with staff that we had a request for this data.

Director Cheney stated that a request was not submitted. There have been requests from Temsis for data and the data was provided. Every request we have received from EMS we have supplied samples for. He thought Mr. Lang's point was that the data should be provided at all times and I don't disagree with that.

Asst. Director DeNutte stated about a year ago EMS and Temsis ran some reports and asked the Bureau for random data which was provided. They found out once they merged the data to the Temsis reports all the dispatch and arrival times were the same. This is going to be very difficult to measure.

Mr. Lang said the answer maybe the hardest to solve and that we all have to give up our autonomy and all be on the same page. If our goal is to provide effective and efficient emergency medical service that depends on high patient outcomes then we have to do that. This is what is going to identify some of the shortfalls if we are all at the table to reach our goals.

Director Cheney said beyond the Temsis reports the most concerning problem is how to synchronize all of the times involved.

Commissioner Szoc stated that at the dispatch centers they receive ANI-ALI from 9-1-1 but they do not dispatch until they receive the telephone call back-up from 9-1-1. It can take up to a 1 ½ minutes for some calls.

Director Cheney stated that it depends on the nature of the call. If it is a broken leg it may take 1 ½ minutes but if it is a heart attack the call is transferred more quickly.

Mr. Lang stated that if it is a request that the Enhanced 9-1-1 Commission needs to allow him to get the raw data that he needs for his Quality Management Program, he will have a representative on the EMS Coordinating Board make the motion to have them formally request this information and get it to the Commission before the next Commission meeting.

Chairman Aiken requested this item be placed on the next meeting agenda.

1. Approval of the minutes of the December 17, 2010, NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken called for approval of the December 17, 2010 meeting minutes. Vice-Chairman Valliere motioned to accept the minutes and Commissioner Szoc seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

2. Director's Report

2. A Report on FY11 Surcharge Receipts (Director Bruce G. Cheney, ENP)

1. Discuss year to date expenditures & surcharge

Director Cheney reported the following:

- ❖ No substantial issue in the budget.
- ❖ Have a new process in keeping track of contracts so that we can encumber the funds in a timely manner.
- ❖ Surcharge revenue is dropping due to VOIP and Pre-paid cellular not being included. There is legislation in the House of Representatives to allow us to charge VOIP and Pre-paid surcharges. The Legislation was sent to study for re-consideration for next year.

Commissioner Gerard commented on different ways for carriers to collect the surcharge on Pre-paid phones by deducting from the customer's account versus some other methods. (See attached verbatim transcript)

Director Cheney stated the Pre-Paid companies are pushing to have the surcharge handled by the retailer. The problem with that is when customers buy the phone at a retail store, then they re-new it online, all that would be lost if it is not collected at the vendor level. Some states have Legislation that requires a complicated formula for collecting pre-paid surcharges. But most observers believe it to be an ineffective method for collecting pre-paid surcharges.

Chairman Aiken recommended the Legislature pass the bill and fee collection methods can be discussed and implemented later.

2. B. Report on Data Operations (Database Administrator, Timothy Scott)

1. Update on Mapping Progress
2. Database Activities

Timothy Scott reported the following:

18 Towns with Mapping Activity:

- 5 Communities signed Acceptance Packages
- 6 Towns Waiting for Acceptance
- 7 Towns requested Digital Maps

250 Maintenance points collected since December 17, 2010

- ❖ The Map Book Acceptance Project is completed
- ❖ Mapping and Database continue to work on the “back office bounce project”. We have new ways of tracking which allows us to keep better records.
- ❖ Continue to work with NH DRED on addressing state-owned properties in the State Park system.
- ❖ Mapping will lose 3 Cartographer I positions as of June 30th due to budget lay-offs.

Chairman Aiken asked if any of the unnumbered telephone records are new or are the same ones that we have been working on for years? Tim advised they are all the same none are new.

- ❖ The Database currently contains approximately 1,112,000 records.
- ❖ Partial address conversions have occurred in five towns affecting a total of 147 lines
- ❖ 116 calls where no record was found
- ❖ 758 Automated Location Identifier (ALI) Discrepancies in which all but 14 have been resolved.
- ❖ 193 Master Street Address (MSAG) updates.
- ❖ Currently 1,223 stranded unlocked records are over 90 days old.
- ❖ The database section is currently working with several communities to assist them to utilize the WebDBMS software to perform online ALI Discrepancy resolutions. Our goal is to eliminate paper ALI Discrepancy forms by April 15th internally and have most communities using WebDBMS by the end of May 2011.

2. C. Discussion on Tape Retention Times (Director Bruce G. Cheney, ENP)

1. Tape Retention Time

Director Cheney reported the following:

- ❖ Since 1995 we have had a 90 day tape retention time on all 9-1-1 calls. Now we can keep them digitally which means we can maintain the calls for a year without impacting our equipment. The recommendation to the commission is to allow us to retain the calls for 365 days.

Commissioner Szoc made a motion to extend the call retention time to 365 days. Commissioner Wood seconded the motion. Unanimously approved.

2. D. Status of Transfer of State Telecommunications to the Bureau (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ The Department of Administrative Services will be transferring 6 or 7 communications employees to the Bureau of Emergency Services. They come to us with their own budget.

2. E. Potential other Communications Personnel Transfers (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ The Commissioner of Safety is contemplating transferring 6 or 7 State Police Communication Specialists to the Bureau of Emergency Services. They would be working on tower and microwave projects. Positions funding may need to be from the Bureau's budget. The work would be in preparation for next generation 911 needs.

Commissioner Violette stated on microwave broadband terms the originated party always pays. So if the majority of the traffic is at the state level and going to the local level, should we not be concerned about the State picking up the entire cost?

Director Cheney stated 9-1-1 system costs are not billed to the local entities. There is no intent to change that policy.

2. F. Status of Proposed Layoff (Director Bruce G. Cheney, ENP)

1. Layoff of Bureau Personnel

Director Cheney reported the following:

- ❖ In the initial Governor's budget guidance, a 5% cut to our budget. That meant the first year we would layoff 13 people and the second year we would layoff 3 more. The Governor allowed us to put back 6 positions into our budget which means we will layoff 7 the first year and none the second year. As of June 30, 2011 if the budget passes as it is we will lose the following positions:
 - 5 positions in the Mapping Unit
 - 1 position in Administration
 - 1 position in the Training Unit
- ❖ If the Legislature requires additional budget reductions, it may require terminating our Telecommunicators or close The Mapping Unit. Database maintenance would continue with a small staff.

Commissioner Violette inquired that if 9-1-1 is funded separately why are we having personnel cuts?

- ❖ Director Cheney stated the Legislature wants all agencies to be treated equally.
- ❖ Director Cheney stated that the Emergency Notification System Request for Proposal (RFP) has been distributed March 18th was the last day for questions. A vendor meeting will be on April 5th and the closing bid will be April 14, 2011.

Commissioner Violette asked if the reverse 9-1-1 system is going to be mandatory for every community and town in the state or can they continue to use the one they already have?

- ❖ Director Cheney said they can continue to use their own local systems. There is an opt-in program.

Commissioner Violette asked if there would be an additional cost to the rate payers if they choose to use the state reverse 9-1-1 system?

- ❖ Director Cheney advised no. Some towns may want to keep their own system due to features not in the state program.

Commissioner Bernard asked who would be the authority for formulating and initiating the calls?

- ❖ Director Cheney stated that the Commissioner of Safety will develop administrative rules on how the system will be operated.

Commissioner Wood asked if the Cellular opt-in is still in the RFP.

- ❖ Director Cheney advised affirmative.

Commissioner Girard asked with the opt-in on cell phone there must be a mechanism to get their cell phone numbers added to the database. Is there some type of mechanism to remove the cell number?

- ❖ Director Cheney will recommend to the Commissioner of Safety when in the rulemaking process cellular carriers need to initiate the opt-in process maintain the necessary database.

2. G. Status on Emfinders (Asst. Director Peter DeNutte, ENP)

Asst. Director DeNutte reported the following:

- ❖ A company named True Position has a new product called EM Finders which is a cell phone provided to autistic and elderly people in case they get lost. If the person becomes lost, it will automatically activate the phone to dial 9-1-1. When 911 receives the call, 911 would call the True Positions dispatch center and wait for further instructions. This method is an automatic call dialing which we are restricted from receiving by statute. Now we have to call a private company to get more information about a 9-1-1 call then pass that along to the local dispatch center. True Position should be calling directly to local dispatch center. They want us to do the location work because we have the technology and what happens if we only get phase I of the calls and not phase II could the Bureau be held liable?

Vice-Chairman Valliere made a motion that under current state statutes we can not participate in Emfinders access to the 9-1-1 system of the state of New Hampshire. Commissioner Girard seconded the motion. Unanimously approved.

2. H. Report on PSAP Operations (Acting Chief of Operations, David Rivers)

1. Update on PSAP Operations
2. Shift Assignments

3. PSAP Call Numbers for 2010

David Rivers reported the following:

- ❖ We have completed interviews on the following positions:
 - 4 Emergency Medical Dispatchers
 - 3 PSAP Asst. Supervisors
 - 1 PSAP Supervisor

- ❖ The hiring certification process has changed so some people that have certified in the past may not certify now. This was a State Human Resources process.

- ❖ David has been working closely with mapping and database section on automating a lot of their functions in the PSAP's.

- ❖ Continue to receive requests from Fire Departments and EMS agencies regarding questions on 9-1-1 calls. We provide them the information as requested.

- ❖ The PSAP's are going through a shift change format in order to allow a more even coverage of the two PSAP's. This new process will begin on April 1, 2011.

- ❖ Commissioner Szoc inquired if the seven people that will be laid off as of June 30th will have first option on the open Telecommunication positions?

Director Cheney stated if they were interested in a Telecommunication position they would work to help them get certified.

2. I. Report on EMD (Case Reviewer, Stephen L'Heureux)

1. Protocol Compliance Reports
2. Status Report on Re-accreditation

Stephen L'Heureux reported the following:

The Bureau's compliance to EMD protocol:

- ❖ 98.23% Case Entry
- ❖ 95.46% Correct Chief Complaint
- ❖ 99.01% Asking Key Questions

- ❖ 99.21% Post Dispatch Instructions
- ❖ 99.82% Customer Service
- ❖ 99.15% Compliance to Protocol

- ❖ The National Academy of Emergency Medical Dispatch Twenty Points of Accreditation criteria was distributed. NH was the 30th agency in the world to become accredited.
- ❖ NH had a site visit from the National Academy of Emergency Medical Dispatch in November 2010. NH has been re-accredited from 2011 through 2014.

Chairman Aiken congratulated the staff involved in the accredited process.

- ❖ The NH EMS Medical Control Board has approved the use of Protocol 12.1 that includes enhancements to the stroke protocol.
- ❖ The Medical Control Board since 1996 has been utilized on issues dealing with the Emergency Medical Dispatch (EMD) program. The Bureau should have a Medical Director. Dr. Jim Suozzi (a member of the Medical Control Board from the Keene area) is interested in becoming our Medical Director.

Director Cheney will discuss this with the Commissioner of Safety to make this a more formal arrangement. He would like to be able to offer a stipend.

Director Cheney would encourage the Commission to meet Dr. Suozzi at a future Commission meeting.

Commissioner Szoc stated that Dr. Suozzi is very dedicated and works well with the area EMS agencies and dispatch centers.

- ❖ S. L'Heureux indicated that Dr. Suozzi is in favor of the Medical Control Board recommending that the Emergency Medical Dispatch program be utilized by all EMS related agencies.

2. J. Status of Public Relations and Public Education (Information Rep., Wanda Bowers)

Wanda Bowers reported the following:

- ❖ 9-1-1 News Release on cardiac arrest save in Wolfeboro. There was a celebration of life at the Laconia Facility on December 23, 2010 with media

coverage and featured in the Manchester Union Leader on Christmas Day 2010.

- ❖ A 9-1-1 presentation was completed at the Monadnock Lions Club in January 2011.
- ❖ Alton Central School Career Day was a success. Emergency Medical Dispatcher Ryan Olson accompanied her.
- ❖ A 9-1-1 Presentation and Tour for the Merrimack County Dispatch Academy was conducted at the Incident Planning Operation Center. They were very impressed with the facility.

Upcoming conferences:

- ❖ April 2, 2011 – School Nurses Conference
 - ❖ April 12, 2011 – Manchester Health Dept
 - ❖ April 13 – 15, 2011 – NHEDA Conference
 - ❖ April 19, 2011 – Weare Medical/Mental Health
 - ❖ May 12, 2011 – Epping Seniors
 - ❖ May 13, 2011 – Partners in Health
 - ❖ May 14, 2011 – Belknap County Sportsman Safety Day and Merrimack PD Open House
 - ❖ May 26, 2011 – Conference on Aging
- ❖ W. Bowers advised that the proposed layoff would effect her section as her only employee will be laid off as of June 30, 2011.

2. K. Status of Division of Administration (Acting Administration Manager and Human Resource Representative, Patricia Magoon)

1. Status on Current Contracts
2. Current Position Vacancies

Patricia Magoon reported the following:

Director Cheney stated that Patricia Magoon will be the acting Administration Manager until further notice.

- ❖ Ms. Magoon has met with the appropriate staff and developed a spreadsheet to track all Bureau contracts along with Governor and Council items. This is a shared document and will be monitored on a weekly basis.

2. L. Continuing Education and other Programs (Acting Administration Manager, Patricia Magoon)

1. Update on Department of Safety “Frontline Supervisor Training”

2. Career Development Program

Patricia Magoon reported the following:

- ❖ The Frontline Supervisor Program will begin in June.
- ❖ She has been attending training on Governor and Council procedures and becoming familiar with the budget process.
- ❖ The seven people on the layoff list have met with Ms. Magoon and reviewed the career development process. She is hopeful they will be employed elsewhere within the Bureau or the state personnel system.

Director Cheney stated that prior to the next Commission meeting there will be some administrative changes.

2. M. Status of Automated External Defibrillator (Commissioner William Woods)

Commissioner Wood reported the following:

- ❖ Currently 2,996 Automated External Defibrillator (AED's) registered.
- ❖ AED Registry information being forwarded to 9-1-1 now contains both street address and telephone location information.
- ❖ The Nashua Rotary Club has provided 9 to 10 public schools with AEDs.

2. N. Status of NH VIEWW (Sean Goodwin, Engineering Technician V)

Sean Goodwin reported the following:

- ❖ ESRI is in the process of upgrading the software on the GIS and the web-viewer this should be done shortly.

Director Cheney stated that at the next Commission meeting the NH VIEWW public side will be running. Sean Goodwin has done a great job with this project and we feel our state is ahead of the curve.

3. Contractor's Report (Scott Wolfert, FairPoint Communications)

- A. FairPoint
 - 1. Report on Network

Scott Wolfert reported the following:

- ❖ Since the last Commission meeting there have been no network issues. Assistance has been given on some other items.
- ❖ AT & T Mobility in Westbrook Maine upgraded one of its switches and caused a change between that switch and Intrado. This was resolved with the help of FairPoint.
- ❖ Sprint Spectrum had some ANI/ALI failures printing all zeros. This was resolved with the help of FairPoint.
- ❖ Reported a transfer issue between the NH PSAP's and Gray, Maine. Once the audio was received to the right location it was difficult to hear the caller. This maybe a long distance carrier issue. The issue is still unresolved.

4. Correspondence

5. New Business

Director Cheney stated he received a letter from the President of the NH Sheriffs' Association asking the Governor to appoint Carroll County Sheriff Christopher Conley to the Enhanced 9-1-1 Commission.

Director Cheney reported HB 387 that requires pre-paid cellular carries to give 9-1-1 data on an owner of a phone has passed.

6. Adjournment

Chairman Aiken called for a motion to adjourn at 2:15 P.M. Vice-Chairman Valliere motioned to adjourn the meeting and was seconded by Commissioner Wood. Unanimously passed by those present and voting.

Next Commission meeting planned for June 2011. Date, time and location to be determined.

William Wood, Secretary
Enhanced 9-1-1 Commission