

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES

June 5, 2009

PRESENT:

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
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

ABSENT:

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John J. Barthelmes	Commissioner, NH Department of Safety
Earl Sweeney	Assistant Commissioner, NH Department of Safety

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
Michael Geary	Admin Manager & Human Resources Rep, NHBEC
Guy Cadorette	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

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at the Richard M. Flynn Fire Academy, 98 Smokey Bear Blvd, Class Rooms 5 & 6, Concord, NH was called to order at 11:00 a.m. by Chairman Aiken.

1. Approval of the minutes of the March 6, 2009, NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken called for approval of the March 6, 2009 meeting minutes. Commissioner Linehan motioned to accept the minutes and Commissioner Valliere seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

2. Director's Report

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

1. Discuss year to date expenditures & surcharge

W. Colby reported he will be going to Fiscal Committee and Governor and Council in June to transfer \$25,800.00 for shortages in salaries and overtime expenses for Fiscal Year 2009.

W. Colby advised that the Sprint/Nextel cost recovery item will be going to the Fiscal Committee on June 12, 2009 and then the item will be going to the Governor and Council meeting on June 17, 2009.

W. Colby reported that the cost recovery balance will lapse back into the main 1395 account on July 1, 2009 and the cost recovery account will start back at zero.

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
- ◆ 3 Towns given data capture packets for acceptance
- ◆ 6 Towns given revised map books
- ◆ 8 Towns given maps/digital data as requested

149 Maintenance points collected since March 6, 2009.

T. Scott reported the Mapping Unit has 1 Data Control Clerk and 1 Cartographer vacancy.

T. Scott reported the Mapping Unit continues to work on the "Map Book Acceptance Project". 17 Towns are left to complete this project.

T. Scott reported that the Master Street Address Guide (MSAG) project will be completed by the end of 2009.

T. Scott reported a new project called Back Office Bounce which is when they go to each community and collect data they compare the community information with what they have collected and integrate this information into the database.

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

1. Data Base Activities

- ◆ The NH 9-1-1 Database has 1,116,872 records
- ◆ 82 ALI discrepancies since March 6, 2009

S. Wolfert reported that VIXXI Solutions steering circuits are in place and are just waiting to activate.

S. Wolfert reported partial address conversions occurred in Sanbornton, Rochester, Springfield and Somersworth in April 2009. The towns Barrington and Pelham will be converted in August of 2009.

S. Wolfert advised there were 338 No Record Found (NRF) that occurred from January 1, 2009 through April 30, 2009.

Chairman Aiken request that all Enhanced 9-1-1 Commissioners work with their staff preparing 106:H related issues to try and get items passed in the next legislation session. This will include extra meetings outside the Enhanced 9-1-1 Commission Meetings.

2. D. Report on PSAP Operations (Chief of Operations, Kelly Grant)

1. Update on PSAP Operations

Director Cheney Reported the total calls for fiscal year was 380,850 for Concord and Laconia PSAP facilities.

Director Cheney reported the total call reviews by Supervisor on Police, Fire and non-medical Cellular for year to date was 3,506.

Director Cheney reported that nine hospitals used hospital diversion which is when a hospital calls the Public Safety Answering Point (PSAP) and asks them to send ambulances that are non-critical to another nearby hospital. For the reasons listed:

- A) Don't have enough staff
- B) Don't have any emergency beds available
- C) A major piece of equipment is down (Cat Scan, MRI)

Director Cheney advised that the reference manuals for this year are being updated with the help of the Mapping Unit. The purpose of this is to ensure that all lists of the manual match the ALI Trakker Maps.

Director Cheney reported that the Certified Training Officer/Assistant Supervisors are continuing their training. They are also signing up for outside agency courses through the division of training with the help of Patricia Magoon.

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

1. Protocol Compliance Report
2. Pandemic Flu

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

- 98.05% Case Entry
- 94.46% Correct Chief Complaint
- 98.89% Asking Key Questions
- 98.63% Pre-Arrival Instructions
- 99.50% Post Dispatch
- 99.32% Customer Services
- 97.22% Compliance to Protocol

S. L'Heureux reported that the month of April the compliance to protocol was at 95% but the May compliance to protocol was behind a few levels due to the H1N1 virus.

S. L'Heureux advised when a 9-1-1 call came in with chest pain, difficulty breathing they implemented the Severe Respiratory Infection (Swine Flu) protocol.

S. L'Heureux reported the release of version 12.0 of the Medical Priority Dispatch System which features the most thorough medical dispatching guidelines.

S. L'Heureux has been invited to attend a Medical Control Board Meeting regarding a discussion on the Pandemic Flu for the upcoming fall season.

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

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

M. Geary reported that the New NH First (ERP) Enterprise Resource Planning is a paperless financial system that will go online as of July 1, 2009.

M. Geary reported that with the new ERP system he will be able to set a time table for all the Bureau's contracts. This will alleviate any late items going to Governor and Council.

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

W. Hemeon reported she is the Department of Safety's Representative at the Governor's Committee on Deafness. They have been working on House Bill 561 Insurance for hearing aids and House Bill 441 CART (Computer-aided Real time Transition) providers and sign language interpreters.

W. Hemeon reported the Bureau of Medical Services, Dept. of Health & Human Services, project to develop an emergency response program for functional needs individuals continues. A training program including increased use of 9-1-1 Supplemental ALI is being developed.

W. Hemeon advised that she will be doing a 9-1-1 presentation for the Refugee Injury Prevention Group in the summer.

W. Hemeon reported she has done 9-1-1 presentations and a tour of the facility for the following organizations:

- A) Brookline Ambulance Service
- B) Town of Hudson Police Dept. Citizen Police Academy

W. Hemeon advised that Dave Bodge has done 9-1-1- presentations at the following schools:

- A) Richards Elementary School, Newport
- B) Kenneth Brett School, Tamworth
- C) Crossroads Academy, Lyme

W. Hemeon reported the upcoming events she will be attending are as follows:

- A) Emergency Preparedness Conference, Manchester
- B) United Methodist Church, Bow
- C) Child Safety Day, Somersworth
- D) Candia Fire Dept. open house

W. Hemeon reported that she and Kevin O'Brien are going to put together a handout for Supplemental ALI's to be an insert in the handicap Motor Vehicle registration renewal notices.

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

1. Status of Valor Contract/Install

P. DeNutte reported that State Police Valor CAD system is on-line and the NHBEC is sending mapping and ANI-ALI information to them.

P. DeNutte reported that Lakes Region Mutual Fire Aid is working on getting their Valor CAD system working.

P. DeNutte advised that ANI-ALI and Valor CAD seems to be function fine at this time.

2. I. Status on the TracFone request (Director Bruce G. Cheney)

B. Cheney reported that a letter has gone out to TracFone and the Federal Communications Commission (FCC) stating that NHBEC declines the certification of TracFone because they have not provided the NHBEC with any information that the Bureau needs in order to certifying them.

2. J. 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 that the NHBEC Continuing Education Program continues to be successful.

P. Magoon reported that the Bureau of Education has a Certified Public Manager Program that they offer and the NHBEC has 5 supervisors taking the Public Supervisor Program and 2 supervisors taking the Public Manager Program which starts in July.

P. Magoon reported that she is working on the Frontline Supervisor Training Part II which includes the following:

- A) Supervision and the CBA
- B) Sexual Harassment Prevention for the Supervisor
- C) Constructive Confrontation

- D) "Diversity: A Human Factors View"
- E) A Supervisor's Review of Human Resources in Action

P. Magoon reported that she and Director Cheney on April 17, 2009 attended a Workforce Development Summit and stated that NHBEC is the only agency that has a Career Development Program in place at this time.

P. Magoon advised that she has met with 26 employees for the Career Development Program and feels that this was a well received program.

P. Magoon reported NHBEC has two vacant positions, 1 Cartographer and 1 Data Control Clerk III.

B. Cheney reported that Mike Geary will be working on the Business functions and Patricia Magoon will be working on the Human Resources.

2. Contractor's Report

A. FairPoint

1. Report on Network

Guy Cadorette reported on March 31, 2009 the Laconia PSAP was inundated with abandoned calls. This was due to a bad card in one of the FairPoints trunks. The card was replaced and tested and it all works fine.

Guy Cadorette reported that FairPoint has some database issues and they are working on them with their Information Technology department and Intrado.

Guy Cadorette will be having services meetings each week to work on the following issues:

- 1) Local Number Portability Issues
- 2) 911 Addressing
- 3) No Records Found
- 4) Education for services representatives

New Business

3. Correspondence

None

4. New Business

B. Cheney reported Police Standards & Training was attempting to insert itself into the 9-1-1 surcharge fund. He will send each Enhanced 9-1-1 Commissioner a copy of the letter he received on May 5, 2009.

5. Adjournment

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