

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES
June 11, 2008

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
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
Jeffrey Allen	Fair Point

ABSENT:

Frederick Booth	NH Department of Safety
Linda Hogdon	Commissioner, NH Department of Administrative Services
Earl Sweeney	Assistant Commissioner, NH Department of Safety
Mark Violette	NH Telephone Association
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)
Patricia Magoon	Assistant Planner, NHBEC
Timothy Scott	Systems Development Specialist, NHBEC
Sean Goodwin	Special Projects, NHBEC
Scott Wolfert	Database Administrator, NHBEC
Jon Eon	Verizon Representative
Al Davis	PSAP Supervisor, NHBEC
Wanda Hemeon	Informational Representative, NHBEC
Dave Rivers	EMD Quality Assurance Coordinator, NHBEC
Sherry Baker	Administrative Secretary, 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 11:05 a.m. by Chairman Aiken.

1. Approval of the minutes of the March 7, 2008, NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken motioned for approval of the March 7, 2008 meeting minutes. Commissioner Linehan motioned to accept the minutes and Commissioner Wood seconded the motion. Unanimously approved by those present and voting.

Chairman Aiken welcomed Jeffrey W. Allen from Fair Point to the Enhanced 911 Commission.

OLD BUSINESS

2. Director's Report

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

Director Cheney reported the budget is in good shape.

Commissioner Valliere and Commissioner Bernard inquired if the surcharge could be lowered if the Bureau ended the fiscal year with a budget surplus. Director Cheney indicated that might be possible.

Chairman Aiken noted if there is a budget surplus of funds dedicated to public safety communications and 9-1-1 operations, funding be considered for local dispatch centers.

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

1. Update on Mapping Progress

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

He reported on the following activity since March 2008:

31 (thirty-one) Towns with activity:

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

203 maintenance points collected during the period

Tim Scott reported on the following:

- All but 15 towns have been delivered a map book to review and sign off on and this project will be completed by the end of this summer.
- The new ArchMAP software conversion went very smoothly and the new version works very well.
- The Mapping Unit has two new projects that they are working on Road Name Review and Center Line.
- The Mapping Unit is currently involved in two re-addressing projects. In Pelham on July 1st, the Unit will re-address 25 roads. North Hampton has requested assistance with a complete re-addressing of the town.

Director Cheney reported he has proposed to the Safety Commissioner to allow Mapping road crews to work three 10-hour days and one 7 1/2 –hour day in a week. This will allow for greater crew efficiency in managing work time when necessary.

Director Cheney noted on-going meetings with Selectmen and Town Managers are proving very successful.

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

1. Database Activities

Scott Wolfert reported on the following:

- As of June 11, 2008 a total of 1,306 “Automated Location Identification” (ALI) discrepancies were resolved.
- As of June 11, 2008 there are 1,131,423 telephone records in the NHBEC database.
- The Fair Point / Verizon transition of Billing and ALI Database administration/record reconciliation activities is supposed to occur in September 2008. NHBEC has been in close contact with the Project manager for Fair Point and Scott Wolfert is very optimistic this will go smoothly.
- VIXXI Solutions steering circuits for the (VPC) VoIP Positioning Center utilized by VIXXI Solutions have been requested. These circuits will be installed during June and required configuration to work our ALI DBMS solution.

2.D. Status of Cost Recovery (Director, Bruce G. Cheney)

1. Update on Cost Recovery

Director Cheney reported that another vendor is requesting Cost Recovery reimbursement.

2. E. Report on Public Safety Answering Point (PSAP) Operations, Al Davis)

1. Update on PSAP Operations

Al Davis reported on the following:

- On May 30, 2008 eight new hires are in the 8-week mentoring with mentor phase in the 9-1-1 center.
- Updating the Supervisor Policy & Procedure and the Emergency Medical Dispatch Policy & Procedure manuals are being reviewed by the Director and Asst. Director.
- Currently working on a Policy & Procedure Manual for the Certified Training Officers.

- Five Supervisors attended the Front Line Supervisor Training course with the other Supervisors scheduled for a second program. The course feedback has been excellent.

2. F. Report on EMD (EMD Quality Assurance Coordinator, Dave Rivers)

1. Protocol Compliance Reports

Dave Rivers reported on the Bureau's compliance to protocol:

- 99.31% Case Entry
- 99.45% Correct Chief Complaint
- 98.67% Asking Key Questions
- 90.83% Pre-Arrival Instructions
- 99.45% Post Dispatch
- 99.70% Customer Services
- 98.92% Compliance to Protocol

A Customer Service Initiative is being implemented to give the Emergency Medical Dispatchers (EMD's) additional tools skills in dealing with difficult and upset callers.

2. G. Status of Human Resources & Rules

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

Director Cheney advised:

- NHBEC currently has four full-time vacancies.
- NHBEC administrative rules (SAF-C-7000) passed on January 25, 2008 at the Joint Legislative Committee on Administrative Rules (JLCAR) session.

2. H. Status of Public Education

Wanda Hemeon advised of the following conferences:

- EMS conference in Sunapee
- School Nurses Conference in Bartlett
- Nashua Health Dept. Care and Shelter of Special Population Conference

2. I. Status of Public Relations

Wanda Hemeon advised:

- Newsletter distributed in digital format in April and the next issue will go out late June.
- The Material Research Team toured the 9-1-1 Center.
- Upcoming Somersworth Safety Fair.
- June Emergency Preparedness Conference in Manchester.
- Refugee Injury Prevention Group meeting in August.

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

1. Status of Valor Contract

Director Cheney reported the computer-aided dispatch (CAD) install is in progress. Local Dispatch Centers using Valor software will have updates provided shortly. CML training software will also be available.

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

1. Update of Continuing Education Program
2. Department of Safety "Front Line Supervisor Training"
3. Retirement Projections
4. BEC Emergency Assistance Fund & Other Fund Raisers

Patty Magoon reported that the continuing education is on-going and the July-December 2008 training calendar will be distributed shortly. This training is also offered to other Safety Department employees.

Patty Magoon advised the new Front Line Supervisor Training, a 3-day program, has been well received. Additional Supervisor Training for employees is planned for 2009.

Retirement projections show that 30% of the state work force will retire in the next two years. Career development and employee replacement strategies are essential.

Patty Magoon reported on April 1, 2008 Bureau of Emergency Communications Employee Emergency Aid Fund Raiser memo. \$800.00 in assistance has been provided to 12 employees. Director Cheney has approved Friday dress down days with the \$1.00 fees going to the Emergency Aid Fund. Other Bureau fund raisers will begin in July.

3. Contractor's Report

A. Fair Point

1. Report on Network

Jon Eon reported on May 29, 2008 a commercial power outage in the Laconia PSAP brought the equipment down for about 1 to 2 minutes. The reason for this was the batteries that support the system failed. On May 30, 2008 Fair Point technicians came and replaced the batteries. The Laconia and Concord 9-1-1 Centers are now on a designated battery replacement schedule.

New Business

4. Correspondence

5. New Business

6. Adjournment

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