

**NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES**  
**September 24, 2010**

**PRESENT:**

Douglas Aiken, Chairman	NH Association of Fire Chiefs
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Kathryn Bailey	NH Public Utilities Commission
Brett Scholbe	Professional Firefighters of NH
James Valiquet	NH Association of Chiefs of Police
Paul Szoc	NH Federation of Fire Mutual Aids
Richard Bernard	Public Member
Mark Violette	NH Telephone Association

**ABSENT:**

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John Barthelmes	Commissioner, NH Department of Safety (DOS)
Earl Sweeney	Assistant Commissioner, NH Department of Safety (DOS)
David Caron	NH Municipal Association
George Valliere, Vice-Chair	NH Police Officer
Robert Girard	Mobile Telecommunications Carrier Industry
Kevin O'Brien	Chief of Policy & Planning, NH Department of Safety (DOS)

**OBSERVERS:**

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBEC)
Peter DeNutte, ENP	Assistant Director, NHBEC
Timothy Scott	Database Administrator, NHBEC
Erik Sobel	Information Technology Manager II, NHBEC
Sean Goodwin	Special Projects, NHBEC
Kelly Grant	Public Safety Answering Point (PSAP) Chief of Operations, NHBEC
David Rivers	Training Coordinator, NHBEC
Patricia Magoon	Assistant Planner/HR Rep, NHBEC
Sherry Baker	Administrative Secretary, NHBEC
Wesley Colby	Director of Administration, DOS
John Eon	Senior Manager, FairPoint Communications
Scott Wolfert	FairPoint Communications
Karen Mead	Senior VP of Operations, FairPoint Communications
Michael Connor	Director, NH Department of Administrative Services
Philip Penny	Intrado, Inc
Randy Young	Intrado, Inc

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 11:20 a.m. by Chairman Aiken.

**1. Approval of the minutes of the May 28, 2010, NH Enhanced 9-1-1 Commission Meeting.**

**Chairman Aiken called for approval of the May 28, 2010 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner Bailey seconded the motion. Unanimously approved by those present and voting.**

**OLD BUSINESS**

**2. Director's Report**

**2. A Report on FY10 Surcharge Receipts (Director of Administration, Wes Colby)**

1. Discuss end of year appropriation report
2. Discuss 5 year rolling surcharge projection

**Director Colby reported the following:**

- There was a lapse in fund class 010 due to vacant positions.
- In Class 060 benefits there was a rate increase in January 2010 and there should be another rate increase in January 2011.
- The Wireless Cost Reimbursement account has been closed and any remaining funds have been transferred into the dedicated 9-1-1 fund.
- Director Cheney reminded the Commission that if the Legislature authorizes removal of dedicated 9-1-1 funds, future Federal 9-1-1 grants funding would be affected. Commission members may be requested to attend future budget hearing (s).

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

1. Update on Mapping Progress
2. Database Activities

### **Timothy Scott reported the following:**

#### **19 Towns with Activity:**

- ◆ 11 Communities signed Acceptance Packages
- ◆ 5 Towns Delivered Digital Data
- ◆ 3 Towns Data Captured

300 Maintenance points collected since May 28, 2010

- The Map Book Acceptance Project has 4 towns left to be completed.
- Working with NH Department of Transportation in exchanging road layers and intersection points to obtain closer matched information.
- A Field Representative has been assigned to assist the remaining towns needing collection. Director Cheney will assist as needed.
- The Telephone Database currently contains approximately 1,123,400 records
- Full address conversion has occurred in Barrington on September 22<sup>nd</sup> effecting over 4,000 telephone records.
- 1,052 ALI Discrepancies and all but 85 resolved.

- Currently 377 unnumbered telephone records, which is down from the 587 records since May 2010.
- Currently 5,512 stranded unlocked records that are over 90 days old.
- There were a total of 721 service order activity files processed containing 270,278 transactions. Of these records, 37,851 required attention from the Database section.
- NHVIEW is now live on the NH.gov web-site in the public portion.
  - www.NH.Gov
  - Click on NH Recovery Economic Stimulus
  - Click on Funding Map
- The NH National Guard will also participate in the NHVIEW project.

## **2. C. Report on Public Safety Answering Point (PSAP) Operations (Chief of Operations, Kelly Grant)**

### **1. Update on PSAP Operations**

#### **Kelly Grant reported the following:**

- Hospital Diversions breakdown as follows:
  - St. Joseph Hospital - 8
  - Southern NH Medical Center - 4
  - Exeter Hospital - 3
- The PSAP has 10 vacant positions and the hiring process has begun with call mentoring expected in December – January.
- PSAP training is being reduced from 8 to 6 weeks with new hires being acclimated to the PSAP throughout their training.
- **Commissioner Bailey motion to have the Bureau consider creating Full-time Temporary positions to allow for more frequent hiring to fill anticipated full-time Emergency Medical Dispatcher (EMD) vacancies. Commissioner Szoc seconded the motion. Unanimously approved.**

**2. D. Report on EMD (Training Coordinator, Dave Rivers)**

1. Protocol Compliance Report

**Dave Rivers reported the following:**

The Bureau's compliance to EMD protocol:

- 99.32% Case Entry
  - 96.07% Correct Chief Complaint
  - 98.54% Asking Key Questions
  - 99.62% Post Dispatch Instructions
  - 99.88% Customer Service
  - 98.11% Compliance to Protocol
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- The Bureau is in the re-accreditation process for medical priority dispatch and should be completed by mid-November. The re-accreditation process is every four years.
  - 53 EMD applications received on September 9<sup>th</sup>. Testing and interviews completed. 9 job offers being made today and new class start October 2010 anticipated.
  - Several dispatch centers trained on the ALI Trakker and CAD 9-1-1 supplied systems.
  - Modified, flexible-paced training program being tested.

**2.E. Status of Division of Administration (Director Bruce G. Cheney)**

1. Status of NH First (ERP) Enterprise Resource Planning
2. Status of current contracts
3. Human Resources
4. Current Positions Vacancies

**Director Cheney reported the following:**

- Currently we have 10 Telecommunications Specialist I, 1 Data Control Clerk II and 1 System Development Specialist IV vacancies.

- We have gone through the three steps of the budget in preparation for FY12 and FY13. We turned in the forms requested and will be considering reductions in the FY budget 2012.
- Tower lease for Microwave antennas: Contract in-progress to place two microwave antenna on Bean Hill in Sanbornton.
- All terrain vehicle: Purchase an ATV to access tower facilities for maintenance.
- Satellite Equipment upgrades to Command Trailer and Mobil Command communications trailers.
- FairPoint contract extension: Renew FairPoint contract for trunk lines into the two PSAP's for a negotiated 1 year extension with a second year option.
- PSAP EMD Chairs: Bid and contracted to purchase 26 PSAP replacement chairs. 20 more will be purchased for FY11.
- Contract for Preventive Maintenance: Battery back-up and Generator repair contract.
- Telecom Headset Accessories: Updated EMD equipment being purchased.
- CommSearch: contract for 9 pathway licenses for communications with microwave antennas sites.
- Fiber Optic Cable Installation 29 Hazen Drive: Going out to bid due to cost of estimate after site visit
- As NH State Coordinator of the Telecommunications Emergency Response Taskforce (TERT) we recently became 10<sup>th</sup> State to become a deployable team. The Team started in 2006 with local public safety dispatch personnel.

## **2. F. Status of Public Relations and Public Education (Director Bruce G. Cheney)**

### **Director Cheney reported the following:**

- Wanda Bowers did the following 9-1-1 presentations:
  - St. Joseph Community Services
  - Bow Mills Church Strawberry Festival
  - International Institute
  - NH Department of Transportation ADA 20<sup>th</sup> Anniversary Celebration
  - Gilmanton Old Home Day
  - Tara Estates- Senior Services Fair
  - Boston-Portsmouth Air show
  - Hilltop Safety Day – Somersworth
  
- Upcoming Presentations:
  - Londonderry Fire Department Safety Day
  - Nashua Senior Center
  - Sam's Club Safety Day
  - Belmont Fire Department – Open House
  - Functional Needs Conference – Concord
  - Windham Fire Open House
  - Workforce Development Summit
  - Local Government Center Conference
  - Warner New Club Presentation

## **2. G. Continuing Education and other Programs (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. The Division Employee Questionnaire
5. Workforce Development Summit

### **Patty Magoon reported on the following:**

- Fundraiser will start in October and the Bureau will have a photography contest for 2011 calendars. We will also have an auction when people can bid on items. All the proceeds will go to the State Employees Association Operation Santa Claus and to employees that need assistance with providing gifts for their children.

- The Employee Questionnaire distributed in March 2010 was a successful endeavor.
- Patty has met with 71 employees since February 2009 on the successful Career Development Program.
- There will be 7 DOS “Frontline Supervisor Classes this year.
- The State’s Workforce Development Summit will be held October 15, 2010.

## **2. H. Status of Automated External Defibrillators (Commissioner William Wood)**

### **Commissioner Wood reported the following:**

- The Automated External Defibrillator (AED) database project is a work in process with updates provided at future Commission meetings.

## **2. Contractor’s Report (Senior Manager Jon Eon, FairPoint Communications)**

### **A. FairPoint**

#### **1. Report on Network**

### **Jon Eon reported on the following:**

- Scott Wolfert will be the new FairPoint Services Manager and will be involved with New Hampshire, Maine and Vermont 9-1-1 systems.
- No 9-1-1 outages to report.

## **3. Correspondence**

Provided in Commissioners member’s packets

## **4. New Business**

The 13<sup>th</sup> Annual Office of the Attorney General Training Program regarding duties of Commissioners distributed to all Commission Members. Commissioners urged to attend the 12/2010 workshop.

There was a discussion on Senate Bill 428 which establishes a legislative committee to review dispatch times within the Enhanced 9-1-1 system.

## **5. Adjournment**

Enhanced 9-1-1 Commission Meeting Minutes

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