

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES

March 26, 2010

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
Kathryn Bailey	NH Public Utilities Commission
Brett Scholbe	Professional Firefighters of NH
Robert Girard	Mobile Telecommunications Carrier Industry
Mark Violette	NH Telephone Association
David Caron	NH Municipal Association
Paul Szoc	NH Federation of Fire Mutual Aids
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
James Valiquet	NH Association of Chiefs of Police

OBSERVERS:

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBEC)
Peter DeNutte, ENP	Assistant Director, NHBEC
Timothy Scott	Systems Development Specialist, NHBEC
Scott Wolfert	Database Administrator, NHBEC
Stephen L'Heureux	Case Reviewer, NHBEC
Erik Sobel	Information Technology Manager II, NHBEC
Wanda Bowers	Public Information Representative, NHBEC
Sean Goodwin	Special Projects, NHBEC
Kelly Grant	Chief of PSAP Operations, NHBEC
David Rivers	Training Coordinator, NHBEC
Michael Geary	Admin Manager & Human Resources Rep. NHBEC
Kelley Noel	Administrative Supervisor, NHBEC
Michael Connor	Director, NH Department of Administrative Services

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at the Richard M. Flynn Fire Academy, 98 Smokey Bear Blvd, Concord, NH was called to order at 11:03 a.m. by Chairman Aiken.

1. Approval of the minutes of the January 29, 2010, NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken called for approval of the January 29, 2010 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner Scholbe seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

2. Director's Report

2. A Report on FY10 Surcharge Receipts

1. Discuss year to date expenditures

Director Cheney reported that the expenditures are within budget. Transfers in the non-lapse funds for equipment and software will be coming in the near future.

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

1. Update on Mapping Progress

18 Towns with Activity:

- ◆ 3 Towns moved to waiting for acceptance
- ◆ 9 Towns moved to maintenance
- ◆ 6 Towns given maps/digital data as requested

114 Maintenance points collected since January 29, 2010.

T. Scott reported the Mapping Book Acceptance project will be completed in the next few months.

T. Scott reported that Emergency Management made a request for maps in several counties to assess recent flood damage.

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

1. Data Base Activities

- ◆ The NH 9-1-1 Database has 1,117,421 records
- ◆ 348 Automatic Location Identification (ALI) discrepancies occurred from January 1, 2010 through February 28, 2010.

S. Wolfert reported the total Voice over Internet Protocol (V.O.I.P.) 9-1-1 calls were 6,437 this is 1% of the total call volume for 2009.

S. Wolfert reported two partial address conversions have occurred in Somersworth, New London and Londonderry. Their will be a partial address conversion taking place in the towns of Ossipee on March 31, 2010 and in Fitzwilliam on April 15, 2010 and Barrington has again postponed their address conversion until July of 2010.

S. Wolfert reported 109 No Record Found (NRF) were recorded from January 1, 2010 through February 28, 2010.

S. Wolfert reported 547 Master Street Address Guide (MSAG) updates were completed by NHBEC from January 1, 2010 through February 28, 2010.

S. Wolfert advised that there are 10,338 stranded unlocks over 90 days old as of March 1, 2010.

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

1. Update on PSAP Operations

K. Grant reported the 2009 Hospital Diversion breakdown as follows:

- Exeter Hospital - 6
- Frisbie Memorial Hospital – 2
- Portsmouth Regional Hospital – 1
- Wentworth-Douglass Hospital – 5
- Catholic Medical Center – 1
- Southern NH Medical Center – 7
- St. Joseph Hospital – 14

K. Grant reported during the February 25, 2010 windstorm the call center received 3,251 emergency calls within a twenty four hour period.

K. Grant advised the Emergency Rule was put into effect in both PSAP's until the storm was over.

K. Grant reported that Emergency Medical Dispatcher (EMD) Week begins on April 12, 2010 and our "EMD of the Year" is Stephen Guertin.

K. Grant advised she has nominated Steve Harris for the Association of Public – Safety Communications Officials (APCO) Telecommunicator of the Year.

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

1. Protocol Compliance Report
2. Status of EMD Licensing

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

- 97.67% Case Entry
- 95.40% Correct Chief Complaint
- 98.26% Asking Key Questions
- 98.21% Post Dispatch Instructions
- 99.73% Customer Service
- 97.16% Compliance to Protocol

S. L'Heureux reported all EMD's demonstrating EMD protocol proficiency.

S. L'Heureux advised that the Derry Fire Department will be responding in non-emergency mode to all "Omega, Alpha and Bravo" designated EMS calls. This procedure is similar to responses used by the Concord and Manchester Fire Departments.

S. L'Heureux received a request to help implement the Priority Dispatch System Determinant Descriptor program with Hooksett Fire Department.

S. L'Heureux reported he and Dave Rivers will be attending the Navigator Conference for instructor recertification in April.

S. L'Heureux reported that there is an accelerator pedal issue in the United States and the Academy has come up with a new run away auto protocol.

Director Cheney advised that the EMD Licensing Rules project will remain on the agenda.

1. F. Status of Human Resources & Rules (Administration Manager & Human Resources Representative, Mike Geary)

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

M. Geary reported that the NH First Enterprise Resources Planning (ERP) accounting system has been challenging with the new components but overall running smoothly.

M. Geary advised we have two contracts going to Governor and Council for approval

- Plant-CML to provide maintenance for the PSAP.
- Comsearch to provide microwave path for each mini microwave system in the state.

M. Geary reported that he is working on a software maintenance agreement through Software House for our Database unit.

M. Geary reported NHBEC has ten vacant positions, 4 Telecommunication Specialist, 2 PSAP Supervisors, 1 Cartographer I, 1 Data Control III, 2 Certified Training Positions.

M. Geary reported he taught at the 151st Police Academy and at the New Hampshire Emergency Dispatcher Association trainings.

M. Geary advised that on April 16 & 17, 2010 the New Hampshire Dispatch Association will be hosting the first dispatch conference for 120 dispatchers from around the State.

M. Geary reported he took part in the Department of Defense Exercise at Pease Air National Guard Base in Portsmouth.

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

W. Bowers reported upcoming presentations will be as follows:

- Northwood Wellness Fair
- NH School of Nursing Conference
- Central NH EMS Conference
- NH Conference on aging

W. Bowers reported that the Supplemental Automatic Location Identification (ALI) database is working in tandem with the old database and seems to be working fine. By the end of April the new system will be working solo. Following that she will issue press information advising the public that cell phones and VOIP can be added to the Supplemental ALI database.

2. H. Continuing Education and other Programs (Director Bruce G. Cheney, ENP)

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

D. Cheney handed out a Continuing Education Training Program graph to show the results of the progress since the start of the program. He also stated that employees come to meet with P. Magoon for the Career Development Program and this has been very successful.

D. Cheney reported that the Frontline Supervisor Part III will be starting up in June and Supervisors will be learning about the LEAN process. There will also be a Frontline Supervisor Training Part I for new supervisors this year.

D. Cheney reported that the Division Employee Questionnaire went out and about a 50% response was recorded. At the next Commission meeting Mrs. Magoon will have the results.

2. I. Status of NH VIEW (Director Bruce G. Cheney, ENP)

Director Cheney explained that the NH VIEW will have a public portion and an internal portion and each will be on a separate system and separate servers.

Director Cheney reported that Sean Goodwin and ESRI have developed software that will allow us to put all 9-1-1 events onto this map for all state agencies to use.

Sean Goodwin provided the Commission with maps and explained in detail how the NH VIEW project works.

2. Contractor's Report

A. FairPoint

1. Report on Network

No Report Given

New Business

Director Cheney reported that the Bureau will be getting involved with tower maintenance.

Director Cheney reported that they are in the early drafts stages for RFP for next generation 9-1-1.

3. Correspondence

None

4. New Business

5. Adjournment

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