

**NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES**  
**May 28, 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
Kevin O'Brien	Chief of Policy & Planning, NH Department of Safety (DOS)
Paul Szoc	NH Federation of Fire Mutual Aids
Kevin Shea	FairPoint Communications

**ABSENT:**

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John J. Barthelmes	Commissioner, NH DOS
Earl Sweeney	Assistant Commissioner, NH DOS
David Caron	NH Municipal Association
James Valiquet	NH Association of Chiefs of Police
Mark Violette	NH Telephone Association
Richard Bernard	Public Member

**OBSERVERS:**

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBECC)
Peter DeNutte, ENP	Assistant Director, NHBECC
Timothy Scott	Database Administrator, NHBECC
Erik Sobel	Information Technology Manager II, NHBECC
Sean Goodwin	Special Projects, NHBECC
Al Davis	Public Safety Answering Point (PSAP) Operations Supervisor, NHBECC
David Rivers	Training Coordinator, NHBECC
Patty Magoon	Assistant Planner/HR Rep, NHBECC
Sherry Baker	Administrative Secretary, NHBECC
Wes Colby	Director of Administration, DOS
John Eon	Senior Manager, FairPoint Communications
Scott Wolfert	FairPoint Communications
Mike Geary	Admin Manager & Human Resources Rep. NHBECC
Stephen L'Heureux	Case Reviewer, NHBECC
Wanda Bowers	Public Information Representative, NHBECC

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 9:10 a.m. by Chairman Aiken.

**1. Approval of the minutes of the March 26, 2010, NH Enhanced 9-1-1 Commission Meeting.**

**Chairman Aiken called for approval of the March 26, 2010 meeting minutes. Commissioner Scholbe 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 FY10 Surcharge Receipts (Director of Administration, Wes Colby)**

1. Discuss year to date expenditures & Surcharge
2. Reimbursement to US Cellular

**Director Colby reported the following:**

- There were no cuts from the Conference committee to the 9-1-1 Fund. The Department of Safety did have some cuts but they were minimal.

- Director Colby will need access to the E911 Federal Grant Program so he can start to draw this account down by the end of June.
- The balance for the Wireless Cost Reimbursement account will be transferred into the main account by June 30, 2010.
- The Bureau owes two of US Cellular's vendors \$35,000.00. An audit that was performed found that they paid surcharge fees on more than 25 business lines.

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

### **1. Update on Mapping Progress**

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

##### **12 Towns with Activity:**

- ◆ 3 Towns moved to waiting for acceptance
- ◆ 5 Towns moved to maintenance
- ◆ 4 Towns Data Captured

232 Maintenance points collected since March 26, 2010.

- The Map Book Acceptance project still has 5 towns waiting to sign and accept their map books.
- The Mapping Unit is continuing to discover discrepancies between the 9-1-1 database and the GIS database for every town they collect.
- A new version of ESRI Ark Map which is the main software utilized for maps has been implement. Sever upgrades also completed.
- Master Street Address Guide (MSAG) project is still on-going.

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

### **1. Data Base Activities**

#### **Scott Wolfert reported the following:**

- The NH 9-1-1 Database has 1,126,409 records
- 416 Automatic Location Identification (ALI) discrepancies occurred from March 1, 2010 through April 30, 2010.

- 110 No Record Found (NRF) were recorded from March 1, 2010 through April 30, 2010.
- Partial address conversions have occurred in Belmont, Brentwood, Fitzwilliam, Laconia, North Hampton, Ossipee and Rochester.
- The Town of Barrington will be renumbering the entire town effective July 7, 2010.
- A 179 master Street Address Guide (MSAG) updates were completed in March & April of 2010.
- Unnumbered telephone records have been reduced to 587 as of May 3, 2010.
- There were 5,745 stranded unlocks identified as over 90 days old.
- A migration of Union Telephone records to TDS telecom ownership in the E-9-1-1 Database was completed by TDS Telecom on May 4, 2010.
- Comcast has a high error rate for service order activity and this problem needs to be resolved by Comcast.

**2. D. Report on Public Safety Answering Point (PSAP) Operations (Operations Supervisor, Al Davis)**

1. Update on PSAP Operations

**Al Davis reported the following:**

- Two supervisor positions have been filled by Christine Kelly and Jessica Whelehan.
- There are two CTO/Asst. Supervisor positions to be filled, interviews have been completed and now waiting on approval to fill the positions.
- All Supervisors attended technical training with Scott Wolfert on database issues, Sean Goodwin special projects and new PDF format mapping on SharePoint, Shannon Anderson more detail on the SharePoint and Dale Twitchell on new Expectations software.
- Updated Supervisor Policies are completed and approved.
- EMD of The Year was awarded to Steve Guertin on April 13, 2010.

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

The Bureau's compliance to EMD protocol:

**Steve L'Heureux reported the following:**

- 98.45% Case Entry
- 95.50% Correct Chief Complaint
- 98.77% Asking Key Questions
- 97.98% Post Dispatch Instructions

- 99.78% Customer Service
- 97.66% Compliance to Protocol

**2.F. 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:**

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

**Director Cheney reported the following:**

**2. H. 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:**

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

**Commissioner Wood reported the following:**

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

- A. FairPoint
  1. Report on Network

**Jon Eon reported on the following:**

**3. Correspondence**

**4. New Business**

**5. Adjournment**

**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.**