

**NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES**  
**December 17, 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
Brett Scholbe	Professional Firefighters of NH
Paul Szoc	NH Federation of Fire Mutual Aids
Richard Bernard	Public Member
David Caron	NH Municipal Association
Robert Girard	Mobile Telecommunications Carrier Industry

**ABSENT:**

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John Barthelmes	Commissioner, NH Department of Safety (DOS)
Earl Sweeney	Assistant Commissioner, Department of Safety
Kevin O'Brien	Chief of Policy & Planning, Department of Safety
Kathryn Bailey	NH Public Utilities Commission
James Valiquet	NH Association of Chiefs of Police
Mark Violette	NH Telephone Association

**OBSERVERS:**

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBEC)
Peter DeNutte, ENP	Assistant Director, NHBEC
Timothy Scott	Database Administrator, NHBEC
Sean Goodwin	Special Projects, NHBEC
David Rivers	Public Safety Answering Point (PSAP) Acting Chief of Operations, NHBEC
Wanda Bowers	Public Information Representative, NHBEC
Stephen L'Heureux	Case Reviewer, NHBEC
Patricia Magoon	Assistant Planner/HR Rep, NHBEC
Sherry Baker	Administrative Secretary, NHBEC
Scott Wolfert	Service Manager E9-1-1 FairPoint Communications
Cheri Cloutier	Service Manager E9-1-1 FairPoint Communications
Karen Mead	Senior VP of Operations, FairPoint Communications
Michael Connor	Director, NH Department of Administrative Services
Mike Tersmette	Regional Account Manager, PlantCML

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at the NH Fire Academy Dormitory Classroom 5 & 6, Concord NH was called to order at 11:05 A.M. by Chairman Aiken.

**1. Approval of the minutes of the September 24, 2010, NH Enhanced 9-1-1 Commission Meeting.**

**Chairman Aiken called for approval of the September 24, 2010 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner Bernard seconded the motion. Unanimously approved by those present and voting.**

**OLD BUSINESS**

**2. Director's Report**

**2. A Report on FY10 Surcharge Receipts (Director Bruce G. Cheney, ENP)**

1. Discuss year to date expenditures & surcharge

**Director Cheney reported the following:**

-  Expenditures are at the right percentage for this time of year.
-  There have been adjustments in the budget and we will continue to make adjustments to keep spending down.
-  The Surcharge receipts have been dropping since last year.
-  Wireless seems to be holding its own but wired lines are dropping each month.
-  There is only one VOIP carrier at this time that is paying the surcharge and this is on a voluntary basis.
-  The Bureau will try and seek legislation for VOIP and Prepaid Surcharges next year.
-  A bill was proposed to get VOIP and Prepaid to give the Bureau subscriber information.
-  Negotiations with Administrative Services to transfer State Telecommunications to the Bureau.

**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 Mapping Activity:**

-  7 Communities signed Acceptance Packages
-  5 Towns Waiting for Acceptance
-  7 Towns requested Digital Maps

250 Maintenance points collected since September 24, 2010

-  The Map Book Acceptance Project has 2 towns left to be completed
-  Working with Department of Resources & Economic Development (DRED) to assign street address for state-owned properties in the state parks system.
-  The NH Department of Transportation project will continue next year to coordinate road names.
-  The Telephone Database currently contains approximately 1, 117, 000 records.
-  Partial address conversions have occurred in six towns. The majority of these conversions were small. The conversion in Nottingham was to make road name and address changes that coincide with the Barrington conversion.
-  112 calls where no record was found.
-  821 Automated Location Identification (ALI) Discrepancies of which all but 24 have been resolved.

- 184 routine address changes.
- Currently 302 unnumbered telephone records, which is down from the 387 records from the last Commission Meeting.
- Currently 4,738 Stranded Unlocked Records that are over 90 days old.
- A total of 614 files processed containing 194,693 transactions. Of these records, 27,188 records, (14%) required attention from the Database Section.
- The Database section is currently evaluating using the new WebDBMS to perform ALI Discrepancy resolution. The goal is to improve the process flow and reduce paperwork.

**2. C. Status on Emergency Medical Dispatcher Chairs (Director Bruce G. Cheney, ENP)**

1. Update on EMD Chairs
2. Equal Access Bill Includes 9-1-1 Provision Letter

**Director Cheney reported the following:**

- The Emergency Medical Dispatchers are pleased with the new EMD chairs that were purchased.
- Director Cheney asked the Commission to read the Federal Equal Access Bill.

**2. D. Report on Public Safety Answering Point (PSAP) Operations (Acting Chief of Operations, Dave Rivers)**

1. Update on PSAP Operations

**Dave Rivers reported the following:**

- Dave has been Acting Chief of Operations for 3 months. The transition seems to be going well. Karen Whittaker is the Acting Operations Supervisor in Concord and Al Davis is the Operations Supervisor in Laconia. Both are doing a great job.
- Going to electronic versions of ALI discrepancy forms. This will save time and increase the efficiency of the process.
- Developing No Record Found and Exigent database. This will allow us to track and document the time spent on these and ultimately lead to resolution of the problems faced.
- 6 trainees in the PSAP on Week 10. Four are taking medical calls. 3 trainees began week 1 this week. It is anticipated they will be in the PSAP January 17, 2011.
- The November APCO magazine presented an article on NH 9-1-1 training efforts.

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

1. Protocol Compliance Report

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

The Bureau's compliance to EMD protocol:

-  98.58% Case Entry
-  95.26% Correct Chief Complaint
-  98.54% Asking Key Questions
-  97.41% Post Dispatch Instructions
-  99.95% Customer Service
-  98.12% Compliance to Protocol
  
-  The Bureau has submitted recertification materials to the National Academy of Emergency Dispatchers.
  
-  Determinant Descriptors version 12.1 has been released.
  
-  Mr. L'Heureux will speak at the next EMS Medical Control Board Meeting to explain the new Version 12.1 once approved he will need to start the training process.

**2.F. Status of Division of Administration (Administration Manager and 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

**Mike Geary reported the following:**

-  Currently we have 1 Data Control Clerk III, 1 System Development Specialist IV and 1 Certified Training Officer vacancies.
-  Budget was submitted with a 5% reduction for 2011.
-  Final stages of a Fiscal Transfer for the Reverse 9-1-1 System.
-  Tower Lease is on the next Governor and Council agenda for space on Bean Hill in Sanbornton.
-  Purchased a four wheel drive vehicle the bid went to Freedom Cycle.
-  Satellite equipment was completed on the command vehicle.
-  Fairpoint extension for a 1 year contract with a second year option is almost complete.
-  EMD Chairs have been purchased and operational in both PSAP's.
-  Vendor Maintenance contract with EPC batteries.

-  Bid for 8 microwave pathway licenses for antenna use.

## **2. G. Status of Public Relations and Public Education (Informational Rep. Wanda Bowers)**

### **Wanda Bowers reported the following:**

-  Londonderry Safety Day
-  Nashua Senior Center
-  NHDHHS Working Together Conference
-  Sam's Club Safety Day
-  Belmont Fire Safety Day
-  Bedford Fire Safety Open House
-  Functional Needs Conference-Concord
-  Windham Fire Open House
-  Workforce Development Summit
-  Northwood Elementary School
-  Seacoast Advocate for Independent Living
-  Newfield Elementary School
-  Granite State Independent Living
-  Hollis Communications Tour
-  PIO Awareness Class
-  Center Woods Elementary Safety Day
-  Senior Presentation, Arel Manor, Keene
-  Local Government Center Conference
-  Warner's Men's Club
-  WGXL Radio Interview to air 12-17-10 on "Firehouse Friday"
  
-  Wanda attended a Public Information Officer Awareness course provided by the Fire Academy in November.
  
-  9-1-1 News Release distributed on cardiac arrest save in Wolfeboro. There will be a celebration of life at the Laconia facility on December 23, 2010.
-  Upcoming presentations are as follows:
  -  January – Pittsfield Senior Center
  -  January – Monadnock Lions Club
  -  February – DHHS ESF Meeting
  -  March – Walpole Primary School
  
-  An Automated External Defibrillator (AED) layer being added to the ALI Trakker.

## **2. H. Continuing Education and other Programs (Assistant Planner, Patricia Magoon)**

1. Update on Department of Safety “Frontline Supervisor Training”
2. Career Development Program
3. Workforce Development Summit
4. Spirit of Giving Fundraising

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

-  Attended the Workforce Development Summit and spoke about our Career Development and Frontline Supervisor programs. Responses received to discuss the program with other agencies.
-  Since June 2008 18 Frontline Supervisor sessions held.
-  Gifts for 10 children through the State Employees Association (SEA) Operation Santa.
-  The Spirit of Giving Auction earned \$1,056.00 to provide gifts for 13 children of Bureau employees.

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

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

-  The Automated External Defibrillator (AED) database project has been moving forward to locate AED’s by street address instead of individual telephone numbers in NH.
-  Currently 2,191 Automated External Defibrillator’s registered. Only 30 public schools within the state that do not have an AED on-site.

## **2. J. Status on NH VIEWW ( Sean Goodwin, Engineering Technician V)**

### **Sean Goodwin reported on the following:**

-  Snowmobile Trail Maps have been updated and sent out to North Country agencies.
-  1,800 miles of hiking trails have been added to the ALI Trakker system.
-  The NH VIEWW project is progressing and has been introduced to the PSAP Supervisors and the Asst. Supervisors and the feedback has been helpful.
-  ESRI will be providing the Bureau with the next version of the software at no cost.

**3. Contractor's Report ( Scott Wolfert, FairPoint Communications)**

A. FairPoint

1. Report on Network

**Scott Wolfert reported on the following:**

-  September 26, 2010 there was an intermittent call dropping on transfer in the Concord PSAP. A switch on the Manchester tandem was the problem and the repair was completed the next day.
-  On November 9, 2010 a T1 between the Manchester tandem and the Concord PSAP bounced. Testing was conducted on that trunk route and monitored for 24 hour period. No additional problem found.
-  On November 10, 2010 a T1 went down between Concord and the Laconia PSAP. The cause was a hardware issue in the Laconia Control Office. The repair was made within 2 hours.

**4. Correspondence**

-  Brief discussion on SB428 to study 9-1-1 call transfer times and local emergency response times. Professional Fire Fighters of NH President David Lang's written request to address the Commission was received and he will be invited to the March 2011 meeting.

**5. New Business**

**6. Adjournment**

**Chairman Aiken called for a motion to adjourn at 1:30 P.M. Commissioner Scholbe motioned to adjourn the meeting and was seconded by Commissioner Szoc. Unanimously passed by those present and voting.**

**Next Commission meeting planned for March 2011. Date, time and location to be determined.**

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William Wood, Secretary  
Enhanced 9-1-1 Commission