

County of Sullivan New Hampshire
Central Dispatch Discussions
with municipality emergency agencies

Date: April 19, 2012 Time: 6:00 PM

Place: Sugar River Bank Community Room, 10 North Main Street, Newport, NH, 03773

County Officials Present:

Commissioners Bennie Nelson – Chair and John M. Callum Jr. – Clerk, County
Administrator Greg Chanis, High County Sheriff Michael Prozzo Jr., Jessica McAuliff,
MPH/Public Health Network Coordinator

Radio Dispatch Consultant Present:

Bruce Beliveau – Beliveau Communications & Consulting

Town & City Officials and Emergency Officials/Staff Present:

- | | |
|--|---|
| 1. Acworth F & R | 18. Irwin, Bidy – Newport Select Board
Member |
| 2. Anderson, Edward – Goshen Police
Chief | 19. Kessler, Jeffrey F – Newport Select
Board |
| 3. Barnes, Curtis – Langdon Deputy
Fire Chief | 20. Lamson, Russell – Goshen Police
Dept. |
| 4. Barton, Jeff – Barton
Communications | 21. Madore, Walter – Grantham Police
Chief |
| 5. Bergeron, Rick – Claremont Fire
Chief | 22. Marshall, Steven – Washington
Police Chief |
| 6. Bowers, Spec – Sunapee, NH State
Representatives | 23. Mountain, Archie – Eagle Times
Reporter/Argus Champion Editor |
| 7. Brown, Paul – Newport Town
Manager | 24. Nashawaty, Donna – Sunapee
Administrator |
| 8. Burroughs, James – Newport Police
Chief | 25. Nichols, Gary – Newport Select
Board |
| 9. Chilton, Gary – Cornish Rescue | 26. Noll, Robert – Unity Fire Dept. |
| 10. Cloutier, John – State Delegate
Dist.4 | 27. O'Grady, Patrick |
| 11. Conroy, Wayne – Newport Fire
Chief | 28. O'Sullivan, Denis – Sheriff's Office
Capt. |
| 12. Downs, Ken – Springfield | 29. O'Sullivan, Mel – Newport Citizen |
| 13. Franklin, Peter – Newport Citizen | 30. Richard, James – Lempster EMD |
| 14. Gagnon, Ray – State Delegate Dist.4 | 31. Roberts, Paul – Plainfield Police
Chief |
| 15. Gottling, Sue – Sunapee Select
Board Member | 32. Rodeschin, Beverly – State Delegate
Dist. 2/Newport Select Board |
| 16. Grenier, Mary – Lempster Select
Board | 33. Ruggles, Dan – Sunapee Fire Chief |
| 17. Herr, John – Goshen Asst.
Chief/EMD | 34. Santagate, Guy – Claremont City
Manager |

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35. Schmidt, Andy – State Delegate
Dist. 1
36. Scott, Alexander – Claremont Police
Chief
37. Smith, Steve – Charlestown, NH
State Representative
38. Tillson, Ted – Lempster Fire Dept.
39. Tirrell, Philip – Southwest Fire
Mutual Aid
40. Thurber, Everett – Lempster Select
Board

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6:05 County Commissioner Chair, Bennie Nelson, welcomed all and thanked everyone for attending. He noted they would have a recap of the plan, answer questions, and take feedback on further action – one possibility being to facilitate a committee to look at issues as to whether this makes sense, with or without the public health piece.

In response to a request from Greg Chanis, County Administrator, seven participants indicated they had not attended the March 22nd Central Dispatch Discussions.

Chanis reviewed a PowerPoint presentation [Appendix A 1-11], which sited goals, provided an overview of the emergency operations center – located at the Claremont National Guard Armory building schematics, previous dispatch discussions/studies, current dispatch structure, the benefits of a central dispatch, the Greater Sullivan County Public Health Network (PHN) and potential uses of the facility, which include: neighborhood emergency help center, multi-agency coordination entity, alternate care site, emergency shelter, staff offices and storage for emergency response trailers (3) and supplies, and training facility for emergency response personnel. Chanis noted, one of the questions during the last meeting, pertained to a document he showed that illustrated what each municipality was paying towards each emergency service – he had contacted each of the municipalities to get more concrete dollar amounts, and drew the group’s attention to the “Agency Expense Worksheet”, dated April 19, 2012 [Appendix B]. The worksheet illustrated each municipality, and provided a breakdown of police, fire, and ems; those municipalities that dispatch for other towns; the revenues the dispatches that are within the county receive from other towns, and revenues the out of county dispatches receive.

(Q=Questions, A=Answer,C=Comments)

- Q. Melanie O’Sullivan, Newport – *“At the last meeting, someone noted Newport figures was incorrect. Have they given you a correct figure, or is that one still from the last time?”*
- A. Chanis, *“It’s not the one from last time. After the meeting several weeks ago, I contacted, essentially, every town, and asked for updated figures. I received information from every town, except Newport. The number that shows for Newport is the number I calculated based on information I could glean from the Newport budget. I don’t want this to focus on the Newport number, since there are a lot of folks not from Newport here. I’m happy to go through how I came up with that number now, or I’m happy to meet with the Newport folks and go over that number at another time. They can tell whether I’m close. I believe I am. There are some adjustments that were made to the Newport number, and I*

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would prefer not to do that with everybody here, as they are not all from Newport. At the end of the meeting, I can meet with the Newport folks. Most of other #'s given on the phone, or I feel relatively confident they are darn close."

- Q. John Cloutier, Claremont *"What does 'INC' mean?"*
A. Chanis, *"INCLUDED – cost for fire and police are together."*
Q. Bidy Irwin, Newport *"I didn't understand your reference to Sullivan county agency, what would those be?"*
A. Chanis, *"Every police department is considered an agency, every fire and ems is considered an agency. I apologize if that was not clear."*

Chanis resumed the PowerPoint overview of the Emergency Operations Center expense and revenue [Appendix C]; they put in a potential bond payment for capital upgrades; figures illustrated are conservative; NH State has increased the PHN grant funding to \$76,000. Chanis reviewed the Dispatch Center Draft Operating Budget [Appendix D] dated 4/19/2012, and the PH Center Draft Operating Budget [Appendix E].

- Q. Gary Nichols, Newport – *"I have a question about the medical reserve. There are two part timer - are they current employees?"*
A. Chanis, *"No, we do not have those."*
C. Jessica McAuliff, PHN Coordinator *"Our MRC volunteers come in a couple times a week but we really need a ½ time person in that role."*

Chanis reviewed the Facility Maintenance Draft Operating Budget [Appendix F]. He noted, though this is a model, they feel comfortable with the numbers illustrated; the model includes every one of the entities listed. Chanis reviewed Capital expense estimate total of \$860,000: 1) \$400,000 radio microwave upgrades, armory, Claremont PD, Glidden Hill, Green Mtn., Lempster Mt., 2) \$30,000-phone system, 3) \$10,000-misc. office furniture, 4) \$30,000 computers & IMC software, 5) \$40,000 generator install, 6) 25,000 – training facility retrofit, 7) PH office retrofit, \$30,000 – miscellaneous paint/flooring, 8) site work, 9) \$120,000 – roof replacement, and 10) HVAC for offices and training areas.

Questions

- Q. Jeff Kessler, Newport – *"Can you run through how you would staff it?"*
A. Sheriff Prozzo *"Staffing level we looked at is utilizing an 8 hour shift, not a 12 hour shift or 10 hour shift which some people use; an 8 hour shift running 8-4, 4-mid, mid to 8; staffing it with two (2) people from 8-4, 4 to mid, mid to 8; cover shifts coming in either from 10a.m in the morning, 6 at night, and 2 in the morning; most share of the time we would have staffing of three people. We can change that staffing – it's just something we put together."*
Q. Kessler, *"That staffing supports the funding for staffing in the proposal?"*

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- A. Chanis, "Yes."
- C. Sheriff, "8 full-time, 8 part-time."
- C. Chanis, "Great question. It brings up one of the more important points of what we think is a great benefit to this project. Currently we have three dispatch centers in Sullivan county. At any given time, it's more than likely there is one person staffing each one of those dispatch centers, and the other two, there is no real ability for those two dispatch centers to help each other, when there are lots of calls or serious event, so that's one of the major benefits you see in this project."
- C. Sheriff, "That is a real major benefit. Last time we talked about dispatchers being overburdened, problem with can't answer radios with multiple frequencies coming in. I mentioned it at the last meeting it happened. It happened again this past week, on the radio I heard the same thing "Sorry, multiple frequencies." When you have those people not being able to help each other - that's a major important service we'll be able to given the citizens, fire fighters, law enforcement personnel, and emt's."
- Q. Phil Tirrell, Lempster – "I noticed on the spreadsheet that you showed IMC software, which I know there are some fire departments in Sullivan County using IMC for tracking of their fire calls; 6 of the towns in Sullivan County currently use Fire House software, and I'm wondering if there's been any thought to how that is going to change the way they keep track of their calls?"
- A. Sheriff, "Good point, Phil. Not knowing what everybody has out there, with the fire side. I know, some of the law enforcement does not have IMC - they have Prime Star. Those are the things we need to put our arms around, and so forth. There are mechanisms that will make this work, in this day and age. This is the best answer I can give you right now. Certainly not a deal breaker in my mind. And, there are certain things you can work together to get it done."

Mr. Chanis turned the presentation over to Bruce Beliveau and noted they'd be showing colored maps, which could be ordered after the meeting by e-mailing him at manager@sullivancountynh.gov

Mr. Beliveau reviewed the slides that showed the Sullivan County Radio System Main Components, Current System, Proposed System slide, and reviewed what the new dispatch center could look like. He discussed questions that had come up during the last meeting - one question was one channel operation – not all operates on one frequency, Claremont will retain their own frequency and have the main one. 'We have ability to bring that back into console'.; there are state policy channels used for local law enforcement. Beliveau discussed the map coverage.

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- Q. Jeff Barton *"Is that 100 watt mobile?"*
- A. Beliveau, *"Yes. 100 watt mobile. This is what most everybody has that is distributed by the state under the Fire Net program."*
- Q. John Herr, Goshen – *"This is mobile back to dispatch center; what if a firefighter is inside a structure with a portable radio, what kind of coverage would he expect if he's in distress?"*
- A. Beliveau, *"I have some portable maps. They're in-stream coverage. It's impossible to predict every building. Every building that you walk into has a particular loss factor – if you've got rebar, if you've got steel studs in walls; trying to predict coverage for a county wide system - building by building - I'd be here forever; it's very difficult. That's why you have on scene situation, where you'd have an incident commander; and, he'd probably be talking within the building to an incident commander."*
- Q. Curt Barnes, Langdon *"As we presently are, being a volunteer; a lot of us don't have mobile radios in our vehicles. Presently I can talk to dispatch with portable. How's that going to work?"*
- A. Beliveau, *"We'll get to that. Go to next slide".. they went to the 2nd map slide "This is the same scenario, but it's the dispatch center talking out to a mobile radio in the field. That's the predicted coverage that we would have with the system, using the current three sites with 100 watt transmit."*
- Q. Tirrell, *"Could you indicate where the county lines are?" Mr. Beliveau did so.*

They then moved onto the Inbound Portable Coverage map slide. Beliveau noted, *"That's the portable radio talking into system, that's a 5 watt portable in-stream. That is the kind of coverage you'd get off the three existing sites; that's probably the worst situation there."* He then went on to the Outbound Portable Coverage, and noted *"That's the dispatch talking out the mobile radio. You have a pretty good ping with County talking out to a portable. A portable is always tough inbound - you've only got 5 watts, you have a stubby antenna, the portable is probably on your hip or turn out gear – so it does make it very difficult to communicate with a portable."*

- Q. Tirrell, *"Would that be comparable to the coverage you'd receive on your pager, being carried on your side?"* Beliveau showed the Mobile Inbound Coverage map slide.
- C. Beliveau, *"This is the coverage the pager would get. Pager being paged with 100 watt transmitter - 90% coverage / 90% of the time. You will get coverage down to probably 50% in some cases, but I didn't want to go there, I thought that would not be the right thing to show you. This is high probability that you would*

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get a page at 90%.” Beliveau reviewed the digital, mobile inbound coverage slide “That is a 100 watt mobile, P25 digital Astro talking back into the County dispatch. You can see, contrary to what people think, digital does talk better than analogue. You can get better recognition, you can get better clarity, talking down closer to the threshold of the radio with a digital radio than an analogue radio. I know the argument is that on an analogue radio you can kind of hear the audio still clicking away in the background, where the phenomena with digitals is, when it’s gone, it’s gone. You talk right down to the threshold of a radio, and it works real well and it’s clear, but when you get to the edge of the threshold it drops, there is nothing left.”

- Q. Jim Burroughs, Newport Police Chief – *“Do your maps include the narrow banding project?”*
- A. Beliveau, *“Yes.”* Bruce reviewed the Mobile Outbound coverage map slide, and noted, *“That’s the Mobile coverage outbound, using 100 watt transmitter from all three sites – the problem that you get into here, is “ and he pointed to one section “That’s due to the fact that I had the maps run at 100 watts off each transmitter. When I was working with the engineer on this, we may have to tweak the power on the digital system because of the over-lap, it causes destruction to the signal. I just said, just run it at 100, there is no way we can start tweaking it here. But, if you start playing with the antennas of power, you can probably make that hole here go away; it’s all because of destructive interference with the simulcast. All the audios are trying to converge at one point on a mobile radio – say you had a mobile radio out here, you’re going to get a signal form Glidden, going to get a signal from Lempster, and probably going to get a signal from Green Mountain, and when they converge here, that’s when it wipes the audio out. When we tune the simulcast, that’s going to make it go away.”* Beliveau than went on to review the Portable radio, inbound digital map slide. *“Again, you can’t get 100% coverage in the county with a portable. That’s why there are vehicle repeaters. We’ve also talked about voting receivers. Voting receivers would help a portable talking inbound to a dispatch center. A receiver isn’t really an expensive devise. We can place some of those around the county to aid portable coverage.”* He then went on to the Dispatch Center talking out to Portable in digital slide and showed the simulcast destruction phenomena. He asked for questions on digital side. He asked for questions about last presentation.
- Q. Tillson, *“You showed analogue digital but only talked about one voter. Is that one voter for each analogue digital, or is it all one?”*

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- A. Beliveau, "No. This is the digital system. You're going to have a radio here, that's going to be voted on Green, Glidden's going to be voted, and Lempster is going to be voted."
- Q. Tillson, "I guess I'm not asking the questions correctly. You're dispatching fire and police on the same frequency?"
- A. Beliveau, "An analogue system with three sites. A digital system with three sites."
- Q. Tillson, "Both on one voter?"
- A. Beliveau, "No. They are separate votes."
- C. Tillson, "I guess I'm a little confused, your 1 channel operation, simulcast, a slide further back."
- A. Beliveau "All three sites will be transmitting and receiving together".
- Q. Tillson, "Both digital and analogue?"
- A. Beliveau, "No. You can't mix analogue and digital, in holding simulcast configuration. Fire will have it's own receivers and transmitters and voting system, the police will have their own receivers, transmitters and voting system. They are two different technologies."
- Q. Tillson, "There will be no interference?"
- A. Beliveau, "No." He then asked for further questions, and reminded all to contact Mr. Chanis for a PDF's of the maps.
- Q. Terrill, "We currently do six (6) towns in Sullivan county and we do use Glidden, Lempster, sites, and a couple of our antenna sites; in order to provide the coverage to those six communities, we also use four (4) additional sites, two (2) that are in Sullivan county, and a couple in Cheshire county, because we do have a real coverage problem; as you can see by the map Bruce showed you, there are really big holes in the system. What is being proposed is nearly a 1 million dollar to give you a system that really doesn't provide the coverage that we have. As tax payer of Sullivan county I'm concerned about that, and I would hope you would be too."
- A. Sheriff, "I can address that. My hopes, is that if this ever comes to fruition, because you use some, Southwest uses some of our towers in Sullivan county, that we can work together, and use some of Southwest towers, and we can make it better for everybody; because that's what the whole thing is about. It's isn't about the \$94,000 that goes to Southwest out of Sullivan county. It's making it better for everybody. Your' using a couple of our towers now; maybe we can help each other and work together; help each other to make it better, even in Cheshire county. That's our goal - to work together. Not to be adversaries and fight with each other. We want to help each other. And, we can do that. I firmly believe we can do that with a system like this."

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- C. Terrill, "I agree we need to need to work together, to get the best possible service for all communities in the Sullivan county, and to help Cheshire County. One of the challenges, we worked hard to try to solve was a communications problem we had this year was Charlestown – as you can see on that map, there would be a huge hole, that your proposed system would be made in Charlestown. We spent \$15,000 to put up a new site in Charlestown to correct Charlestown problem. What I'm saying is not that we can't work together, but that the projected cost is not true figures. The cost are much, much higher, to be able to provide the amount of service, that we need to have in this county. So that, the 90/90 is fine, I ran a [coverage] study, and my results came up very much like Bruce's – 90% coverage / 90% of the time; it's the other 10% of the time, when it's your house burning, that you have to be concerned with. I'm not here to say there shouldn't be a Sullivan county dispatch, there's probably a need for it. We just have to be realistic on what the cost is."
- C. Chanis, "We talked a little about that issue. Keep in mind, with some of the numbers talked about earlier. To get the system up and running we need to tweak it, to add pieces of equipment to fill some of those holes. We are prepared to work with everybody on figuring out the best system. We budgeted in the capital budget, \$900,000, the system as it was presented, with all the capital upgrades, was about \$860,000. I had a slide earlier which mentioned those were based on list prices per equipment, under State contract we'd get significant discount on that equipment. There is significant room for additional pieces equipment, to look at some of those holes, and try to fill them."
- C. Sheriff, "The other thing we did, to be realistic, we didn't talk about grant money, to lower cost, presently, Newport fire is on Green Mountain – you get a good thing, Croydon Fire is on my tower, Green Mtn – good coverage. We are all reaching out and we are all trying to help each other – that's what this whole thing is all about, to help each other. We're working hard with everybody. I'd love to work closer with Southwestern Mutual Aid, and improve everything we have there, and I think we can"
- C. Chanis, "I just wanted to reiterate what the Sheriff said about grant funding. All financial projections are based on no grant funding. We are very confident that we will get significant grant funding for that. Again, any grant funding, reduce that \$860,000, there is significant amount of room in the model for additional equipment to fill some of those holes."
- C. Beliveau, "I've been in this business a long time. The technical part of filling those holes is pretty easy. The site acquisition to get a place to put a tower, and I think Phil you'll attest to this, is probably the most difficult thing. You got to work the land owner, you've got to work with the cellular owner with a tower that will let you go on; and we did not want to go there, because we had not

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talked to anyone about acquisition of sites and towers, but to put radio in there is pretty easy; it's the site acquisitions that the difficult piece."

Chanis noted, if the towns in Sullivan County think the Central Dispatch is a good idea the County would propose forming a committee, have a series of meetings to discuss issues in more detail – he noted there were 15 communities in Sullivan county, and asked how they wanted to approach this, he suggested the County in the next week send out a letter to each town select board asking if they wanted to join the conversation, decide on representatives, and once we received the information back, the County would facilitate the process. Chanis asked for suggestions.

- Q. Paul Brown, Newport. *"What kind of time frame do you think the committee would be on?"*
- A. Chanis, *"I'm not a huge fan of endless committees. We'd like to form a committee that's in existence for certain defined period of time. We don't have a time frame in mind. We've talked to some of the folks in Claremont; as you know part of this has to do with building in Claremont. We can certainly work with the folks of Claremont to expand on the time frame on that building. I don't want to speak for them, but we can certainly approach them and ask them that. We're open for suggestions, possibly a monthly meeting for six (6) months, a year, I don't know. If it's a good idea now, it's a good idea a year for now."*
- Q. Brown, *"Wasn't sure if you were shooting for a specific budget?"*
- A. Chanis, *"You're right, those are technical issues we'll have to face, as we move forward. The County is on a fiscal year – we start July 1st to June. Everybody's different. Some are on the same cycle, some are not. Those are all things that can be solved. We just have to work through as we get down there. The question is, is this an idea that appeals to all in Sullivan county?"*
- C. Nichols, *"Obviously, we don't have our full board here, and obviously other boards are not here; they're going to want to have that kind of discussion at the meeting. Send the letter out, and ask for a response by June 1st, or whatever."*
- C. Virginia Irwin, Newport, *"It seems to me that this is a solution looking for a problem. I'm not really sure what the problem is. So it would really be helpful, if you could articulate that clearly, when you write to the towns. Cause it's clearly, not about saving money, you're looking at the same dollars, in order to make your budget work money, that we are all spending now, I understand that, but I'm not sure where the problem is, and it would be better if you could sort of clarify that."*

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- C. Chanis, "We certainly could try. I guess I have to say I disagree with you a little bit. I mean, we've been pretty clear – whether you think having one dispatcher on duty is a problem, I guess if you disagree with that, than, maybe it's not a problem. But certainly that's one of the main thrusts of this whole idea, we have in our county, with exception of Southwest Mutual Aid, we have three dispatch centers that have one person on duty at any given time."
- Q. Irwin, "So did the three dispatch centers go to the County and say 'Oh my god we have one person on, help us.?'"
- A. Chanis "No."
- C. Jessica McAuliff – PH Regional Coordinator, "If okay, I'd like to add to the added value of having this whole system - think about all the different benefits that were listed in the PowerPoint, including the ability for fire standards and training to have that satellite training site, that is really needed in this area; as well as the sort of hole we have to fill state required needs for alternate care sites, and , it would serve the purpose at the same time."
- Q. Rodeschin, "They had a study on this a few years back, do you still have that study?"
- A. Chanis, "We do."
- Q. Rodeschin, "Maybe you can share it would committee that is formed?"
- A. Chanis "We sure can."
- Q. Rodeschin, "Why didn't they go any further?"
- A. Chanis, "The first was 1987 – that was a study that essentially recommended a dispatch center. That was how they left it. We can try to go back into the minutes of the Commissioners meetings, to see if there is any indication after that if they tried to do anything. We certainly have a copy of the study, it's written by type writer, with white out, an antique document at this point; we are certainly happy to provide that at this committee and whatever else. I envision at the initial meeting people are going to have a lot of questions, if we need to try to get information for future meetings, we will put the effort in to do that."
- A. Tirrell, "I'm just curious. If the communities within Sullivan County choose to have just their police as part of the dispatch center and they don't choose to have fire represented, because it's going be police run, police dispatched that's going to dispatch fire. I'm pretty familiar with that. I've worked 25 years in an agency that dispatched 23 police departments, and ended up with Cheshire county starting their own dispatch just for police, because police and fire do things differently, sometimes they can work closely together, and in our case we do work closely with Cheshire county police, but the dispatch center operates in a completely different manner. Police have needs the fire department don't, and the fire department has needs the police do not have. I'm just curious, because

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it's pretty obvious to me the police probably do need a dispatch in this county, and I'm just wondering, if the police decided to do this for police, would the towns be forced to send fire dispatch to the same agency, if it's going to be funded by the county? I guess that yet to be seen."

- C. *Chanis, "We are not forcing anyone to do anything. I think that's an unfortunate use of language. I think we said several times today that is this is really up to the communities in Sullivan County. This isn't up to the Sullivan County to make a decision and say you are going to dispatch. The reality is we need to get virtually every community to buy in, and say 'this is a good idea, we want to be part of this'. We don't want to force anyone do anything. I think that's using language we are not using, and injecting a tone we are not using."*
- C. *Sheriff, "This is not going to be a police dispatch center. It's not going to be a fire dispatch center. It's not going to be an ems dispatch center. It's going to be a county dispatch center, which will dispatch, hopefully, all three agencies. Nobody gets a better shot, or better response, because it's a police department, or fire department, or anything else. That's not the way you run a professional police dispatch center. It has to be under a law enforcement agency, which would be probably my agency, probably, because, as you know, because of the SPOTS terminal and things of that nature. When Southwest Mutual Aid dispatched all those police departments, they couldn't have the authority to do the SPOTS terminal because of law enforcement problems; and, police departments called your agency and wanted something, you had to call Keene PD to get the information - it was a law enforcement thing. Make it clear, this is not a police dispatch or fire dispatch, or ems; it's a professional county emergency dispatch center, run by professional people to give the service the citizens need. It's for everybody. There are dispatch centers in the State of NH, Hanover dispatches police/fire/ems - I haven't heard any problems, there are other agencies: Belknap County, Merrimack County, Claremont does police and fire, Grafton does 68 agencies and 32 towns on both sides of the river. It is a dispatch center, not just for police, not just for fire, not just for ems."*
- C. *Alex Scott, Claremont Police Chief, "I think it's important to point out, that as government entities, we have a responsibility to look a little bit further forward than the next budget cycle. We have been talking about county wide dispatch center for 30 years, and there is a reason behind that. There was a question asked earlier: 'Are we looking for a problem to fix that doesn't exist?'. It's previously been identified as an issue. It's a glaring issue from where I sit. I listen to the radios on a regular basis. I have the busiest dispatch. I dispatch the busiest police department and busiest fire department in this county by, at least, double any other agency in this county. I also hear what's happening on all the other radios in this county. Every major critical incident, what's the first thing they say went wrong? 'Communications'. 'Communications'. The*

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communications system and the way we run communications in this county hasn't changed in the 24 years I've been involved in law enforcement in this county. What we've done is juggled. Claremont used to dispatch for many of the fire departments that Southwestern Mutual Aid dispatches for now. We undercut one another on price, they go from Claremont to Newport, or from Newport back to Claremont, or go to Southwest, they shuffle around, but, at end of day, the over all system isn't much different than it was before. And we have a responsibility, I feel; I certainly feel as a Police Chief, and as a Director of a 911 center or dispatch center, I have to look at how am I going to get better, how am I going to look to the future, so that when my kids are grown up, they have a better system in place that takes into consideration everything that is happening in our communities. I'm sure Chief Burroughs will tell you he's getting busier every year. I know I'm getting busier every year. We can hardly keep up, and if we don't act today, to start to address those things, we'll be back in this room, 15-20 years from now going 'how are we going to fix this problem?' It's critical in my mind. I think now's the time, that we really, collectively, get together, and make a difference in our county, so that 10 years from now we have a system in place. Not only that is better than what we have today, but can continue to grow with the county as the county grows."

C. Chanis, "We could stay here a long time tonight, and have people talk. But, it sounds like there is a general consensus that the County should take the next step and send out letters to each town, and we'll await the results of that. If there are no other questions or comments ..."

Q. Steve Smith, Charlestown "So, communication being the key, I know what happens now when I call the police. Can you tell me exactly what will happen under this model?"

C. Sheriff, "If you do a 911 call, it goes to Concord NH, that's where it goes, and that is exactly where it goes if you see this happen. What happens in Concord NH, they look and say 'Oh, Charlestown is dispatched by Southwest', and they patch it through to that area. So, you, as a user, will not notice the difference. If you dial 911 it doesn't go to Charlestown, it goes right to Concord. A lot of times, in Claremont or Newport or Hanover system, if they go down, and get busy, I know that Newport has answered calls from Claremont, because something happened in the system. It's not going to change it." Steve Smith, "That didn't sound right though. Right now it goes to Concord? Sheriff, "That is correct." Smith, "The new system it will go to Concord, Claremont, then to Charlestown?" Sheriff, "Under the system we have today. If you call 911 and you are from Charlestown, it dispatches back to Charlestown Police, if they call 911 and want the fire department, it goes to southwest mutual aid because Charlestown is dispatched by southwest mutual aid. Under this system, if you are in Charlestown and dial

County of Sullivan New Hampshire
Central Dispatch Discussions
with municipality emergency agencies

911, if we had a dispatch center in Sullivan county, and let's say it's here in Newport, it goes 911, it goes dispatch center in Newport, it gets dispatched to the police department or fire department in Charlestown."

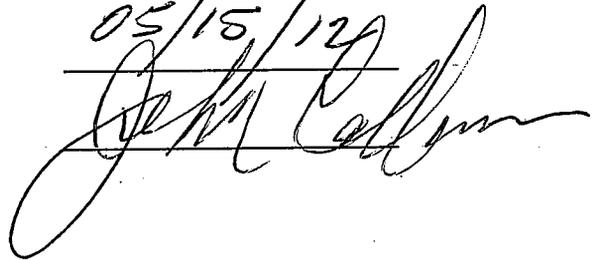
Mr. Chanis "All great questions. If we end up forming a group of folks who get together again, these are the types of questions we'll be discussing at those meetings. Thank you for your time this evening. And, look forward to a letter of response."

7:30 PM Meeting adjourned.

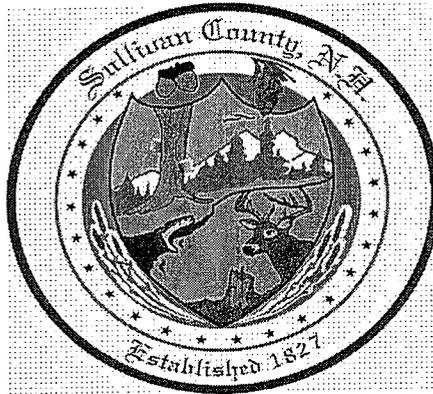
*Respectfully submitted,
Sharon Callum, Administrative Assistant
County Commissioners Office
Minute Taker*

Date minutes approved by Board of Commissioners:

Board of Commissioners Clerk, John M. Callum Jr.:

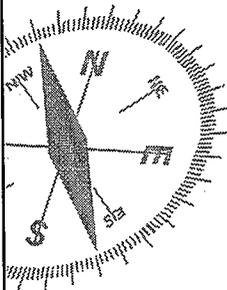
05/15/12


Sullivan County, NH
Emergency Operations Center
Public Information Session 2
April 19, 2012



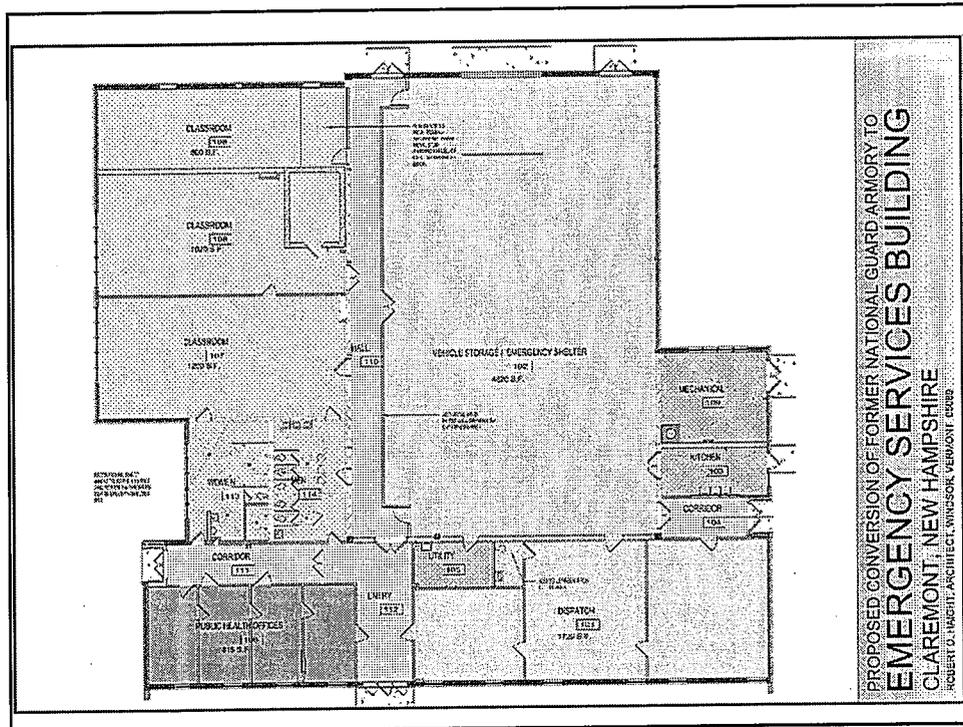
Goals for Tonight

- ▶ Summarize Project Concept
- ▶ Update on questions raised at last meeting
- ▶ Plan future action, if any



Proposed Uses of Emergency Operations Center

- ▶ Central Dispatch for Police/Fire/EMS
- ▶ Greater Sullivan County Public Health Network home base
- ▶ Regional training facility for Emergency Response Personnel



History

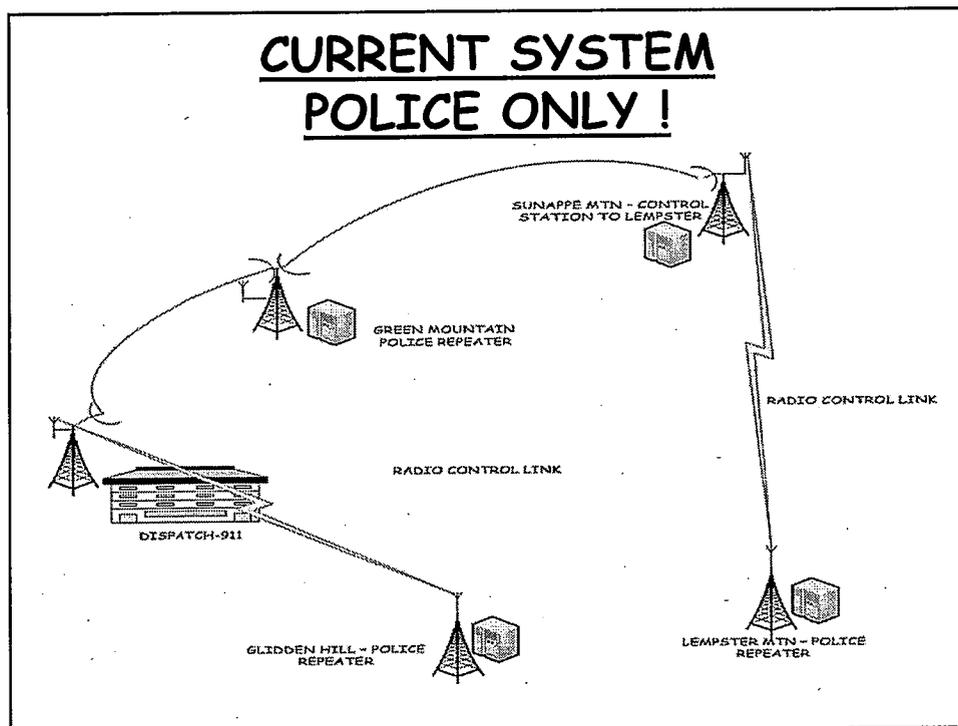
- ▶ 1987 study by International Association of Chiefs of Police recommends establishing countywide dispatch center
- ▶ 1991 Sullivan County 'Visions 2000' Committee recommends establishing centralized dispatch
- ▶ 1996 letter from Newport Select board asks Commissioners to 'look into' establishing centralized dispatch.

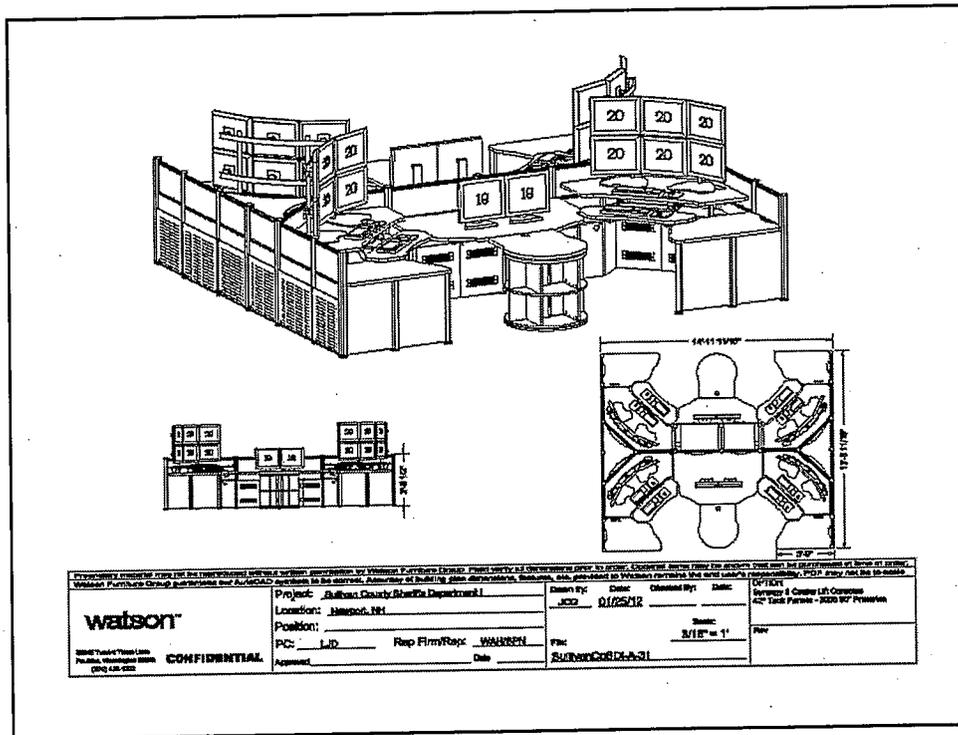
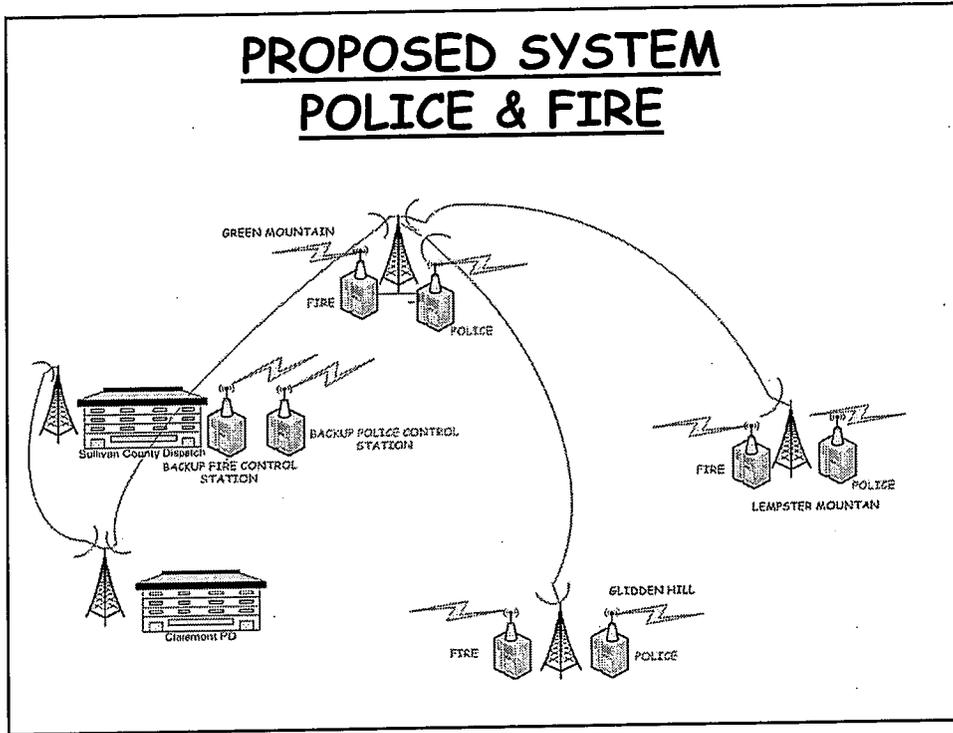
Current Dispatch Structure

- ▶ 46 Agencies
- ▶ 7 Dispatching Entities (3 in Sullivan County)
- ▶ Located in 5 Counties
- ▶ One of only 2 Counties that does not have central dispatch

Benefits of Central Dispatch

- ▶ Increased Public Safety and Safety of Emergency Responders
- ▶ Ability to efficiently coordinate and communicate with all emergency response personnel during large scale incidents
- ▶ Long term financial savings through shared use of communications equipment
- ▶ Improved information sharing by having all entities on one computerized records management system





<p>Watson 4000 Tuck Road Lane Falls Church, VA 22041 (703) 444-0000</p> <p>CONFIDENTIAL</p>	Project: <u>Sullivan County Sheriff's Department</u> Location: <u>Worcester, NH</u> PC: <u>LJD</u> Rep Firm/Role: <u>WAUKEN</u> Approved: _____ Date: _____	Drawn By: <u>JCC</u> Date: <u>01/25/12</u> Checked By: _____ Date: _____ Scale: <u>3/16" = 1'</u> Part: <u>SUNNOC02LA-01</u>	Revision 4 Control Left Console 42" Touch Panels - 3200 W7 Processor
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Greater Sullivan County Public Health Network

- ▶ One of 15 Public Health Networks in NH
- ▶ Established in 2007
- ▶ Works closely with multi disciplinary partners creating consistent public health messages and programs, and ensures that the region is prepared for health emergencies.

Public Health Network Potential Uses of New Facility

- ▶ Neighborhood Emergency Help Center
- ▶ Multi Agency Coordination Entity
- ▶ Alternate Care Site
- ▶ Emergency Shelter
- ▶ Staff offices and storage for emergency response trailers (3) and supplies

Neighborhood Emergency Help Center

A site that would serve as an information and referral point providing basic medical evaluation and triage for people seeking aid. Designed to triage large numbers of people seeking care

Multi Agency Coordination Entity

Activated during public health emergencies. Communicates with State Incident Command Center to efficiently direct resources. Current location has proved inadequate due to space constraints. Proximity to dispatch center would make the armory site ideal for this function.

Alternate Care Site

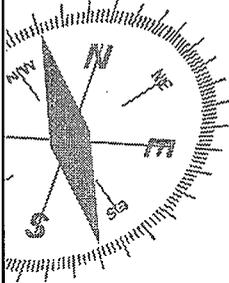
Utilized if Valley Regional Hospital capacity is overwhelmed. Temporary 25-50 bed acute care, non-surgical medical facility. Regional requirement by State DHHS and Emergency Operations. Detailed plans in place with no adequate site identified to date.

Training Facility For Emergency Response Personnel

- ▶ Unique opportunity to create a regional training facility for both Emergency Response and Public Health personnel
- ▶ Satellite location for:
 - Police Standards and Training
 - DOS Division of Fire Standards and Training

Finances

- ▶ Capital expense figures assume no grant funding
- ▶ Radio equipment costs at list price. State contract pricing will reduce cost



SULLIVAN COUNTY RADIO SYSTEM

MAIN COMPONENTS:

DISPATCH CENTER
GREEN MOUNTAIN TOWER
SUNAPEE CONTROL STATION
LEMPSTER TOWER
GLIDDEN HILL TOWER

CURRENT SYSTEM

▶ REPEATER CONTENTION:

TWO MOBILES IN DIFFERENT PARTS OF THE COUNTY CAN CAUSE INTERFERENCE

▶ LIMITED COVERAGE:

ONE REPEATER COVERAGE

▶ SITE CANNOT BE IDENTIFIED:

DISPATCHER CANNOT IDENTIFY WHICH REPEATER IS IN USE.

PROPOSED SYSTEM

▶ ONE CHANNEL OPERATION:

VOTED / SIMULCAST

BEST POSSIBLE AUDIO AT ALL TIMES

▶ COUNTYWIDE RADIO COVERAGE:

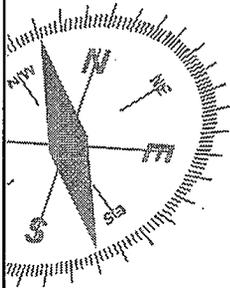
THREE SITES BROADCAST

NO MORE REPEATER CONTENTION

▶ NEW DISPATCH CENTER

Manager@sullivancountynh.gov

Contact Phone: 603.863.2560



Agency Expense Worksheet

April 19, 2012

Appendix B.

Municipality	Current Expense Per Agency		
	Police	Fire	EMS
Acworth	3,400	10,500	INC
Charlestown	172,048	36,730	INC
Claremont	471,000	INC	INC
Cornish	8,733	6,031	6,458
Croydon	12,000	INC	INC
Goshen	7,374	9,277	INC
Grantham	20,500	3,100	4,500
Langdon	2,900	8,063	INC
Lempster	6,000	14,300	INC
Newport	237,637	INC	INC
Plainfield	15,823	3,781	INC
Springfield	11,500	1,784	1,710
Sunapee	53,294	INC	INC
Unity	4,900	15,500	INC
Washington	17,224	INC	INC
Agency Sub Total	1,044,333	109,066	12,668
Estimated County wide Dispatch Expense			1,166,067

Color Legend
Charlestown
Claremont
Newport
Southwest Mutual Aid
Hanover
Hillsborough P.D.
New London

In County Dispatch Revenue From SC Agencies		
Newport Revenue	32,000	
Claremont Revenue	19,633	
Charlestown Revenue	6,300	
Total SC Dispatch Center Revenue from SC Agencies		-57,933
Net Potential SC Dispatch Revenue		1,108,134

Out of County Dispatch	
Southwest Mutual Aid	94,370
Hanover	38,687
New London	77,168
Hillsborough	17,224

Emergency Operations Center (EOC)

Appendix C

Expense/Revenue Overview

4/19/2012

Expense Overview	
Dispatch Center	898,094
Public Health/ Emergency Preparedness	118,905
Facility Maintenance	69,017
Bond Payment for Renovation (\$900,000 @ 4% for 15 years)	80,947
Estimated EOC Center Cost	1,166,963

Revenue Sources	
Municipalities	1,108,134
State PHN Grant Funding (Current)	70,000
Medical Reserve Corps Award (current)	5,000
Estimated Revenue	1,183,134

**Dispatch Center
Draft Operating Budget
4/19/2012**

Appendix D

Full Time Wages	FTE	Hours	\$/hr	
Dispatchers	7	14560	18.00	262,080
Director	1	2080	34.00	70,720
			ET Buyback	6,400
			Overtime	10,000
			Shift Differential	22,000
			Training Coverage	7,680
			Sick Day Coverage	3,360
			Vacation Coverage	10,080
			Holiday	24,192
			FICA	31,863
			Retirement	36,653
			Unemployment Insurance	736
			Workers Comp Ins	13,995
			Life Insurance	176
			Health Insurance (8 FTE)	155,212
			Dental (8FTE)	10,144
Total FullTime Expense				665,291

Part Time Wages	FTE	Hours	\$/hr	
Part Time Dispatchers	3.2	6656	20	133,120
	0	0	0	0
			FICA	10,184
			Unemployment Insurance	500
			Workers Comp Ins	2,500
Total Part Time Personell Expense				146,304

Other Expenses		
	Contract Services	31,000
	General Supplies	2,500
	Membership and Dues	500
	SPOTS Terminal	4,500
	General Maintenance and Repair	10,000
	Telephone/Internet	15,000
	Capital Reserve / Depreciation	20,000
	Liability Insurance	3,000
Total Other Expenses		86,500
Total Estimated Dipatch Center Expense		\$898,095

**Public Health Center
Draft Operating Budget
4/19/2012**

Appendix E.

Full Time Wages	FTE	Hours	\$/hr	
Public Health Coordinator	1	2080	22.50	46,800
				0
			ET Buyback	900
			Overtime	
			Holiday/Shift Differential	0
			FICA	3,649
			Retirement	4,198
			Unemployment Insurance	250
			Workers Comp Ins	1,500
			Life Insurance	22
			Health Insurance (1 FTE x \$22,500/Plan)	10,000
			Dental (1 FTE x \$750/plan)	750
			Total Full Time Expense	68,069

Part Time Wages	FTE	Hours	\$/hr	
Medical Reserve Corps Coordinator	0.5	1040	14	14,560
Public Health Program Assistant	0.5	1040	16	16,640
			FICA	2,387
			Unemployment Insurance	0
			Workers Comp Ins	0
			Total Part Time Personell Expense	33,587

Other Expenses		
	Contract Services	5,000
	General Supplies	2,500
	General Maintenance and Repair	500
	Telephone/Internet	1,500
	Mileage	2,500
	Education/Training/Drills	3,000
	Membership/Dues	250
	Marketing/Communication s/Printing	2,000
	Total Other Expenses	17,250

Total Estimated Public Health/E Preparedeness	\$118,905
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**Facility Maintenance
Draft Operating Budget
4/19/2012**

Appendix F,

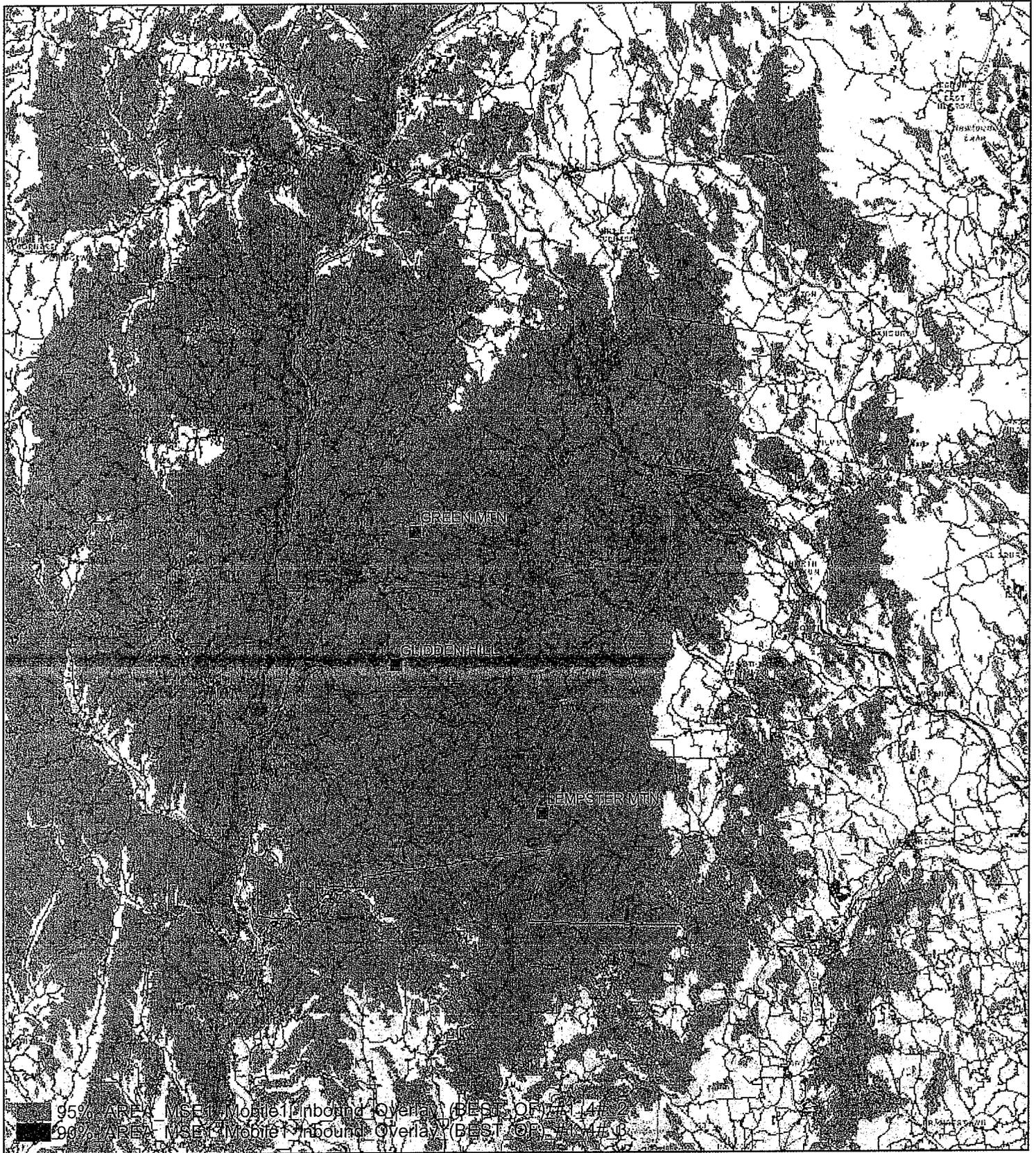
Part Time Wages	FTE	Hours	\$/hr	
Maint/Janitor 12 hours /wk @ 15 hour	0.2	416	15	6,240
			FICA	477
			Unemployment Insurance	50
			Workers Comp Ins	250
			Contract Services	2,500
			General Supplies	2,000
			General Maintenance and Repair	7,500
			Telephone/Internet	0
			Fuel Oil/ Propane	35,000
			Electricity	10,000
			Water Sewer	5,000
Total Facility Expenses				\$69,017



Sullivan County

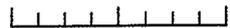
3 Site VHF Analog Simulcast System

For Information Only



95% AREA - MSE-1 Mobile Inbound Overlay (BEST OF #1, 4, 5)
 99% AREA - MSE-1 Mobile Inbound Overlay (BEST OF #1, 4, 5)

0 1.75 3.5 7 Miles



1 inch = 6 miles

Inbound Mobile Coverage

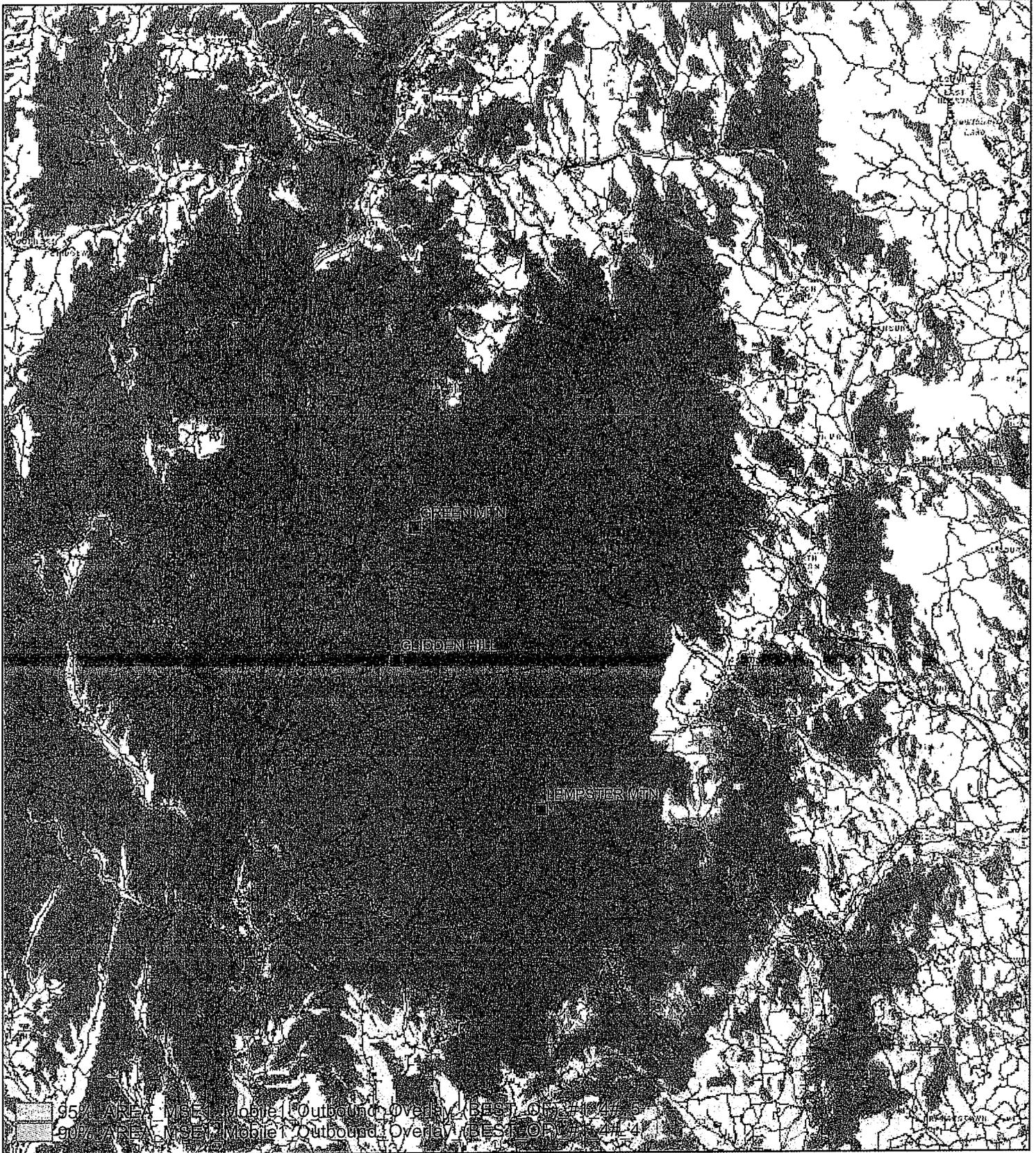
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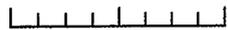
Sullivan County

3 Site VHF Analog Simulcast System

For Information Only



0 1.75 3.5 7 Miles



1 inch = 6 miles

Outbound Mobile Coverage

100 Watt transmit power at all sites

NH_Sullivan_Analog
 CCDTLAB-31
 WDQ687

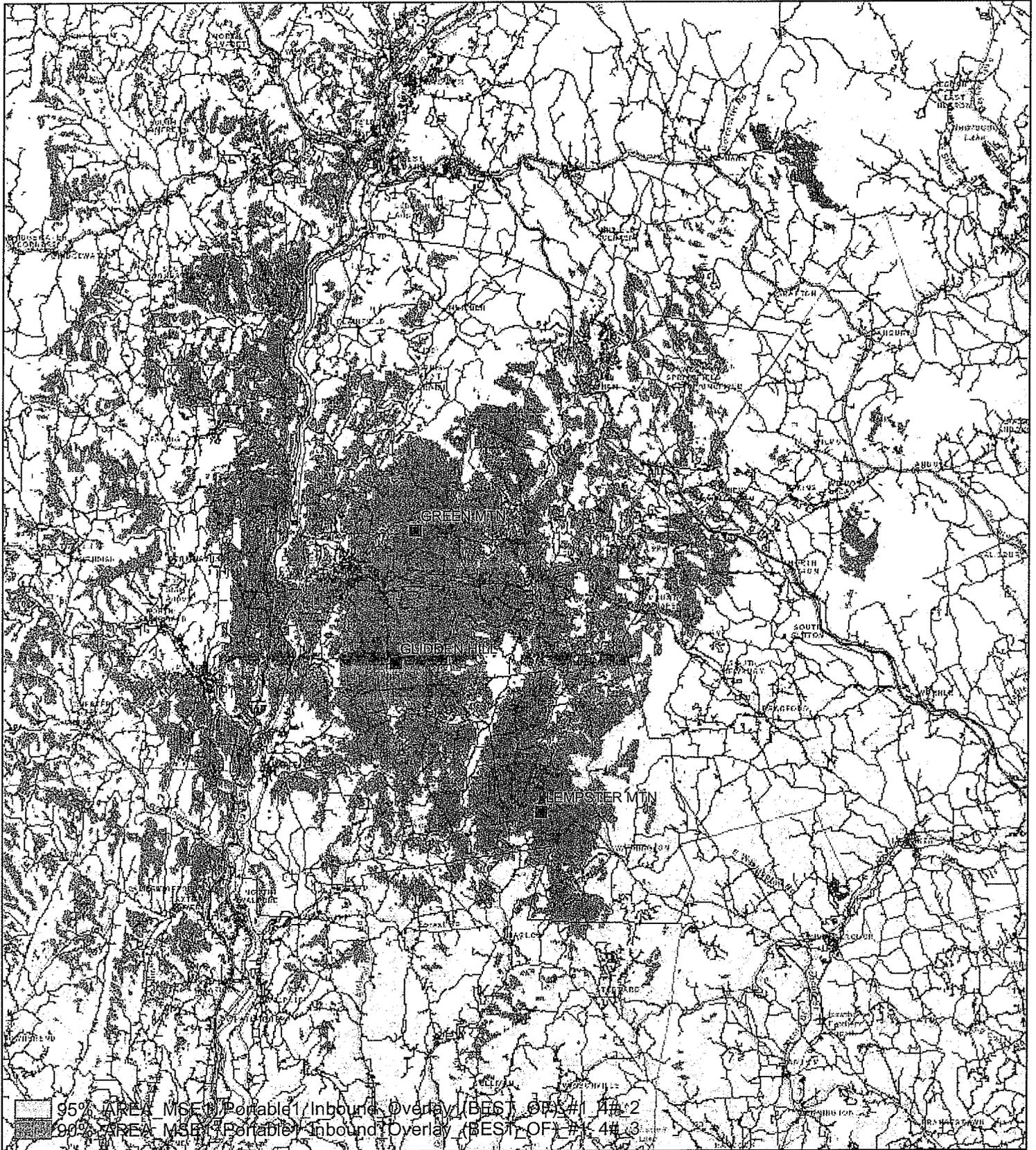


MOTOROLA

Sullivan County

3 Site VHF Analog Simulcast System

For Information Only



0 1.75 3.5 7 Miles

1 inch = 6 miles

Inbound Portable Coverage

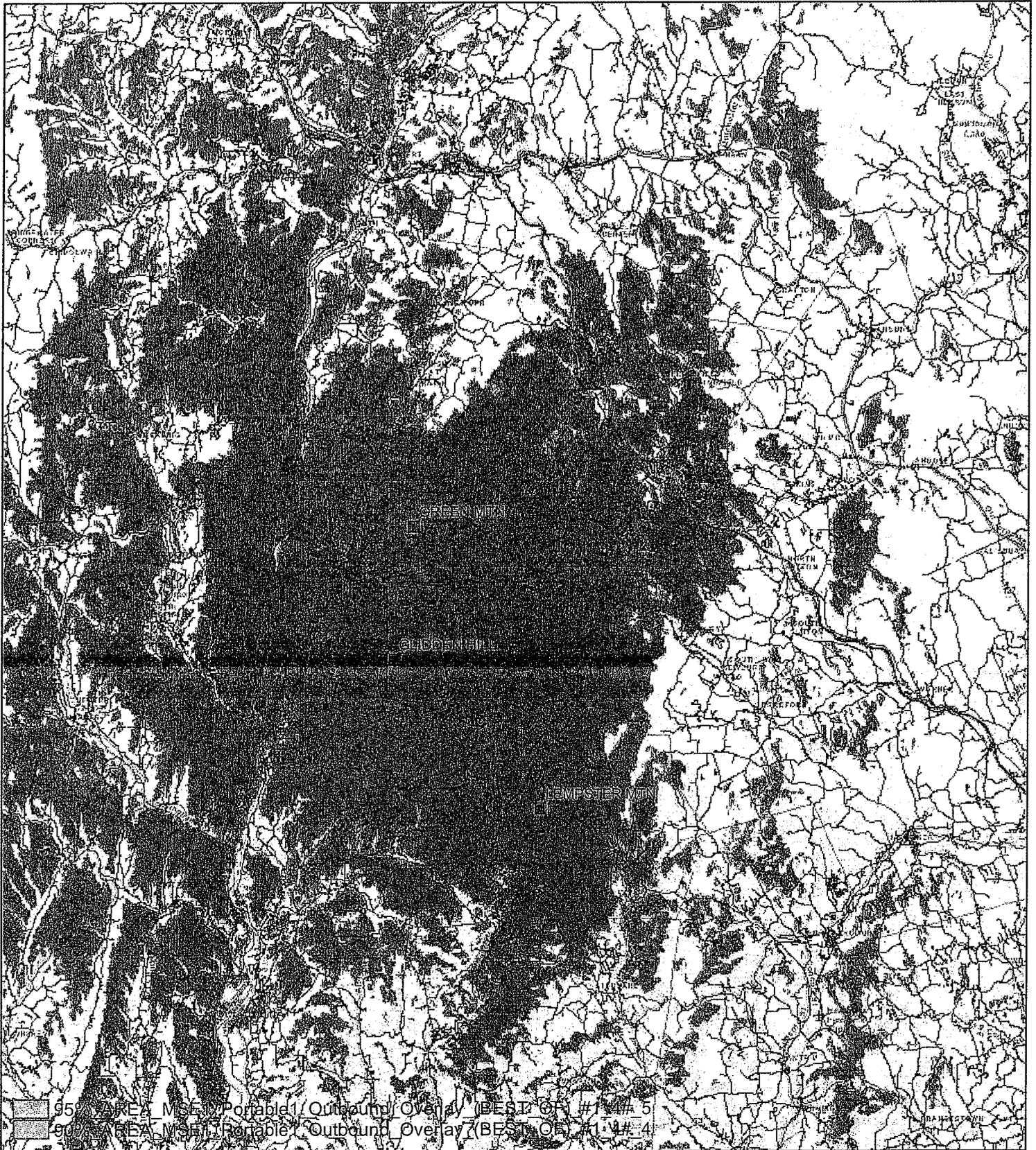
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Sullivan County

3 Site VHF Analog Simulcast System

For Information Only



0 1.75 3.5 7 Miles



1 inch = 6 miles

Outbound Portable Coverage
 100 Watt transmit power at all sites

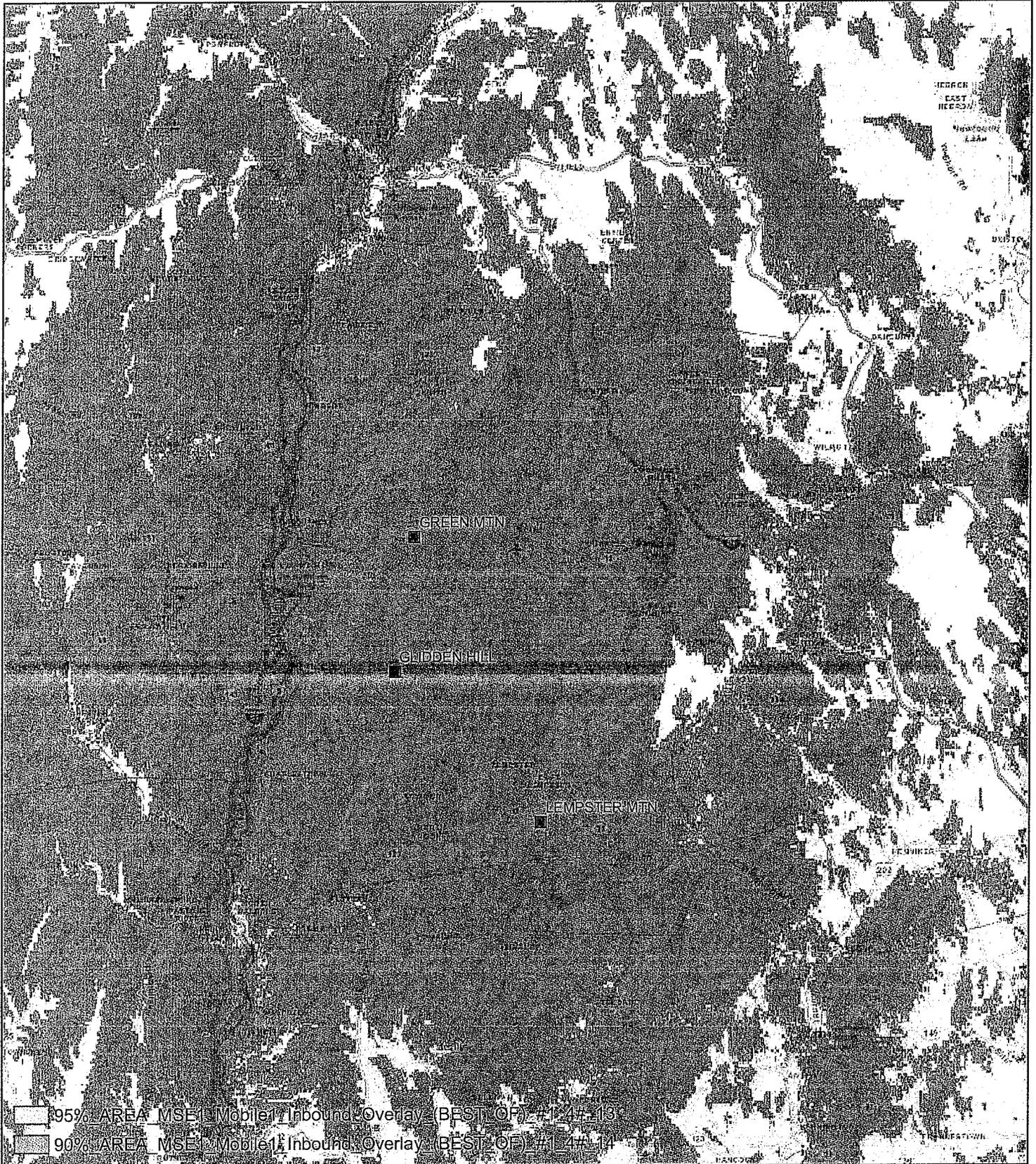
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Sullivan County



3 Site VHF Digital Simulcast System

For Information Only



0 1.5 3 6 Miles



1 inch = 6 miles

Mobile Inbound Coverage
100 Watt transmit power at all sites

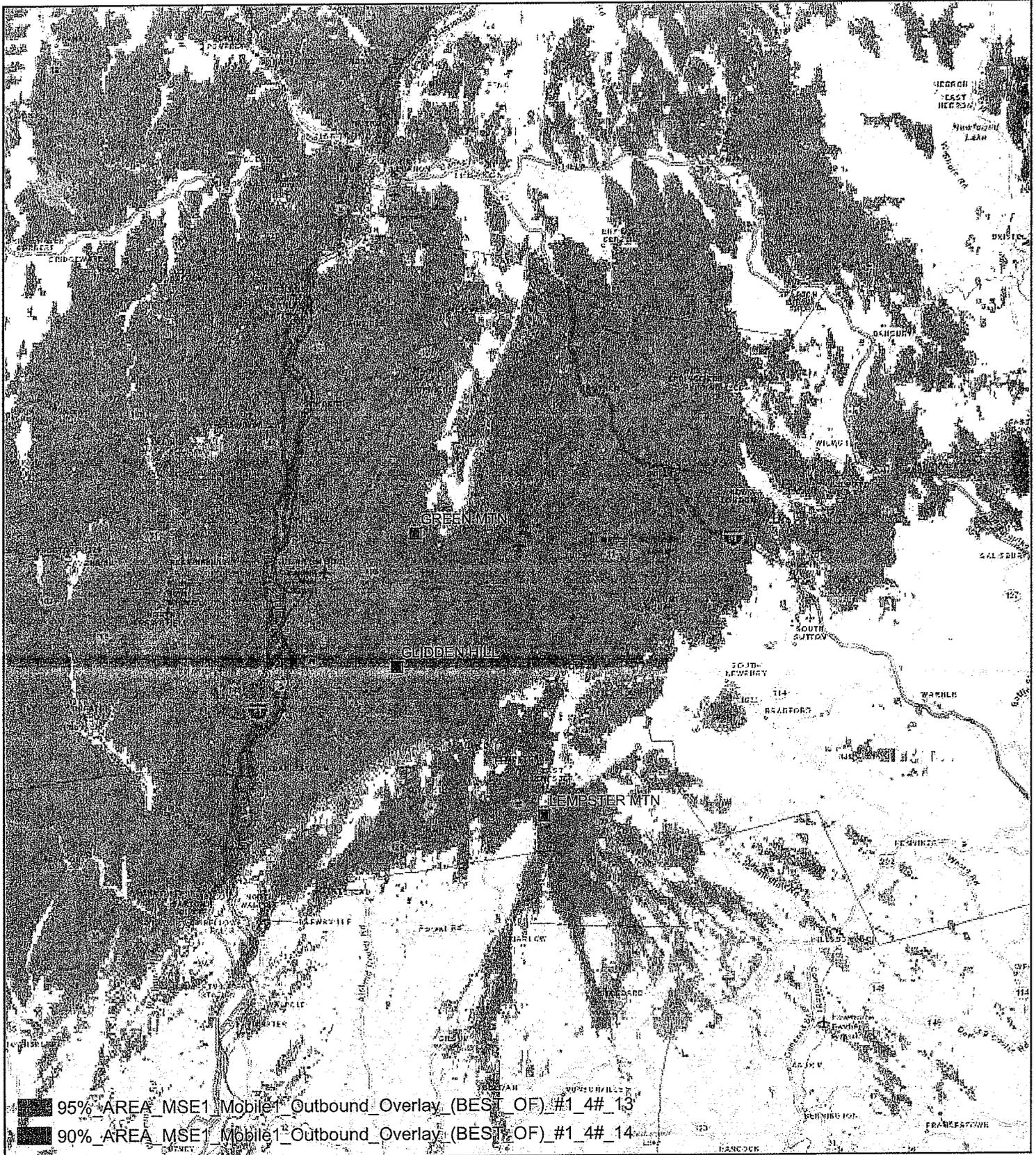
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Sullivan County

3 Site VHF Digital Simulcast System

For Information Only



Mobile Outbound Coverage

100 Watt transmit power at all sites

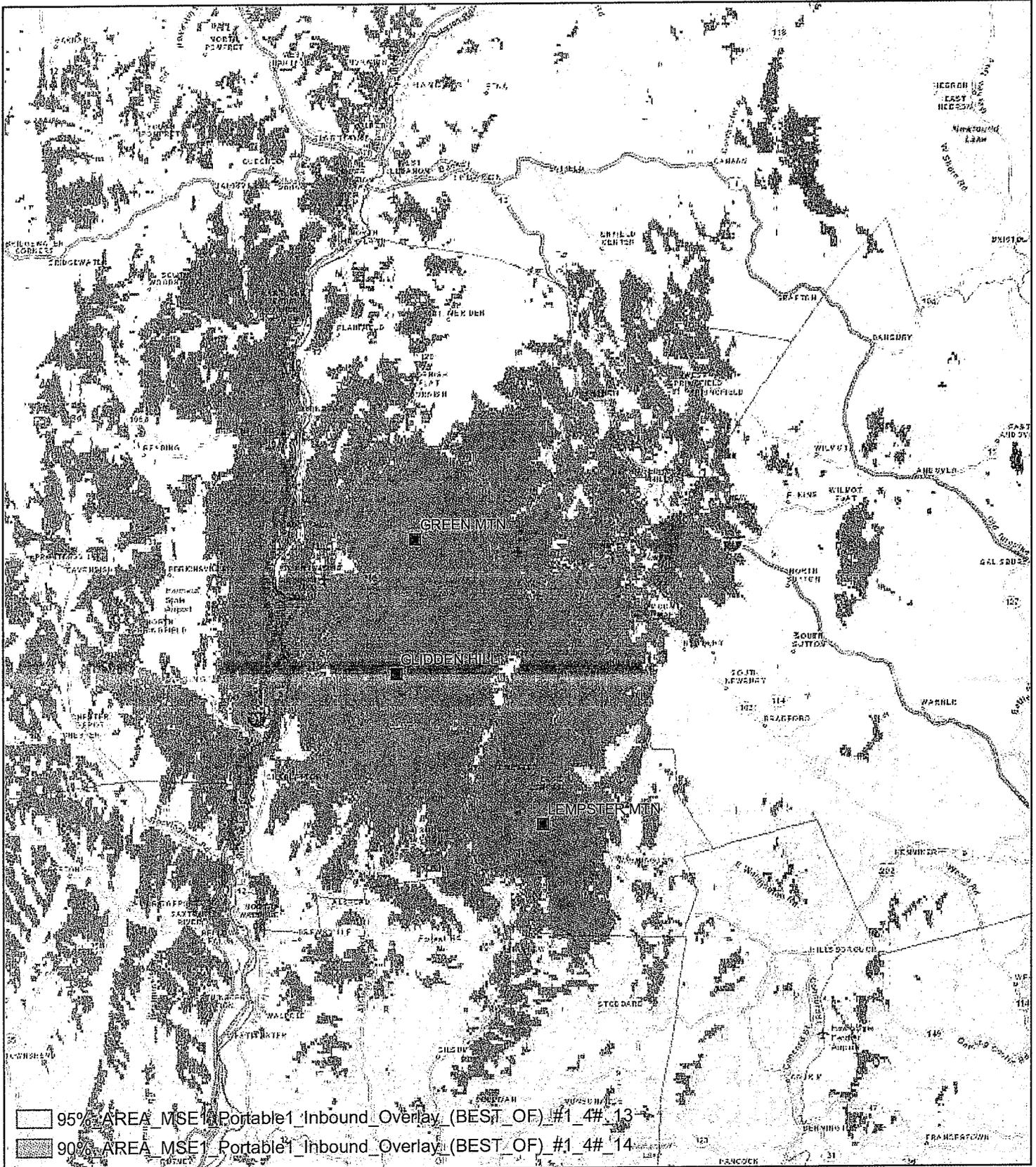
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WDQ687

Sullivan County



3 Site VHF Digital Simulcast System

For Information Only



Portable Inbound Coverage

100 Watt transmit power at all sites

NH_Sullivan_Digital
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WDQ687

0 1.5 3 6 Miles

1 inch = 6 miles

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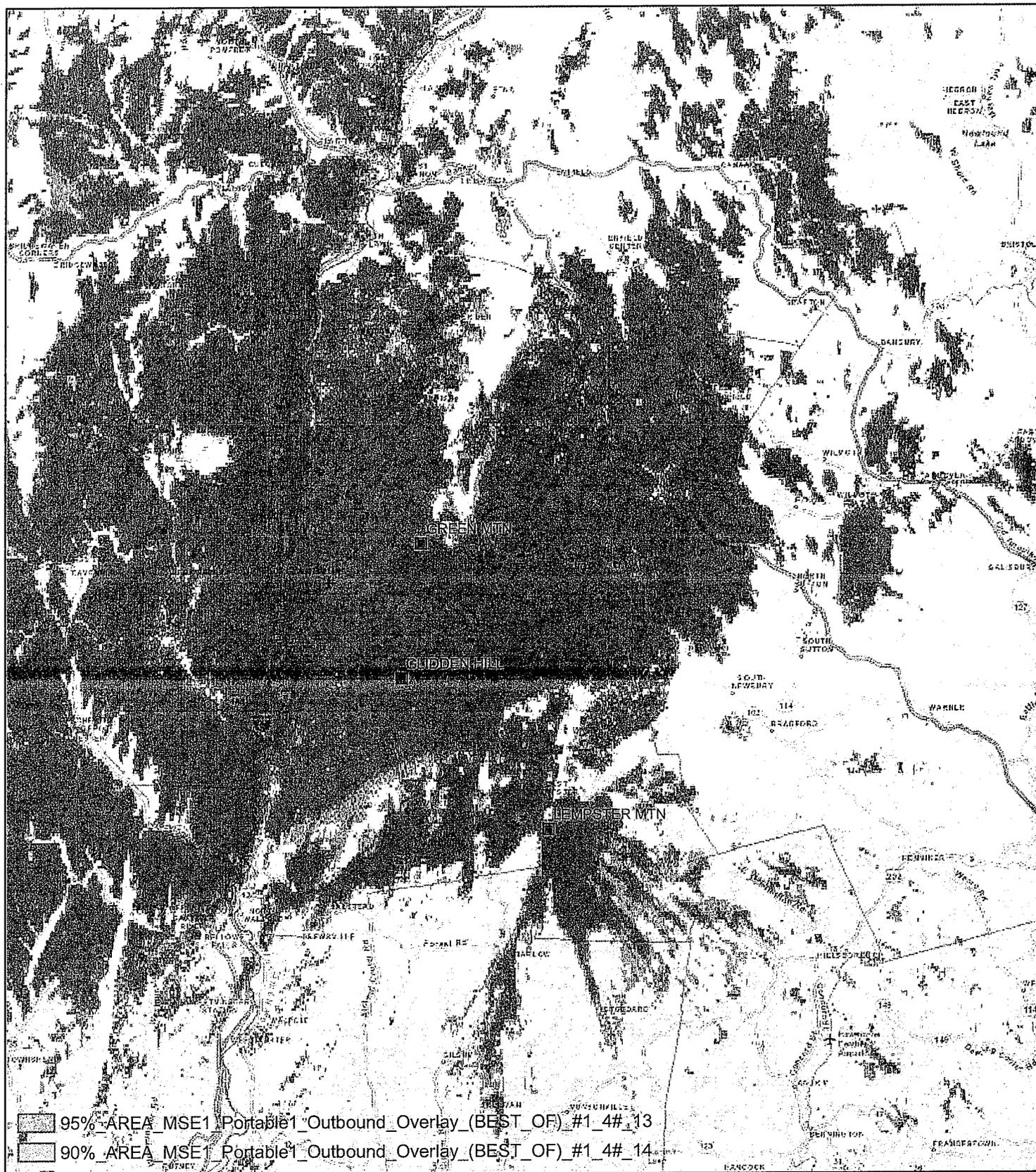
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Sullivan County

3 Site VHF Digital Simulcast System

For Information Only



Portable Outbound Coverage

100 Watt transmit power at all sites

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