

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

Date: March 22, 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, Jeffrey Barrette – Vice 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:

Bruce Beliveau – Beliveau Communications & Consulting

Town & City Officials and Emergency Officials/Staff:

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| 1. Acworth F & R | 22. Gilmore, Mary |
| 2. Anderson, Edward – Goshen Police Chief | 23. Grenier, Mary – Lempster Select Board |
| 3. Baker, Bruce – Unity Fire Chief | 24. Hackett, Douglas – Cornish Police Chief |
| 4. Barnes, Curtis – Langdon Deputy Fire Chief | 25. Hathaway, Marc – SC Attorney |
| 5. Bergeron, Rick – Claremont Fire Chief | 26. Herr, John – Goshen Asst. Chief/EMD |
| 6. Bergeron, Victor – Claremont Council | 27. Holmes, Frank - Croydon |
| 7. Binder, Bill – e-Ticker News Reporter | 28. Howe, Paul – Eagle Times Reporter |
| 8. Brown, Paul – Newport Town Manager | 29. Jones, Constance – Grantham Select Board |
| 9. Burroughs, James – Newport Police Chief | 30. Kessler, Jeffrey F – Newport Select Board |
| 10. Cahill, David – Sunapee Police Chief | 31. Lamson, Russell – Goshen Police Dept. |
| 11. Callum, Linda – Unity Citizen | 32. Langlois, Branden – Lempster Fire Dept. |
| 12. Cloutier, John – State Delegate Dist.4 | 33. Laware, Thomas – State Delegate Dist. 5 |
| 13. Conroy, Wayne – Newport Fire Chief | 34. Lee, Richard – Croydon Police Chief |
| 14. Converse, Larry – Claremont Citizen | 35. Lovett, Charlene – State Delegate Dist. 4 |
| 15. Cunningham, Ross – SC DOC Supt. | 36. Madore, Walter – Grantham Police Chief |
| 16. Cuttings, Keith – Springfield EMT | 37. Maiola, Betty – Newport Select Board |
| 17. Dallas, Ken - Springfield | 38. Marshall, Steven – Washington Police Chief |
| 18. Downs, Ken – Springfield | |
| 19. Edkins, David – Charlestown | |
| 20. Fountain, Jay – Grantham Fire Chief | |
| 21. Gagnon, Ray – State Delegate Dist.4 | |

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| 39. McCrillis, David – Newport Fire Dept. | 55. Rodeschin, Beverly – State Delegate Dist. 2/Newport Select Board |
| 40. Mellow, Becky – Grantham Town Administrator | 56. Ruggles, Dan – Sunapee Fire Chief |
| 41. Mountain, Archie – Eagle Times Reporter/Argus Champion Editor | 57. St. Pierre, Marcy - Claremont |
| 42. Nashawaty, Donna – Sunapee Administrator | 58. Santagate, Guy – Claremont City Manager |
| 43. Neill, Steve – Charlestown Select Board Chair | 59. Sauer, Ed – Lempster Select Board Chair |
| 44. Nichols, Gary – Newport Select Board | 60. Schmidt, Andy – State Delegate Dist. 1 |
| 45. Noll, Robert – Unity Fire Dept. | 61. Scott, Alexander – Claremont Police Chief |
| 46. O’Sullivan, Denis – Sheriff’s Office Capt. | 62. Tillson, Ted – Lempster Fire Dept. |
| 47. O’Sullivan, Mel – Newport Citizen | 63. Tirrell, Philip – Southwest Fire Mutual Aid |
| 48. Osgood, Joe – State Delegate Dist. 4 | 64. Thurber, Everett – Lempster Select Board |
| 49. Patten, Dallas M – Springfield Fire Dept. | 65. Whipple, Betty – Langdon Select Board Chair |
| 50. Peterson, Dan – Goshen Fire Chief | 66. Wilmot, Bill – Claremont Police Dept. |
| 51. Richards, David – Lempster Fire | |
| 52. Richard, James – Lempster EMD | |
| 53. Roberts, Paul – Plainfield Police Chief | |
| 54. Robertson, Craig - Newport PD | |

6:05 County Commissioner Chair, Bennie Nelson, welcomed all and thanked everyone for

County Administration, Greg Chanis, noted as Comm. Nelson said, they’d been working on this for 4-5 months, it presents a unique opportunity to put a tremendous amount of services into one place. He noted, Claremont City Manager Santagate, Police Chief Scott, and the City of Claremont have offered to transfer ownership of the Claremont Armory Building on Winter Street in Claremont, to the County, for \$1 to develop an emergency operation center. Mr. Chanis reviewed a Powerpoint presentation [Appendix A.1-13], and reviewed the following slides

Slide 1 Proposed uses:

1. Central Dispatch for police, fire and ems
2. Site for Greater Sullivan County Public Health Network – Mr. Chanis introduced Jessica McAuliff, Public Health Network Coordinator
3. Training Facility for Emergency Response Personnel – can be used for any emergency response personnel: public, fire, ems, police – on this side of the

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state, Concord Police Standard and training very interested in setting up a satellite training unit there.

Slide 2 Armory building design

Slide 3 History: 1987 study, 1991 Vision 2000 committee, and 1996 letter from Newport Select Board asking County to look into establishing a centralized dispatch

Slide 4 Current Dispatch Structure

Slide 5 Dispatch call 3/19/12 2:15 p.m. – one call in 1,000 over period of month and years, but points out 1 dispatcher handling call in 1 center

Slide 6 Potential Benefits of Central Dispatch

1. Increased public safety
2. Ability to efficiently coordinate and communicate w/neighboring communities during large scale incidents
3. Long term financial savings through shared use of communications equipment
4. Improved information sharing by having all entities on one computerized records management system

Slide 7 Potential Drawbacks of Central Dispatch

1. Loss of personal contact between officers and dispatch
2. Loss of control over dispatch center by locate elected officials
3. No longer 'in touch' with community

Bruce Beliveau reviewed the radio system

Slide 8 Sullivan County Radio System Main components : dispatch center, Green Mtn. Tower, Sunapee Control Station, Lempster Tower, and Glidden Hill Tower

Slide 9 Current System: repeater contention – when two mobile units talk at the same time it's difficult to hear, limited coverage – Lempster police can't talk with Croydon police, site cannot be identified – control head of radio as the towers but dispatch is unable to tell which tower you are on

Slide 10 Current System Police only!

Slide 11 Proposed system - police and fire, one channel operation: 1 dedicated for police dispatch and 1 for fire, three sites broad casting simultaneously – no more repeater contention, and new dispatch center: viewed conceptual drawing - a four (4) position dispatch center; all sites will be

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connected by microwave from dispatch center with positive control of all repeaters, all repeater audios will be voted into the dispatch center so that the comparative picks best audio and pipes through to dispatcher and since this is simulcast, that audio will go out on all 3 repeaters at the same time vs. lighting up just one repeater; there are areas where 1 repeater you cannot get into, but when you are lighting up 3 it adds that much more benefit – getting better signal; Beliveau indicated he's currently dealing with a three position dispatch now, where they have requested to add one more to it.

Additional comment from Beliveau: has been in communication business a long time, worked directly with state grant management office, police, with emergency management, and time and time again sees counties and communities that have a comprehensive interoperable communications plan get the 'lions share' of the grant money and federal monies available to enhance radio communication – as you come together, and starts working together, you'll benefit from getting federal monies when you talk about interoperable communications.

Questions (Q) & Answers (A), and Comments (C)

- Q Melanie O'Sullivan, Newport – *"in her position she overheard an officer stating he couldn't reach is dispatch unit, is that a part of what the repeater would enable as well between him and his dispatch?"*
- A Beliveau noted "Yes".
- Q M. O'Sullivan, *"and if so, than an officer is on their own, and can't reach their dispatch, it's part of this repeater issue, which to me would be an unsafe situation for the officer, and that is part of the repeater situate?"*
- A. Beliveau, *"Yes, officer safety situation, repeater and the simulcast lighting up all 3 sites at one time give them the best possible communications; there is no way you can cover 100% of the area, 100% of the time; public safety standard is 95% coverage, 95% of the time, that's public safety standard put out by ABCO, a standard accept world/nationwide."*
- Q Betty Maiola, *"I know we'll get grants and federal monies, but how much more will come from tax payers, that is my concern?"*
- A Chanis *"We will cover the financial part of this further on in the presentation."*
- Q Walt Madore, Grantham Police Chief – *"Right now, when I use Sullivan county, if what you are saying, if we got on board utilizing Sullivan County frequency, whereas now I have our own frequency, with my radios, I can't tell you what*

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- repeater I'm using, it does not show, we have Sullivan A or Sullivan B, I'm on the far northern end of the county, I couldn't tell you what repeater I'm tripping."*
- A. *Beliveau, "With the new system it wouldn't matter to you which one you are on, whenever you talk in you'd be talking county wide all the time, you wouldn't have the dispatcher second guessing where you were either, it takes the three clicks of control head, you camp on one, unless you want to have your own frequency, you may want to use that for special details, tactical operations, and that is encouraged to take the traffic off main dispatch channel, and the fire service you are all aware you have fire ground or tact frequencies, and that is looked upon favorably with this system here, this backbone system is only going to cover dispatch channel for police and fire for routine day to day dispatching, and then you go to car to car, or swat frequency, or fire ground frequency, for those types of operations."*
- Q. *Jeff Kessler, Newport "You mentioned fire go to their own frequency, who does the monitoring of that, is that the communities responsibility?"*
- A. *Beliveau, "From my experience, that's usually the fire incident commander, he runs the fire scene, there doesn't have to be communication back to dispatch unless you are requesting more apparatus or help. The incident commander would call for more help over the dispatch channel?"*
- Q. *Andy Schmidt, Grantham State Rep. "How well would this coordinate or improve coordination with the State Police?"*
- A. *Beliveau "Obviously the State police have their own network, which is pretty intense, but I know a lot of the troopers do talk on the local police channels and it would give them a better operation to inter communicate with the local police and Sheriff's Departments."*
- Q. *Phil Tirrell, live in Lempster and Chief of Southwest Fire Mutual Aid, "I use some of these same tower sites, and curious as to where the # of sites came from being proposed? Currently, because I use the same sites to dispatch six of the towns in Sullivan county, I use Glidden and use Lempster, lost Sunapee, use site in Charlestown, those are also simulcast, but even with four sites we don't have good fire coverage entirely, so we have a 5th site in Alstead that takes care of Langdon some of those communities, as well as our highland hills site in Westmoreland and in Washington some of the coverage is gotten by additional site in Crotched Mountain; don't know about police frequency and how that works, but am knowledgeable on how the fire departments work and know every fire man in your town does not work there, and, unlike a police department where they work in a specific patrol area, those fireman have to be reached far outside the immediate coverage area of any of these sites, how did we come up*

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with just these three sites, and because we are going to simulcast it that's going to take care of it on the fire end all our problems, because I can't do it with those same sites, and more, and we do simulcast".

- A. Beliveau, "What we were thinking about on this, these are existing sites, the coverage was adequate on each individual repeater, so we felt if we simulcast them there would be an improvement and still get coverage we needed. I'm not going to say that's all you'll need, we may find a place we'll have to place a voting receiver, talked to Chief Hackett at one point, and he thought we might have to put a voting receive site in his neck of the woods, the transmit out was good, but to try to get back with a portable was difficult, as system grows and you add more subscribers, yes, I think if some point things will have to be added to and improved, at this point we are trying to walk, not run."
- C. Tirrell, "I understand. We had four (4) sites up, it wasn't doing the job for us, we put a new one in Charlestown, at cost of \$50,000 this last year, with donated land, donated tower, donated power. I'm concerned we are going to build this little system, and really only take care of Claremont, and maybe Newport, but everyone else outside the big towns are going to suffer."
- A. Beliveau, "*The one thing we are banking on is Green Mtn. as dominate site, you don't have anything there, but it does cover very well, and if you ever go up there, it's a commanding view of the whole area, and it does work pretty good.*"
- Q. Jim Richards, Lempster "I hear Claremont and Newport, they are very broken in my house, I can't really understand what they are saying when they are coming off Green Mtn.
- A. Beliveau, "We do have the Lempster repeater too, which would get lit up at the same time as Green Mtn. does"
- C. Richard, Green Mtn. is inadequate for us as I am in the valley".
- A. Beliveau, "I would say down there you are very correct.
- Q. Ted Tullson, Lempster "*What is coverage area for each one of these sites. I work in Keene, will they reach me in Keene? My house in Marlow, will the repeaters reach me in Marlow? To what I see, we are talking just Sullivan County, are you going to be outside Sullivan County, down in the other communities that are well beyond Sullivan County?*"
- A. Beliveau, "Not able to answer that question, will have to research that for you. I know on a mobile I can talk to Sullivan County Sheriff from Keene, I live in Keene, myself. Reliably, if you are looking for pager coverage in Keene, I don't think you are going to get it."
- C. Tullson, Lempster "See with the park, with the fire service, we rely on pager service; we are not full time and sitting in a station."
- A. Beliveue, "How affective are you if you are Keene and there is a fire I Lempster.

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- A. Tillson "Extremely. It takes me 20 minutes to get there. If it's a 2nd alarm, absolutely, it's very affective."
- Q. Rep. Laware, Charlestown, *"One channel operation with simulcast, how do you take care of really busy times when you have two or three calls happening, say in Charlestown, another in Newport? Do you get over crowded?"*
- A. Beliveau, *"I don't believe so. I see a lot of dispatch centers operate with higher numbers than we are talking about here, and all dispatching is done on one channel. Because everything is fairly disciplined, and when there is an incident, when everyone is on the scene they go to their tact frequencies or fire ground frequency and relieves stress on the system and the overcrowding."*
- Q. Chief Dallas Patten, from Springfield – *"I'm just curious, was looking at the maps on the tables, and it appears all contingent to be relayed by microwave from Claremont city hall. Is there any kind of a backup if something happens to Claremont? Is there any other way out, it's tuff to get anywhere there with radio flag"*
- A. Beliveau, *"Yes, will use existing state police microwave from Green Mountain. To Claremont PD, and will have a microwave from Claremont PD to armory, that was what was proposed initially here. But as you can see I have a backup fire control station and backup police control stations, so if any one of the microwave links were to go away, the dispatcher can call back to a radio dispatch center and say 'key up' these repeaters, without the use of the microwave, that's our fall back."*
- C. Patten, *"In 2001 a plane crashed and Claremont police were no longer there".*
- A. Beliveau, *"Then you would go to command trailers. You'd be operating the same as backup police and fire control station. You'd have radios in the command trailer that could access the system. If we go to what we call in-cabinet repeat, when microwave goes away, so I did plan for backup."*
- Q. Chief Hackett, Washington Police Department, *"Will you be upgrading everything?"*
- A. Beliveau, *"We are going through the cycle top to bottom. We are using the same radios for police that are there, changing the antennas systems, upgrading. Fire is a brand new system that we will lay in to the site, as well, with new antennas."*
- C. Hackett, *"There is a potential we don't have coverage right now, in Lempster. I don't have coverage for any town with portable or mobile in Washington, will that change?"*
- A. Beliveau, *"Yes, very much so, I've looked at some of the situations at some of sites. It's time to do upgrades. My first conversation with Sheriff Prozzo, he was*

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well aware of that as well. It's time. I wouldn't call it a fork lift upgrade, put it's close".

- Q. Rob Noll, Unity Fire Department, *"Two questions: 1) Have you done a coverage contour map for the simulcast system?" and 2) Would County be providing tact channels for fire grounds, or would the individual fire departments be responsible for them?"*
- A. Beliveau, *"I haven't done any maps, yet, this is just conceptual, what we are thinking about. Yes, I can get maps and we can see what the simulcast coverage contour looks like. The other part of it, the tactical frequencies: I think, through concerted effort, everybody in the county would want to come up with some common channels. There are national calling channels you could adopt: VTAC, UTAC, those sort of frequencies, and those might be the ones you're going to want to use as well."*
- Q. Noll, *"I was mostly wondering if the County would take care of licensing, or would each town have to put in for their own license?"*
- A. Beliveau, *"That would be through the County. The Count would take care of all of that. It works a lot better, I think."*
- Q. Paul Brown, Newport, *"A couple questions. 1) Let's go back to the single channel, this dispatcher has a domestic in one town and motor vehicle accident in another, police only, they'll be sharing one (1) channel?"*
- A. Beliveau *"Yes"*. Brown: *"Okay. So there is truly one channel, unless somebody wants to go local."* Beliveau, *"Yes."*
- Q. Brown, *"Has anything been put in, Newport dispatch also monitors our highway channels, Claremont does the same. Is there something in the system for that? Or how would we be approached?"*
- A. Beliveau, *"There's a lot of neat technology out there. Sheriff asked me that question Monday at a meeting. There is a way to back all those over to the dispatch center quite nicely, so it could be done. And the console has the capability of accepting more channels"*.
- Q. Joe Osgood, State Representative from Claremont, *"I've heard pros and cons from many people. This appears to sound like a module of a project. You indicated communications are found favorable for government grants. The last answer you gave discouraged me. Are these capable of handling more than one channel, and if they are, if the concept of a dispatch center doesn't fly, and there are government grants available to enhance communication in Sullivan county for everybody at locations that we already have, would this system be built to accommodate what we have with more than one channel?"*

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- A. Beliveau, "Yes. Yes. The reason that is, is because of the microwave. The microwave has a huge amount of capacity. For example, I worked, years ago on a system for county and we had 360 channels on the microwave system. That is the backbone, microwave, is the piece that is most important to system."
- C. Rick Richards, Lempster, "You've talked about a lot about the police aspect of the business, and you've already said you don't believe there will be major coverage outside of the County for fire and EMS. It sounds to me like this whole project is to enhance to police dispatch that's there. But, I don't think much thought has been given to fire and ems side, as to what it means to fire, getting to a big house on fire for fire and ems."
- A. Beliveau, noted "In my personal opinion, I think that the three sites: Glidden, Lempster, and Green Mountain, are going to give you pretty good pager coverage. Exactly where it's going to work at everybody's house, I can't tell you that. But I think, we sat down, we did talk, very specifically about fire service and how we are going to accommodate them, and I think there has been quite a bit of thought and discussion about that, and it's not something we took lightly when we discussed the system. Those are going to be some pretty powerful radios up there, and I think they are going to pretty good job"
- C. Mike Prozzo, County Sheriff "I know there was questions from the gentleman in Keene, I understand there is dispatch for the State. We will work with Southwestern Mutual Aid, will work with everyone, we are not going to be out in no man's land, we will work together, interested in the technology, I think we are way down here, and I feel this puts us at the top, do you think this is a good system? I'd be interested to hear from Cornish Chief Hackett, also.
- C. Chief Hackett, "Our discussions on the simulcast, is that simulcast is really the way to go. It's much better than what we have now. As Bruce pointed out, there may be a couple of receive areas, that we don't have coverage now, so we may have put a receiver. I can generally hear County everywhere in my territory; however, when you get above the boat landing on 12A, I can't hear that. So it may require, Plainfield, Cornish, a receiver. But, simulcast is the way to go".
- C. Beliveau, "I was just thinking of this gentleman's question here ... if you are looking for extended coverage out of the normal, the FCC uses the term public safety area of operation, and the County is really is going to be that area of operation. With the cell phone technology, when you put out a tone for XYZ fire department, you can text message the fire members of that department as well, too. So, if they happen to miss it on their pager, they can also get in on their cell

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phone. So you would receive a page in Keene, or a text message in Keene, as the message was sent out from Sullivan County dispatch."

- C. Terrill, *"There are a lot of buildings that are made of steel that cell phone services cannot get inside of, and the company would have to buy a repeater for inside."*
- A. Beliveau, *"Right."*

- C. Tirrell, *"Sheriff Prozzo and I have known each other for a long time, and have worked on some other things together, and sure respect what Sheriff Prozzo is trying to do for this town. I think a lot of concerns on fire side are justifiable concerns. I think that the police, just because of the way they operate in, the way they get dispatches, is considerably different than fire. We do have to look out of the immediate area that this little circle is going to take care of, because ; of all our people don't work in that circle, the police department has 1 or 2 people that can be reached by phone, fire doesn't work that way, must have tone that is like shot gun blast to get a lot of help all at once. Ted is the deputy chief in Lempster, and everybody does work in Keene, so it's important that you get notified of that. Cell phone technology has come a long ways, and currently Southwestern Fire Mutual Aid uses some cell phone government agents as secondary means of notification, not primary; but, that is determined how quickly you receive that on how busy any cell phone site is. It's possible to do that, but the house fire might be over by the time the guy knows. That's the problem. If I was to support this system, from the fire end, what is being proposed does not cover all of Sullivan County fairly. Bruce seems very knowledgeable about this. Bruce is very intimate of what Southwest is. It cost us literally millions of dollars to do what we've done to this point, but I tell you we still have areas we don't have 100% coverage and certainly have pull a lot more of 19 antenna sites in our mutual aid system, that are all simulcast, and we still have areas that aren't filled. You really need to take a hard look at, seeing what is being done county wide for just police to start with, then get it up and running, and then maybe add fire later on, possibly, but I think it's a huge, huge, bite for a small county, to think that little bit is going to serve all your needs."*

- C. Sheriff Prozzo, thanked him for the comments. *"I value those comments. I wanted you to understand, when we started this, we had to start some place, and we, where we need to be. Bruce will tell you, that we looked at the police side first, and then talked about the fire side, and I said to Bruce, there is one thing I don't want, I don't want a call from a fireman or town who says they can't [] my pager. We are in the planning stage. We want to develop this. This is something Sullivan County wants to do to make it better for everybody. Like Phil just said, they've been in this business for 20, a lot, of years , and they are not at 100%. You can't expect us say this afternoon that it's going to cover 100%, we*

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- may have to add to it, we don't know that, but certainly appreciate your comments."
- C. Beliveau, *"I think the one thing that we did talk about at several meetings, is that we keep the system flexible, so that it can be added to. So, everything we have here, as we grow, won't be dead lined and thrown in the dumpster. We'll be able to expand on it and utilize the equipment we already have. That's what we're trying to do with the police. We are not buying any new transmitters for the police. We're just changing operations of those existing transmitters and trying to upgrade the performance."*
- Q. Gary Nichols, Newport Select Board, *"As you've heard, most the fire/ems side is dependent upon pagers – the pager system. In this County probably 90% are volunteer systems. I hear that there are weaknesses from Cornish, Chief Terrill, My concern I have, before I want to move forward, that those going to be addressed, and not, well, we have dead spots, now were going to have to invest more money. Once you take the big jump, all of sudden you get sucked down this well. We are dependent upon our volunteers. I've told my selectmen, I've told my police chief, and fire chief, I can replace you in a moment, but I cannot replace volunteers – they don't come forward. So if we have an issue where we can't contact them, we fail. If we fail people suffer. I believe, if we need to make sure, we need to know we can cover every area, because most of what you see, most of the diverse dispatch system we have here, was not done because someone did not like someone else, it was because that particular dispatch center could actively and effectively manage that area and provide the service that was needed. I believe, I have probably been involved in as much as anybody else in the dispatch, and related ems and fire services over the years. To give you an example, Sheriff Prozzo was a rooky police officer, when I got into EMS."*
- C. Sheriff *"And, you are younger than I am, but that's okay."*
- C. Nichols, *"We've both been around a little longer than we want to say. That to me is a major concern, once we say okay, let's go forward, and all of sudden you start finding, as Phil Terrell found out, this fails, well we've got to pour money into it. Then all of sudden this areas isn't getting what it needs, and we have to pour more money into this. We've gotten into this swamp. And all of a sudden, when we get done, we realize that it has cost us, not what is being presented right now, but this huge amount of money, well beyond what we thought. And, we say 'boy we shouldn't have gone there'. But by that time it's too late. We need to make sure, as we progress with this, that we have all the answers, and know exactly where we are going. And unfortunately, as we all know, government has the tendencies, well, quite frankly, screw things up. I'm sorry. that's one of the biggest concerns we all have."*

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- A. Sherriff Prozzo, "Gary, thank you for that comment, you make a good valid point. Let me answer that in two ways, if I may, 1) at least on the fire side of Newport, Newport now dispatches for fire side, where there isn't a problem, I guess on the fire side we haven't heard anything, so I think that's probably okay, we are looking a little broader so I think Newport wise we are in good there, because if there is a problem you haven't said there was, 2) I know we've heard tonight on the police side that there are some problems, and there have been problems for quite some time. We, hopefully, we are trying to fix that. I'm glad Phil. Nothing is 100%, but we are going to look at all those concerns."
- C. Beliveau, "No matter how much money you throw at the system, and you heard from Phil, he has 19 sites, and he still doesn't have 100% coverage; it would be fool hearted and unprofessional for me to stand up here and tell him I'm going to cover every square footage of Sullivan county, all of the time, with radio signal. It would be a point of diminishing return. You couldn't drive enough money trucks up here to cover every square foot. You are going to have dead spots, it's a matter of physics, sometimes it's not possible to fix all the problems."
- C. Nichols, *"At the moment, basically, we must be. We are. By virtue of the fact, it is functioning right now, and we are functioning very well with seven (7) dispatch centers and eight (8) different counties. But obviously it's working, as Mike pointed out, we are not hearing anyone complain."*
- A. Beliveau, *"I think if you were to maybe go around, and check the coverage of all those seven dispatch, you are going to find dead spots from any one of those in any particular you want"*.
- C. Nichols *"We are not hearing complaints."*
- A. Beliveau, *"You are not hearing complaints. But any good police officer out here knows where his dead spots are. He knows he can't talk from a certain stretch of road, or from inside a particular building. It's just impossible to cover all of the area, all of the time. In particular, in building coverage is very difficult. You'd have to spend lots of money on the system to get in building coverage."*
- Q. Chief Dave Cahill, Sunapee, *"I don't know much about the radio systems like our fireman have now. God bless those guys for having the technology radio system they do have. What I'm concerned about the comment you agreed to, there is no map area done? Can you explain that a little more?"*
- A. Beliveau, *"What you do. there is a computer model, you enter site information – how high the mountain is or how high the tower is, enter the frequency you are going to operate on, enter the antenna type you are going to use, the length of transmission line ... then you go out, the program writes a map, that covers a certain piece of geography and it plots it in a colored fashion. Green is usually coverage, yellow is 80% coverage, and white is less than 80%."*

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- Q. Cahill, *"If we did that on these sites, you'd be able to tell the area of coverage?"*
- A. Beliveau, *"Correct."*
- Q. Cahill, *"And you did not do that for this?"*
- A. Beliveau, *"No. Just because, we don't know that these will be the sites. There may be better sites. Conceptually, this is how we want to put it together to get it off the launch pad"*.
- C. Ben Nelson, *"I wanted to point out, this is conceptual. We haven't done all this stuff. It's foolish to spend money doing all of the topo maps, if there isn't interest go forward. The purpose of this is not to present the finished product, the purpose of tonight is to say this is what we have done conceptual is it worth pursuing to start looking at all this other stuff, and if there is enough positive response, we can start looking at the topo maps and doing more detailed stuff. If there isn't. If there is a resounding 'No, we are happy with what we've got', Than it's foolish to do the other stuff. So this is basically to feel you out, to see if it's worth going forward."*
- C. Cahill, *"But, I guess, in order to answer that question, we need to know if we are going to get coverage. You don't know that answer, until you know what we are going to be interested in. So I guess it's going back and forth. Catch 22 is the coverage whether we buy into this or not. There are probably many agencies fire and ems, police include, they have a lot to lose making a jump like this. I was just curious as to the area of coverage. I don't know much about the radios, you're the expert, and until someone raises an issue like that, I'm just afraid someone will be left out of it."*
- C. Vic Bergeron, Claremont City Councilman *"I spent 45 years in the fire service. – My recommendation to County Commissioners and Mike Prozzo. I respect your experience, but I'm getting the feeling the fire service feels left out of the process. I strongly urge you as you move forward, that you have a representative from fire and ems to be involved with this discussion. This is where it fell apart, twice before, when the County tried to dispatch, because it wasn't open. I don't think Sheriff Prozzo is doing that purpose. I'm getting the vibe this is about police service only, and that is not what you want. Eventually, we are going to be forced into doing this for economic reasons only. If you don't think that is going to happen, it is going to happen. Eventually we will have to go to County dispatch, because are not going to be able to afford the man power to man your own sites. I strongly urge, Commissioners and Sheriff Prozzo, to include someone from all emergency services, in discussions. Communications is the key part. Communication is a big thing, we need to have it, so we can talk to each other. I honestly believe that includes someone from each service, then you have all opinions moving forward, not just ones here tonight."*

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- C. Ray Gagnon, Claremont State representative, "What I'm hearing you say this is the plan to get it up and running, however, it's not the Cadillac plan to address county wide. As you move forward in the process, can you think of it in two different ways: this is the Cadillac with all the bells and whistles, and this is what we can do to get it off the ground? Then talk about the funding sources?"
- A. Chanis, *"We will talk a little bit about the funding sources in just a moment."*
- C. Beliveau, *"Don't think we tried to put a Cadillac in here. We tried to do the best we could, utilizing the resources that were already in place and building on those resources, to enhance the system and to enhance the coverage. That is the recipe we used for this."*
- Q. Jeff Kessler, Newport *"What I'm missing, I haven't seen anything that says what our level of service is now, police fire and ems around the county and how that impacts the tax payers, and where do you want to take this that with this centralized dispatch? What are the improvements that we at the town level are going to take back to our taxpayer to explain. At least in Newport, we feel we are in pretty are pretty good shape. We know what we have, we know what part works and what doesn't, and I don't see where the outcome of this is going to be better. You mentioned the three towers the County has now. Newport has the road transmitters we use because we need it for basically reaching our officers and fire departments, other towns have theirs, I don't see anything tying into our existing infrastructure."*
- A. Beliveau, *"I answered that question from another gentleman. The console and microwave and everything had the capability to adding individual town frequencies, if that is what you want to do, the technology is there."*
- Q. Kessler, *"No, I'm not talking about frequencies. I'm talking about covering those spots. There were concerns with the three towers being able to cover the county. You mentioned you had better antennas and better radios that would push the signal out. Bottom line, I haven't heard what we're trying to fix."*
- A. Chief Alex Scott, Claremont *"One of the first questions brought up was what we are trying to fix, it's a good discussion about frequencies and radios, but it's what is at the end of the radio that is the critical problem, and that's one dispatcher. If it's Newport, it's one dispatcher sitting there trying to answer the phones, and with the advent of cell phones, it's not 1 or 2 calls on the fire, it's 15 or 20 calls on the fire, so the phone is ringing off the hook, you are trying to direct you fire service apparatus to the scene, and direct ems service to the scene, and police service to the scene, and there is 1 person doing this, while at the very same instance you have one person sitting in Claremont doing nothing, or one person in Charlestown doing nothing, and someone down at Southwest Fire Mutual Aid who may not be busy, with no ability to help that individual; multiply that across the Claremont, Newport, Charlestown, and all those other communities, this is an*

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important discussion, but, what the problem is being addresses is that you have some critical staffing shortages, and number of the dispatches in the community, and I just completed the ISO rating for the fire service, and they are now looking at everyone's dispatch centers, and that begins to affect people's insurance rates in terms of what they pay for home owners insurance, based on how many dispatchers you have serving the lines coming into your facilities. The discussion that hasn't been had is answering that question. Where is the issue? The issue is agency running out of adequate staffing to appropriately answer all these calls. We can have all the bells and whistles, the greatest coverage in the world now, that s not the only thing we are looking to upgrade here.

C. Tirrell, *"You are absolutely right. The dispatch center is a huge part of this whole plan, and it needs to be. We currently just went through an ISO rating for the City of Keene, our dispatch center, which also does some of lower Sullivan county towns, were part of the rating, you can get a 10, we scored a 9, we have 4 dispatchers on duty Mon-Fri during the day, after that we have three all the rest of the hours, and weekend, we can certainly call in extra people. It's important, whatever you do here for Sullivan County, whether just police or fire, that you look at staffing levels. That reason we didn't get a 10 for 4 people on duty, was because staffing was not high enough. It's an economical issue, where do you weight, how many people can you hire, compare to cost and need."*

A. Sheriff, *"Good segway to our plan. Our plan is to have three (3) people in dispatch center, so that scenario you saw earlier, where a phone call comes in and that dispatcher is busy, something else comes in, and another picks up. That is the value of the whole thing. We'll get some numbers of what it is costing us, and what it can do. I don't' care whether it's the town of Newport, city of Claremont or town of Acworth, or that wants to do a dispatch center, or Southwest mutual aid, but I'm telling you as professional officer that's been around a long time, I want to give the value to citizens to the ems person, to the fire fighter, to the police office. We need to work together. That's where we are at."*

Q. Larry Converse, Claremont *"Who would dispatch people be working for?"*

A. Chanis, *"Under this model, the County"*.

Mr. Chanis reviewed the following slides:

Slide 12 Greater Sullivan County Public Health Network: 1 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

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- Slide 13** Public Health Network - Potential Uses of New Facility: Neighborhood emergency health center, Multi agency coordination entity, alternate care site, emergency shelter, and staff offices and storage for emergency response trailers and supplies.
- Slide 14** Neighborhood Emergency Help Center
- Slide 15** Multi Agency Coordination Entity. Jessica McAuliff added, *"These types of sites, the words sound confusing, but these are required per Center for Disease Control all around the country, is required in NH to have these regionally, and we have been working hard on the planning and training for these emergency capabilities. We have this thing already, but the site is insufficient, it's a mandate to have these emergency preparedness entities up and running and have a good plan for them, per State Dept Safety, State DHHS, CDC. I just wanted to point out where the concept comes from and it's a regional requirement to have them."*
- Slide 16** Alternate Care Site – all these are elements are regional requirement from the State.
- Slide 17** Training Facility for Emergency Response Personnel – we've had initial conversations with Police Standards and Training Council. They are very interested in setting up a satellite location and willing to help us fund that portion of it. It wouldn't be just for police, but for all emergency response personnel.
- Slide 18** Estimated Operating Expense/revenue. This is a very summarized version, of which we have very detailed individual departments budgets. I did not bring them with me this evening, I'd be happy to provide them to anyone that is interested in looking at them. Chanis reviewed the slide details, noting these are annual budgets.
- Slide 19** Current Cost per agency. There are a lot of question marks, which represent numbers we weren't able to acquire, all other numbers were essentially numbers provided to us. I cannot vouch 100% for accuracy, but it does show you roughly what we believe all communities in our area are paying now for, total basis, for dispatch services. Keep in mind, Charlestown, Claremont and Newport run their own dispatch center, so that represents the cost for operating those, every other community pays a fee for dispatch services, this is what we were provided. We assumed that the "?" marks, if filled in, would be about 20k. Chanis reviewed

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grants received so far. On the expense side, we were comfortable with the numbers, revenues were a little fuzzier due to missing pieces.

- Q. Everett Thurber, Lempster Selectman *"Was looking at chart, Current Cost per Agency, Claremont \$471,000, Lempster \$6,000, part of the \$471,000, the \$6,000 comes from Lempster."*
- A. Chanis, *"We understand that the towns that operate dispatch centers if this were to happen, if we were magically change all this to one dispatch, there is a revenue loss to some of the communities that operate dispatch centers. These are draft numbers. As we move forward and things before more clear, we'll work with them. We don't think that's going to be a huge change."*
- Q. Ed Sauer, Lempster Selectman *"Do you have an idea what the formulation might be to how each of these communities will be accessed? We are actually looking to decrease our dispatching costs. We did on one of those levels for this year. Already you have taken our whole values, you might say, of what this year's cost might be. Where will it lead to? Maybe that's not what we are going to pay. There must be some type of formula."*
- A. Chanis had Ms. Callum distribute a sheet [Appendix]. *"This sheet shows every dispatch center in NH, how they do the formula, there is no one way to do it, in fact there are no three ways to do it, but there may be ten ways to do it, some dispatch centers use a flat fee, some have no fee at all and are based on county taxes – property value, some are a combination for property value, population, call for service, flat fees. Wide range of combinations of formulas for developing revenues to support these centers. Our idea for this, since this would be a new center, and it's difficult to assemble reliable historical data on calls for service, not everybody tracks calls for service in same way, if this was to move forward, work with the communities – again, this is not something the County is trying to shove down everyone's throat, we want to work with everyone to improve the dispatch in Sullivan county, but to get the communities to agree to pay what they are paying now, which would equal roughly what we are talking about, and then at some future time, 2 or 3 years once we start to have the data, work with everybody to come up with a formula that's fair and equitable for everybody."*
- Q. M. O'Sullivan *"Am I to understand ... that...do these figures represent any of the equipment costs that's involved, towers?"*

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- A. *Chanis, "I would assume that for Charlestown, Claremont, and Newport, in those costs are equipment maintenance, they operate for dispatch centers, those numbers represent the wide varieties of things they have to pay for; for the others they pay a fee."*
- Q. *Beverly Rodeschin, Newport State Representative "You have a Finance Committee at the County level. Are they the ones that are going to be in charge of this? Who will approve this?"*
- A. *Chanis, "This would be revenue line item, this would be a new department essentially – let's just call it the Sullivan County Dispatch Center. Just like all the other departments we have at the County, as part of the budget, there would be a revenue component to it, and of course the EFC would have to recommend, and Delegation approve, any county budget."*
- C. *Rodeschin, "That's what I'm asking. We go to the Finance Committee, where there are five members, and we have the Chairman of that committee sitting here. We were talking about it as we were coming back, and he wanted to know if the Finance Committee would be involved in the budget?"*
- A. *Chanis "Of course they would. It would not change our budget process, we would recommend to EFC, and they would recommend to Delegation."*
- C. *Phil Tirrell, "I just wanted to clarify, you have some asterisks next to Southwestern Fire Mutual Aid. We don't receive any of our funding through Cheshire County, all towns are billed direct, using the formula you have here. We have a 1.4 million dollar budget, and divided by 67 communities. You are looking to divide 1.15 by 15 communities. So you want to think about the cost."*
- Q. *Donna Nashawaty, Town Manager of Sunapee "One of the things I think you need to consider as you go forward, look and see how other counties divvy out their funding. I know you mentioned Belknap; I'm familiar with the way they did it. And, unfortunately, it's very deceiving to communities in the county as they pay based on their total tax apportionment, and that's it. All the towns outside county are based on the rational. I'm not sure that the county structure of government allows you to go outside of that and bill the other towns, without the fear level that all those agreements go away when you promise another part of the county apportionment."*
- A. *Chanis, "I don't think funding this operation just coming from taxes and way it's apportionment would be fair."*

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- C. Nashawaty, *"You may not be able to do that with your organization. Belknap has no choice to fee base. Sheriff of Cheshire does it on tax payers. Belknap does it on county tax payers. Grafton does it on user bases – Grafton does it on call bases."*
- Q. Nashawaty, *"What happens if not all towns join?"*
- A. Chanis, *"There is not a simple answer to that. It depends on what towns didn't join, and how many. The reality is, you can see it right here, the three big numbers are Charlestown, Newport and Claremont, they are the ones that operate dispatch. We haven't gone too far beyond looking at the total. It's pretty clear, if any of those three choose, or don't want to be involved in this, are model falls apart a little bit. And, it probably does not make a whole lot of economic sense."*
- Q. Lempster selectman, *"Can't you make assumption that those three towns that have the dispatching services now, those numbers are going to drop drastically if they don't have to provide service for all the towns?"*
- Q. Chanis, *"You mean the revenue side?"*
- A. Lempster selectman *"Yes"*.
- A. Chanis, *"I've talked to a couple of the town managers, and you have to look at the balance of revenues, total amount paid. If you look at all the towns, and subtract the revenues, the towns providing dispatch services, I don't think the numbers are huge. A lot of the second tier towns that have significant money, are actually dispatching out of the county already."*
- Q. Nichols, *"Looking at second tier towns, two are dispatched through town of Newport. In all honestly, the two towns that pay in, do not really reflect, as we would have to cut back budget, to meet, that so what you've got is inflated. Second, bring your attention to the Sheriffs Department \$7,500, the town of Newport, as a courtesy, has provided dispatch at no cost, and I suggested that the county start paying us \$400,000 to start grooming them on my part. The point is, that \$1,039,000 is not a legitimate number."*
- A. Chanis, *"I don't think it's fair to say it's not remotely, its within \$100,000."*
- C. Nichols, *"Irregardless. My point is, when are we going to have a legitimate number that we can look at, that will reflect two things: 1) true cost – we've heard a lot about the lack of the potential of more areas to cover based on fire and ems, more repeaters, more of this. You are asking the towns to say, your last slide says we want to know by May 1st if interested."*
- C. Chanis, *"If interested."*

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- C. Nichols, *"I may be interested, if you can tell me it's X number of dollars, but there is not a chance in hell I'm going to be interested if you tell me it's going to be X amount more dollars."*
- A. Chanis, *"I'll be honest with you, it's been somewhat difficult to get the exact number of what that cost is going to be from some of the communities. It's not for lack of asking, or trying"*
- C. Nichols, *"The point is, the system should not be all that difficult to set up, I'm hearing three years, I'm hearing this, I'm. Based on professionals you have in this room, I've heard numerous professionals tell me the presentation right now is not significant to address the fire and ems."*
- A. Sheriff, *"Gary, we are not going to argue with you on this. We only want ideas, and we want to start the dialogue. You know back in 1987 or 86, whoever it was, whoever started this, they did it in 1991, 1993, we just want to know, ask us respectfully, let us finish our presentation, you have the slides, go back to communities, talk about this, and let us know we are interested; My recommendation to the Commissioners, if I've got eight communities that are interested, police, fire, and ems, and six of them are not, I'll tell them to scratch it. You know I'm a fiscal guy. I don't blow smoke up anyone, anything. I tell you the way it is. We needed to start those dialogues somewhere. We started it. I don't know it's right or wrong. Let's not say it's a bad system. You said it's a bad system."*
- C. Nichols, *"I can't go to my community based on information I have at this moment, if you are telling me."*
- A. Sheriff, *"In 73 I was young sergeant in the police department. We are not making decisions here. We are bringing facts together with some people, when we get done here tonight. Come May 1st, we want feedback that says, thanks for the hard work, we don't believe it will work, we don't think it will save us money, we think it will be a better system to have three dispatchers, don't believe, and we are not interested. If some people say they want to go forward with it, I'm going to look at the commissioners and say, its not fiscally responsible for us to do this."*
- C. Nichols *"What I'm seeing here is not accurate"*.
- C. Ray Gagnon, *"Sheriff, I think you are between a rock and hard place. I commend all of you of throwing this out as a concept and idea. Had you had all the answers, and all the bells and whistle, we'd be jumping on you saying 'Where's are input, where's the dialogue'. Rather than say to towns and fire and ems folks and police, go back to talk to your people in may, I would suggest you broaden and enlarge your network of advises, made up of all the entities, so that you have a better identified plan of action, because Chief Scott said it very clearly. It's not just technology, its*

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people. I sympathize with you, the concept is here, the idea here, but the answers are not."

- C. Betty Maiola, *"I think you presented this too soon. Think you've got to get more facts together. You've got to sell them on what you want, or not sell them on what they want; but you have to have more facts. I think that's the problem tonight."*
- C. Commissioner Jeff Barrette, *"I think once we move beyond this point, its going to need money. Is there enough support conceptually to take the next step and figure out the mechanics - to put pen to paper to make a good honest decision on it. We did not want to spend money without engaging support, a lot of communities, and that's where we are."*
- Q. Croydon, *"Can the health thing occupy the Armory without the dispatch going in there?"*
- A. Chanis, *"It could. I don't know if it makes economic sense. It still is going to require a lot of renovations to get it up and running. Capital cost shows - copies in your hand."*
- Q. Unknown speaker, *"How's it being paid for?"*
- A. Chanis, *"If you accept the number around 860,000-900,000, we've been in contact with State emergency office and homeland security and they are very enthusiastic about this idea, and we believe we can access 50% of this in grant money, maybe more, and the rest would presumably be paid for by tax payers. It would be my recommendation to the Commissioners and Delegation that any additional funding [unable to hear rest of statement]."*
- Q. Unidentified male, *"What is the IMC software?"*
- A. Chief Scott, *"Records keeping software, management system the dispatch center would use to track all calls for service, identify catalogue."*
- C. Unidentified male, *"We report to the State fire Marshall's office."*
- C. Unidentified male, *"Our dispatch uses it, our fire department uses it."*
- C. Rick Bergeron, Claremont Fire Chief *"It's dual serving. We've used it for a dozen years, if not more. It's civil, functional, and we communicate all our data, fire incident data, to the state through them. It's a good, improved, software. Unsure if you can move current records from current software. If you have been forwarding all your data to concord then I'm sure they have the ability to transfer the data back."*

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- Q. Unidentified male, *"I don't see anywhere on here about upgrading pagers, radios, mobiles, portables, for fire service, which is going to require a cost. Our pagers have an 800 frequency on them."*
- C. Rick Bergeron, *"When you talk about central dispatch, you're basically talking about proper frequency. If all communities in Sullivan County have their own frequencies, the initial set up is there, depending on how you decide, what to use for a base frequency, what to use for tactical frequency."*
- Q. My question was *"Who's going to cover that cost?"*
- A. Rick Bergeron, *"You should have all state based radios."*
- C. *"Our pagers are not, those would have to be reprogrammed, which is a cost."*
- C. Rick Bergeron, *"It is a cost, but a minor cost. We in our department are regularly, because of a change in personnel. We coupled our portables, individual personal, because they have the mayday button. We occasionally have to update, and went through this a month ago, it cost Claremont Fire basically \$300 and not huge expense."*
- Q. Lempster selectman, *"It looks like the Public Health part here, is going to be bundled with our dispatching service. Is this a way us supporting the health through the dispatch? Request the money every year? There is a \$25,000 public health office retro fit. Why doesn't that come out of County funds, and not assessed to this?"*
- A. Chanis, *"In this case it does, because it would be coming out of capital - a onetime capital cost, to get the building up and running. It would be out of Fund balance or in theory, could be loan, or bonded, also, which would be coming out of general funds, which are just tax payer funds."*
- C. Unidentified male, *"But the yearly assessment for the dispatching, won't be hidden cost for the health."*
- A. Chanis, *"I think what you are asking is, 'Will the assessment cost for the dispatch be covering the cost for the public health?' It's a yes and no answer. In some ways it is. If you look back at the Estimated Operating Expense/Revenue [slide] operating dispatch, we are lumping together dispatch, public health, and maintenance of facility, and coming up with 1.16 million; and, potential revenue source of 1.25."*
- C. Unidentified male, *"And maybe that's what some of us might object to. The fact that we are funding something we don't have to fund, in that way. We are funding our own dispatch, and now we are funding dispatch and health."*

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- C. Chanis, *"It's a legitimate question. I'm not discounting that. Keep in mind that over ½ the funding for the PHN is covered by a revenue source, other than that."*
- C. McAuliff, *"Currently, how it works, in the event of pandemic emergency, or an emergency, such as the ice storm, that requires human assistance, and people's health needs assistance, the state to activate the emergency plan, to activate the MACE, and all these things we have in place, they have to call dispatch. What is confusing, is they don't know which dispatch to call, and it's a regional problem. If we change the location, the PH activation would be through 1 location, and you currently don't have a location that works well for MACE and all these other functions. And, also, there's the capacity to have joint information center."*
- Q. Tirrell, *"Ricky, to get back, the question was more 'what frequency was the whole county going to be dispatched on?' Currently, I don't think you want it on Claremont's fire dispatch frequency?"*
- A. Rick Bergeron, *"Actually, I've offered, because of the strength of our frequency off of Green Mountain, I've offered these frequencies and [unable to hear this portion]. A number of agencies we have to be forward thinking, and no one gets out front and leads, it not going to get done, and no one's going to believe it. I think it's an opportunity. Life is a whole bunch of opportunities taken and opportunities missed. I think this is an opportunity we probably should take. That's why we've already been in discussions; previous discussions I've had would be to allow our frequency, to give our frequency, to the County as the primary fire frequency. I know it's a strong frequency because I can be in my car in Concord, and call my station. It's that powerful. Granted, there's always going to be a dead spot. It's like your cell phone. You go into a valley, and you find a dead spot. But, that's the purpose of multiple repeaters, and multiple sites, to cover the county. Going back one step further, I go back to the fellow from Newport saying they were happy with their frequency, and I say, 'Perfect'. That would make an excellent tactical frequency for Newport. They know that it works and they know that it works for them 99% of the time. So if their dispatch out of the main frequency, on a way to a call, and I don't have to tell you this, on the way to a call they are assigned a tactical frequency - 9 times out of 10 their call should be their own frequency. There is a lot of potential here, but we have to be forward thinking about it. I haven't seen the revenue side of it. With a couple things, that I, as fire chief of Claremont am attempting to deal with, things coming down the road, that are going to cost the tax payers in Claremont, a lot of money - rumors of the pole tax increase fees."*

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You may or may not be aware of this, but it's something I should touch on, if [I] may, but Claremont/Newport we have municipal fire alarms systems. The last 25 years they have proven to be the most effective communications system around, our best estimate is more than 1,000 pole taxes that this fire alarm cable is supporting. Word that I have, and figure I have been told, is that the utilities companies want to charge City of Claremont more than \$44 per attachment per year, so tax payers of Claremont and Newport eventually will have to pay that fee. In Claremont's case, that will be additionally 44,000 per year; so what is the answer to that? I'm looking into wireless municipal fire alarm system. That would work in Claremont, but because, a system I'm familiar with is up in Hartford, and because its wireless, not only does Hartford have it within its community, Quechee has it. And, Quechee, small community, and as they have wireless, they can communicate. And if you go wireless, you could have these throughout the county. Security systems now go through dial up and hard wire. Just mention it as it could be potential for county. There must be some revenue potential in that. I only mention this as a potential for the County dispatch to offer on the fire side."

Q. Wayne Conroy, Newport Fire Department *"Phil, that was the one question I had – municipal fire alarm, is it on dispatch? And, Chief Bergeron just touched on it. I realize digital is probably the way to be, to go, but it's very expensive. Especially with the economy the way it is. How does your dispatch down there, do municipal fire alarm?"*

A. Tirrell, *"In the City of Keene, we have a digitize 3505, boxes, but in town of Peterborough, which is 40 miles from us, we receive now, playback and we bring it up on the screen and read from their box over the computer."*

Q. Wayne Conroy, *"There is way to take municipal fire alarm and put it in the dispatch center. I believe the bonus of that is that, at the fire station, when we are out on a call - we are not at the station, another box calls in, then they can let us know that another box called in. It's another costly thing I'm concerned about."*

Chanis *"We are going to try to wrap this up a bit. We hear, obviously, we have a little work to do in a number of areas."*

Sheriff *"I've listened to what you've had to say, have talked to radio people, they will come back here April 18th - will have the map, will do the survey."*

Chanis *"We will refine the numbers and I'll work with all the communities to get as accurate as we can."*

Sheriff *"I don't want to do separate meeting just for police, just for fire, I think communications was the word I heard tonight. We would like to have*

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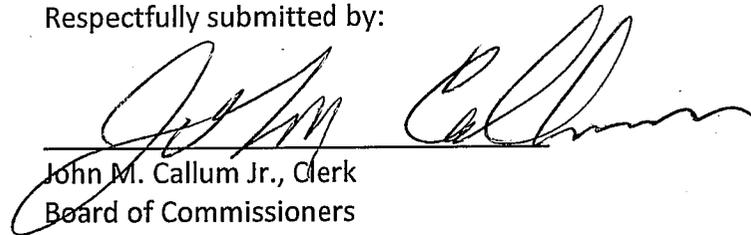
more information from the towns as far as what they paying for the dispatch and what that includes. If that's suitable, we'll come back the 18th, the radio guy will show us the map and where the coverage would be."

- C. Vic Bergeron, Claremont *"If you need more time than May 1st, and there is a positive road share, I can ask [Claremont] City Council to put it back on the agenda for more time. If we all here got that hurricane that went through VT, the cause of the damage would be so bad, you'd all be here demanding the County central dispatch, cause none of you would be able to handle the situation. Don't wait for a disaster to hit, because it's going to happen. Think of the future, it's going to hit you."*

Sheriff Prozzo encouraged all who have questions, to email the County.

7:56 Meeting adjourned.

Respectfully submitted by:



John M. Callum Jr., Clerk
Board of Commissioners

*Minutes taken by:
Sharon Callum,
Administrative Assistant
County Commissioners Office*

Minutes reviewed and approved at the May 1st, 2012 meeting.