



# City of Rochester, New Hampshire

## *Enhanced 911 Committee*

### **MINUTES OF THE ROCHESTER E911 COMMITTEE MEETING HELD ON MARCH 06, 2019 IN THE GONIC ELEMENTARY SCHOOL GYMNASIUM**

#### **Members Present**

Tim Wilder, Assistant Fire Chief  
Lieutenant Swanberry  
Julia Libby, Secretary II

Also present: Kenny-Lynn Dempsey, Field Representative from State of NH Emergency Communications  
City Councilor, Tom Abbott

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These minutes are the legal record of the public hearing and are in the format of an overview of the E911 Meeting. It neither is intended nor is it represented that this is a full transcription.

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Julia Libby called the meeting to order at 7:00 pm in the gymnasium of the Gonic School. She introduced herself as the secretary for the Building and Zoning Department as well as a representative on the E911 Addressing Committee. She introduced the Chairman of the committee, Tim Wilder, Lieutenant Swanberry, and field representative for the State of NH DESC (Division of Emergency Communications Services), Kenny-Lynn Dempsey. She briefed the audience on why they were holding the public hearing and why having duplicate street names will cause confusion during an emergency.

Assistant Chief Wilder introduced himself again and why the committee is here. He gave examples of times that the duplicate street names have caused issues for first responders.

Someone in the audience yelled out that they use their zip code to solve the problem.

DESC explained that we could not use zip codes because the zip code boundaries do not fall within our Emergency Service Zone (ESZ) boundary. Each community has its own ESZ based on who dispatches for that community. We transfer 911 calls to the dispatch agency that is located within a specific ESZ. There are times when there is more than one city/town that share a zip code, for example Dover and Somersworth. If we used a zip code, we would not know if we should be transferring the call to Dover or Somersworth's dispatch agency. Using an ESZ, we will always transfer the call to the appropriate dispatch agency. Kenny-Lynn also explained that in the state of NH is unlike most states. Most states the 9-1-1 call goes directly to the county dispatch agency. In NH, we have two 9-1-1 call centers called Public Safety Answering Points. These call centers are located in Concord and Laconia. When a 9-1-1 call is placed, the call goes to one of these two call centers. The phone line along with the address will display on the screen along with a map depicting where caller is calling. The Emergency Medical Dispatcher will immediately verify the address the caller is calling from and the call will be transferred to the appropriate dispatch agency. While the call is being dispatched, the highly trained emergency medical dispatchers give life-saving instruction and remain on the line with the caller until help has arrived.

A marketing agent for the Gonic Mill, David approached the table to express the cost of changing an address for a business and pointed out the fact that the Gonic Mill has 26 tenants. He expressed concerns regarding delivers from Fed Ex and UPS.

Tim Wilder addressed his concerns and let David know that he met with all of the tenants in the Gonic Mill that day. He said that the tenants did not seem too concerned and that the cost of a business changing their address does not amount to the possible cost of someone's life. He also assured David that he would be meeting with the owner, tenants, and Economic Development Department should the change go through.

Bob Longo of 55 Main St approached the table to ask about the process for a change like this.

The committee explained that these changes are suggested by the State of NH then reviewed and recommended by the E911 committee for the City Council to approve the change.

He continued to express concerns about residents that live on the street that are not property owners; he wanted to know if they were notified.

The committee explained that they are required by law to notify property owners of the public hearing, and as a property owner, they should notify their tenants. They also mentioned that it was in the letter to look online for additional information where it was posted that property owners are responsible for notifying their tenants of the public hearing.

The staff went on to address the committee's part in the change should it be approved by Council. They assured residents that if it were to go through; they would notify property owners of the change with a packet of information. The packet would include multiple copies of a confirmation letter that would have an effective date far enough out for people to prepare for the changes. This would serve as proof of the change for utilities and other debtor companies. The record change form with the DMV, and information on how to comply with city ordinances regarding the posting of their address. Staff also assured, again that they would notify all City departments internally as well as the Post Office. The Post Office is aware of the proposal and should it go through they would forward mail for an extended period.

The audience did not have any further questions or concerns so the meeting adjourned at 7:35 p.m

Respectfully Submitted,

*Julia Libby*

Julia Libby

Secretary for Building, Zoning, and Licensing Services