



City of Rochester, New Hampshire

E911 Committee

MINUTES OF THE ROCHESTER E-9-1-1 COMMITTEE PUBLIC HEARING HELD ON *DECEMBER 10, 2018* REGARDING THE RENAMING AND RENUMBERING OF MAIN AND AUTUMN STREET

Members Present

Tim Wilder
Mark Klose
Julia Libby

Also present: Kenny-Lynn Dempsey, State of New Hampshire E911 Field Rep
Ray Varney, City Councilor

Tim Wilder, the Assistant Fire Chief and Chairman of the E-9-1-1 Committee opened the public hearing at 7:00 pm. He introduced himself and the other members of the committee, as well as their City Councilor. He stated why the public hearing was being held as well as the issue with the certified mail. He continued to present the proposal the E911 Committee has for the renaming and renumbering of Main Street and Autumn Street as well as why these changes need to be made. Mr. Wilder gave a few examples of instances that the duplicate street names and incorrect numbering system has resulted in delays for first responders in the event of an emergency. He passed the microphone to the representative from the State.

Kenny-Lynn Dempsey, the E-9-1-1 field representative from the State of New Hampshire introduced herself to the audience. She briefed them on why having compliant addresses is important as well as some of how their address are correlated with their landline telephones and how the State is involved with that system.

Someone in the audience asked why, when they had to change their address, it took the phone book company four years to update her address. Kenny-Lynn responded that they notify the phone company to update addresses as soon as the new address is effective.

Mark Klose, the Fire Chief asked the audience if anyone has ever called 911, he continued to explain exactly how it works when they receive a 911 call as far as addressing goes. Mr. Wilder added on,

explaining what it is like in the dispatch center and how having duplicate addresses within the City causes complete chaos.

Barry Foley of 60 Autumn Street asked what happens when you call 911 from a cellphone. Ms. Dempsey explained that newer cellphones will have a pinged location at the latitude and longitude coordinates. She continued to explain that if it were an older flip phone, a signal would ping in a triangle off cellphone towers and would eventually give a general location. Mr. Klose chimed in and gave an example of a call they had received for a hunting accident in the woods, the fire department was luckily able to locate him off his cellphone's location.

Joe Ralston of 7 Autumn Street expressed his concerns and said that he thought Autumn Street should be left alone. Mr. Wilder explained, again, that renumbering Autumn Street is also going to fix six other addressing discrepancies.

Tom Plourde of 31 Autumn Street expressed some concern with changing his address as well as other safety concerns he had with Autumn Street. Mr. Klose responded that if there are other concerns not regarding addresses that it is something he should bring to the public safety committee for consideration.

Jennifer Coombs of 35 Autumn street asked about her elderly mother's "I've Fallen and I Can't Get Up" button. Ms. Dempsey responded that she was not 100 percent sure about that, but would look into it for her. She said she thinks it would just be a matter of notifying the company of the address change.

Laura Schmazzle of 14 Unity Street expressed her various concerns and questions to the committee. There was back and forth discussion about it. A few other people from the audience bounced various questions off the Committee.

Alison Christians of 18 Autumn Street came up and said she understands why it needs to happen but still had concerns about the paperwork part of changing the address. The Committee explained a few of the most important things to her; they assured her that she would have a letter of the change and that this would serve as official documentation for the address change. The committee let her know of everything that would already be taken care of and the things she would have to take care of on her own.

Chief Klose asked the audience if there were any other questions, no one came forward.

The public hearing closed at 8:15 pm.

Respectfully submitted,

Julia Libby