



City of Rochester, New Hampshire

Enhanced 911 Committee

MINUTES OF THE ROCHESTER E911 COMMITTEE MEETING HELD ON MARCH 04, 2019 IN THE EAST ROCHESTER ELEMENTARY SCHOOL GYMNASIUM

Members Present

Gary Boudreau, Deputy Police Chief
Julia Libby, Secretary II

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

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.

Julia Libby called the meeting to order at 7:00 pm in the gymnasium of the East Rochester School. She introduced herself as the secretary for the Building and Zoning Department as well as a representative on the E911 Addressing Committee. Stating there is a proposal in place to the City Council to extend Portland St numbering to the Highland St intersection and for Autumn St to be renumbered beginning at Salmon Falls Rd and ending at the Highland St intersection.

Kenny-Lynn Dempsey the field representative for the State of New Hampshire Division of Emergency Services and Communications (DESC) introduced herself went on to explain to the audience how a 911 call works, and how address collection works within her division. She also pointed out that out of 41 addresses on Main St in East Rochester only 9 of them are unique between the Main Streets in Rochester.

Deputy Chief Boudreau introduced himself and gave a few examples of times that the duplicate Main Street addresses have caused confusion during an emergency in Rochester. He also reiterated that the change is necessary for life safety purposes.

The committee opened the meeting for the public input.

Linda Hund of 26 Autumn St approached the table to sign in. She expressed concerns which included that the address of her home has been 26 Autumn St for over 100 years and wanted to know how she was going to make ever change necessary, she expressed her concern with the difficulty of the change.

Staff responded that the committee is fully aware that these types of changes are not an easy task and the committee is there to help residents with the change as best as they can if it is to be approved.

Gerald Baker of 57 Autumn St approached the table to express concerns similar to Linda's.

John McLain in representation of the East Rochester Public Library expressed concerns about cost associated with making an address change for a business.

Staff responded that they understand the cost of a change like this but determined that the possible cost of someone's life would outweigh any monetary value.

Ralph Roberts of 31 Main St approached the table to express his concerns with the new address numbers complying with the standards that we are following. He said he does not want to change his address again and is concerned that if Portland St were to be renumbered he would have to.

The staff ensured that Portland St is not on the list for address changing now and it is something that they would look further into in order to ensure that no one on Main St is going to have to go through a second address change in the future.

Tiffany Randall of 0 Main St (behind 29 Main St) approached the table and asked if she could address the audience. She proceeded to explain her situation to the audience. She stated that she has lived at 29 Main St for just two years and has had to call 911 multiple times. She explained that first responders ended up going to 29 Main St in Gonic, her and her husband wound up having to wait at the end of their driveway for emergency responders to arrive in East Rochester while the elderly man who they called for was in need of medical attention in the house. She also explained instances where she did not receive her mail, and that she has to tell visitors to go to Cumberland Farms in East Rochester because their GPS will bring them to Gonic.

Discussion between Tiffany Randall and the audience broke out for a while regarding her situation and the changes being proposed. Kenny-Lynn Dempsey brought the meeting back to order for additional questions from other residents.

Reverend Reggie Morgan approached the table to express his concerns. He stated that the Grace Baptist Church would be celebrating the 159th anniversary this year and 23 Main St has some historic value to them. He also stated that he resolves the addressing problem with the zip code as well as some additional concerns about cost associated with the changes.

DESC explained that they could not use zip codes because the zip code boundaries do not fall within their Emergency Service Zone (ESZ) boundary. Each community has its own ESZ based on who dispatches for that community. They transfer 911 calls to the dispatch agency that is located within specific ESZ. There are times when there is more than one city/town shares a zip code, for example Dover and Somersworth. If they used a zip code, we would not know if we should be transferring the call to Dover or Somersworth's dispatch agency. Using ESZ, they will always transfer the call to the appropriate dispatch agency.

The City staff also mentioned that the zip codes in Rochester that everyone assumes is Gonic, East Rochester, then Rochester is not accurate. There are some places in "Rochester" that have what people consider the Gonic or East Rochester zip code.

Tom Plourde of 31 Autumn St approached the table to express his concerns. He stated that he wants to make sure everything is going to be all set; he expressed concerns about it being a hard change. He also asked about his address for voting registration, and tax department.

The staff assured him that they would notify all City departments internally of these changes and should be updating their records accordingly which would take care of things like taxes and voting registration. They listed off the departments they would notify to include, Planning and Development, Building, Zoning, and Licensing, Police, Fire, City Clerks, Assessing, Water Billing, Registration, Public Works, and City Managers.

Joe Ralston of 7 Autumn St expressed his concerns about street signs; he said that right now there is only one sign for Autumn St at the Salmon Falls Rd side.

Deputy Chief addressed the question and agreed that there should be signs at both ends of the street.

Felicia LaBranche of 61 Autumn St expressed concern about the changes. She stated that the problem sounds like it is more with communication rather than the addresses themselves.

Staff responded that while the problem is communication at times, the bigger problem to avoid these communication problems is with the addresses. Deputy Chief explained that during an emergency people should not have to worry about specifying what street they are on. He also touched on the fact that 911 calls go to one of two dispatch centers in NH, Laconia or Concord, and in those dispatch centers they do not know Rochester like locals would and that they need to ask the person on the phone what Main Street they are on. These people in Laconia and Concord remain on the line with the caller and send information about the call to local dispatch. Staff also explained that people who live on these streets might know that they need to be clear about which side of town they are on but someone from out of town either driving, walking, or visiting the area will not know this.

Karen Bettencourt expressed concerns with changing their address on their deed and driver's license.

Kenny-Lynn assured her that you do not have to change your deed until you refinance or sell your home. In this case, you can notify them using the confirmation letter that the City sends. Staff also responded that residents would receive a packet of information for making the change that would include a change of record form with the DMV. To get a new license the charge is \$3.00 and the form would update registrations and titles.

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 8:14 pm.

Respectfully Submitted,

Julia Libby

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Secretary for Building, Zoning, and Licensing Services