

# **NHEDA HISTORY**

*Started July 10, 2014; Updated 3/3/2015*

NHEDA started in the mid-1980's and formally established in 1990. Prior to 1990, NHEDA held organizational meetings. In 1994 NHEDA implemented a mission statement in that its primary goal was for networking and training. At first there was regional training and when that stopped, an annual training was offered for certificates at low or no cost.

In the early 1990's a training committee was loosely formed with Jean Banks (Wolfboro PD) and Brian Bovyn (Manchester PD). Cecily McNair took over afterwards.

The Basic Dispatchers Academy was taken over from a yearly class held at Police Standards and Training Council by Captain David Harpool. NHEDA and Merrimack County Sheriffs Office took this over in 1994 when Captain Harpool retired. Cecily McNair and Captain George Fitts from Merrimack County Sheriffs Office morphed the Academy into what has been used for almost 20 years.

One of NHEDA's first presidents in the mid-90's was John Reed (Conway PD) with Jeannie Banks, Paul Bagley and Paul Szoc following him (not in order).

NHEDA's newsletter was started around 1999-2000 by Cecily McNair. The newsletter was taken over by Alex Diaz of NH Hospital and continued for a few years and was sent by mailings to the members.

**May 22, 2003** - Monthly meeting: The NHEDA Constitution was adopted. Website committee was formed with the following members: Tom Andross, Patty Naimo, and John Marcel. Election of new officers were held.

President: Jon Goldman, Pelham PD

Vice President: Tom Andross, Grafton County SO

Secretary: Virginia Beecher, Bedford PD

Treasurer: Tracy Carranza, Merrimack County SO

Directors: Rob Cole, Cecily McNair, Heather Wood, Patty Naimo, Bob Dichard, and Jason Cullen.

**June 17, 2003**: At the monthly meeting, it was reported that Cecily McNair opened a NHEDA checking account. Tom Andross started the [www.nheda.org](http://www.nheda.org) website. And a PO Box was set up in Bedford.

**August 24, 2004** – Board of Directors Meeting: Present were: Cecily McNair, Rob Cole, Jon Goldman, Bob Dichard, Tom Andross and Alex Diaz. The BOD voted to set a regular meeting schedule.

**April 24, 2007**: Annual Meeting held at Local Government Center, Concord, NH. Election of Officers held and are as follows: President: Dan Milligan; VP: John Meila; Secretary John Miller; Treasurer: Bob Dichard. Also reported that NH-TERT was added to the NHEDA website. First year that the membership dues were waived, it has continued this way every since. Will contact the Secretary of State to begin process for non-profit status.

**4/8/2008**: Annual Meeting held at the Local Government Center in Concord. Elections were held and are as follows.

President: Dan Milligan, Lancaster DOT; VP: Mike Geary of NH DOS; Secretary: Jenn Cloutier, Berlin PD;

Treasurer: Bob Dichard of Hollis Communications; Directors: Cecily McNair of Merrimack County Sheriff Office,

Jon Goldman of Pelham PD, Tom O'Connor of Rochester Public Safety, and Tom Andross of Grafton County Sheriff Office.

**8/13/2008:** Jennifer Cloutier begins the membership drive by sending out emails and letters to centers and dispatchers throughout the state. This drive resulted in over 200 new members.

**4/6/2009:** Annual Meeting Held at the Local Government Center in Concord. Jeff Labrie reported that he will be rejuvenating the newsletter. Elections were held and the results are as follows:

President: Paul Bagley of MACC Base; VP Carol Griffin of Rochester Public Safety; Secretary Jennifer Cloutier of Berlin PD; Treasurer Bob Dichard of Hollis Communications; Directors: Cecily McNair, Jon Goldman, Tom O'Connor and Tom Andross.

**July 2009:** NHEDA began NHEDA and TERT presentations throughout the state to familiarize different agencies/groups with these two entities.

**7/23/2009:** At the monthly meeting, Tom Andross and Paul Bagley suggested an Annual Conference where the annual meeting would take place.

**11/18/2009:** As reported at the monthly meeting: Membership count is at 89. The PO Box moved to Berlin from its previous location in Bedford. The new location was less expensive and more convenient for current Secretary Jennifer Cloutier. It was reported at this meeting that the Vice President Carol Griffin was resigning from her position.

**12/2009:** At the monthly meeting it was reported that the First Annual Conference date and location was set. To be held at the Margate Resort in Laconia 4/16 & 17, 2010.

**2/9/2010:** BOD Meeting: convened at 1110.

A motion was made by Tom Andross for a Bylaw change, Article 3 modified to read: an Active member is: ....Any member of a NH City, Town, State County or Municipal Agency.... Seconded by Paul Bagley, voted on and passed. Monthly meeting also held on this date and the following was reported: NHEDA will work with TERT to develop a yearly training schedule, will alternate months for which group is responsible to coordinate the training. Jenn Cloutier was appointed as the Membership Committee Chair.

**4/10-16-2010:** Proclaimed NH Telecommunications Appreciation Week by Governor John Lynch. Members of NHEDA joined Governor Lynch for the signing of this proclamation at the State House during this week. This yearly proclamation was requested of the Governor beginning in the late 1990's by Leslie Carroll (Operations Director of E911) and continues through present year with the request of Cecily McNair.

**4/15/2010:** 40 dispatchers graduated from the NHEDA Dispatchers Academy held in Concord and simulcast to Littleton.

**04/16/2010:** Annual Meeting held at the Conference at the Margate in Laconia.

- The change to the bylaws regarding membership that were proposed at the February 2010 monthly meeting, were voted upon and approved. Changes outlined as follows: Change of By-Laws: During the February NHEDA meeting a motion was made by Tom Andross for a bylaw change to modify Article 3 to read: an Active member is:" ...Any member of a NH City, Town, State, County or Municipal Agency...." This motion was seconded by Paul Bagley, voted on and passed. This motion was to be voted on by the

full membership after 30 days have passed. A motion was made by Bonnie Johnson to approve this change in the by-laws and seconded by Mike Geary. Motion Passed.

- Also reported were membership count at 228, which is up 187% from one year ago.
- The NHEDA mailing address has been officially changed to: PO Box 664, Berlin, NH 03570
- Election of officers were held: President: Paul Bagley; VP Jeff Labrie; Secretary: Jennifer Cloutier; Treasurer: Bob Dichard; Directors: Cecily McNair, Tom Andross, Jon Goldman, Mike Geary, and Tom O'Connor.

**6/23/2010:** A committee was formed at the monthly meeting to explore minimum training and standards for NH Dispatchers.

**7/22/2010:** The NHEDA Membership Committee began using Google Groups to disseminate association notifications.

**8/2010:** NH TERT was recognized as the 10<sup>th</sup> certified TERT team in the United States.

**8/24/2010:** A promotional committee was formed at this monthly meeting. Members include: Cassie Leavitt, Jeff Labrie, Paul Bagley and Linda Eldridge.

**10/28/2010:** The first Supervisor's Seminar was held at Local Government Center in Concord.

**2/16/2011:** Monthly meeting held. One of the items that was approved was the purchase of pens and decals with the NHEDA Logo.

**3/17/2011:** NHEDA Dispatch Academy Graduation held.

**4/13/2011:** The Second Annual NHEDA Conference was held at the Margate in Laconia. At the annual meeting held on this night, the election of officers occurred. President: Paul Bagley; VP: Cassie Leavitt; Treasurer: Bob Dichard; Secretary: Jennifer Cloutier; Board of Directors: Tom Andross, Cecily McNair, Tom O'Connor, Jon Goldman and Mike Geary.

**8/20/2011:** First Annual Summer Sizzler 'Spatcher 'Stravaganza Social Event held. NHEDA members went aboard the Mt Washington Cruise on Lake Winnepesaukee.

**8/26/2011:** NHEDA sponsors a hole and team at the Sheriff Association Golf Tournament. Team members were: Cassie Leavitt, Laura Bartlett, Jon Goldman and Herb Burroughs.

**10/6/2011:** Second Supervisor's Seminar held at the Local Government Center in Concord.

**10/19/2011:** Joint Board of Directors meeting held with NH-TERT. NHEDA approved conducting a survey of the membership to see what their likes/dislikes/suggestions for change/meeting times etc... Project will be handled by Jennifer Cloutier and Jon Goldman.

**3/21/2012:** House Bill H1133 passed to sign into law that the 911 commission will now include a representative from NHEDA

**4/6/2012:** 30 dispatchers graduate from the NHEDA Dispatch Academy.

**4/11-13, 2012:** Third Annual Conference held at the Red Jacket in North Conway. At the annual meeting held during the conference, the following was reported:

- Membership count was 312.
- Version 1 of the Certification Standards document has been posted on the NHEDA website. A motion was made/seconded and approved to adopt Version 1 as written.
- Elections were held: President: Cassie Leavitt; VP: Phil Tirrell; Treasurer: Bob Dichard; Secretary: Jennifer Cloutier; Board of Directors: Tom Andross, Cecily McNair, Jon Goldman, Paul Bagley and Keith Veale.
- Outgoing President Bagley presented An Award of Recognition to Tom O'Connor and Mike Geary.
- Outgoing President Bagley presented the President's Award to Jennifer Cloutier and Bonnie Johnson.

**5/18/2012:** First Annual NH-TERT Mobile Command Rally held at Police Standards & Training Council in Concord.

Monthly meeting held at the 1<sup>st</sup> Annual NH TERT Mobile Command Rally. Items discussed were:

- Establish Criteria for the new 'Academy Scholarship Fund': Phil made a motion that this scholarship would only fund those wishing to attend the NHEDA Dispatch Academy and couldn't find funding. Keith seconded the motion. Motion passed.
- Criteria was discussed for appointment to NHEDA's seat on the 911 Commission

**6/19/2012:** A special work session was held for the Governing Body regarding the revision of bylaws.

**7/23/2012:** Monthly meeting. Items discussed were:

- NHEDA Sponsors a hole and team for the Sheriff Association Golf Tournament. Members of the team were: Jon Goldman, Cassie Leavitt, Keith Veale and Laura Bartlett.
- Jon Goldman was appointed by the Governing Body to be on the 911 Commission, pending the Governor's approval.

**8/15/2012:** Monthly meeting. Bylaw revision was approved.

**8/24 & 8/26/2012:** Second 'Spatcher 'Stravaganza Social was held. Two Fishercats baseball games were attended by NHEDA Members and their families.\_

**11/1/2012:** Supervisors Seminar held at the Local Government Center in Concord.

**4/7-10, 2013:** NHEDA'S 4<sup>th</sup> Annual Conference was held at the Red Jacket in North Conway, NH

**4/8, 9, 10/2013:** The Annual Meeting was held at the Third Annual NHEDA Conference was held at the Red Jacket in North Conway, NH. Election for office was held: President: Cassie Leavitt; VP: Phil Tirrell; Treasurer: Bob Dichard; Secretary: Keith Veale; Director1: Jennifer Cloutier; Director2: Jon Goldman; Director3: Tom Andross; Director4: Cecily McNair; Director5: Rob Cole. The President's Award was given to Paul Bagley. Special guest to the conference was Maureen Will. Maureen is the Communications Director of the Newton, CT Dispatch Center where the shooting at the Sandy Hook School occurred.

After the meeting Cecily McNair with the assistance of Paul Bagley awarded the First Ever NHEDA Awards. Below is a list of the Award Recipients:

<u>Award</u>	<u>Recipient</u>	<u>Award Accepted By:</u>
Radio Technologist of the Year	Leonard Goodnow	Southwest Fire Mutual Aid

NHEDA Support Award	Exacom	Hal Koch President
NHEDA Award	Merrimack Co SO	Sheriff Scott Hilliard
Supervisor of the Year	Tom Andross	Grafton Co SO
Telecommunicator of the Year	Denise Unkles	Derry Fire Dept
Critical Incident of the Year	Claremont PD	Dispatcher, Christopher McKay

**5/17/2013:** Third Annual NH-TERT Mobile Command Rally was held at the NH Air National Guard Base at Pease.

**10/2013:** Cassie Leavitte, Jennifer Cloutier and Laura Bartlett agree to partner to take over the newsletter production.

**10/6 – 8, 2013:** NHEDA sends Cecily McNair to the NENA 911 Critical Issues Forum. Topics include: Data Analytics and National Training Standards. Cecily sent on behalf of NHEDA to gather information and research on the standards subject.

**10/30 and 10/31/2013:** NHEDA partially sponsors 2 dates of training put on by Lakes Region Mutual Fire Aid. The first day of training was: Ethics, liability, and customer service. With the second day being: Tactical Communications.

**4/5/2014:** The Annual Meeting & Awards Banquet was held at the Red Jacket in North Conway. The following was discussed:

- **Dispatchers Academy:** Director McNair reported the April Academy or “New Academy” at NH911 is Part 1 of the new process. The class is APCO’s Public Safety Telecommunicator-1 and has 34 students currently taking the class. The Standards Workgroup is developing Part 2 which will be made up of a similar program that Cecily McNair has been teaching over the last 20 years. The plan is to revamp the class and take out anything already covered by PST-1. Cecily added that it outstanding to see 34 people in class, eager to learn and they will graduate in the upcoming week.
- **4/5/2014: Newsletter update:** Cassie Leavitt reported that the previous editor, Paul Bagley moved on to another venture and it created a gap to produce a newsletter. It was determined that it takes three people to do what Paul did, all by himself. Cassie shared that she, Jenn Cloutier and Laura Bartlett make up the Editorial Staff of the newsletter and they believe the format of the newsletter is working well.
- **Membership count is at 396.**

**4/5/2014: Election of Officers:**

The following is the list of Officers who were elected unanimously.

- President: (Term Ending 2016) Rob Cole, Hillsborough County Sheriff Dept
- Secretary: (Term Ending 2016) Keith Veale, Manchester Boston Regional Airport
- Director 3: (Term Ending 2016) Tom Andross, Grafton County Sheriff Dept
- Director 4: (Term Ending 2016) Cecily McNair, Merrimack County Sheriff Dept
- Director 5: (Term Ending 2015) Cassie Leavitt, Hampton Fire Rescue

**4/5/2014 2<sup>nd</sup> annual NHEDA Annual Awards:**

Cecily McNair, with the assistance of Tom Andross and Jenn Cloutier, presented the Annual NHEDA Awards.

Below is a list of the Award Recipients:

Award Recipient

Telecommunicator of the Year  
NHEDA Support Award

Trainer of the Year  
NHEDA Award

Critical Incident of the Year

Award Accepted By:

Daniel Redin NH 911  
Berlin, NH Police Dept Lt. Steven Arsenault Jenn  
Cloutier, Emily Young, Kim Bijeau, Hollie Petrie &  
Pauline Switter.

Cecily McNair Merrimack Co SO  
Local Government Center Scott Weden  
Manchester PD Rona Leriche, Nina Adzic, Brian  
Bovyn & Paul Fraitzl

**5/28/2014:** 4<sup>th</sup> Annual NH-TERT Mobile Command Rally was held at Police Standards & Training Council in Concord.

**April/May/June, 2014:** NHEDA partners with APCO and Southwest District Mutual Fire Aid to accept a grant to fund Dispatcher Training. The APCO Public Safety Telecommunicator 1 training has been approved to be the first module (of two) that would certify a NH dispatcher for minimum training standards. Five classes were held at various locations throughout the state. The trainings were: 3 PST1 classes, A train-the trainer class, and an Active shooter class.

**June 30, 2014:** NHEDA agrees to sponsor a hole and team at the Sheriff's Association Golf Tournament. Cassie Leavitt and her father were members of the team.

**July 26, 2014:** 4<sup>th</sup> Annual Summer 'Spatcher Social Event. Pot luck event held at the Squam Lakes Science Center in Holderness, NH. This is a purely social event.

**October 26-29, 2014:** NHEDA holds Joint Conference with APCO-Atlantic Chapter at the OMNI Mt Washington Resort in Bretton Woods.

**October 28, 2014:** The NHEDA Governing Body received the APCO Atlantic 'Supervisor of the Year' Award at the Joint Conference. Present to accept the award: Cassie Leavitt (director), Tom Andross (director), Keith Veale (secretary), Rob Cole (President), Jennifer Cloutier (director), Bob Dichard (treasurer), Cecily McNair (director), Phil Tirrell (vice-president), Absent: Jon Goldman (director).

**December 2015:** NHEDA begins presenting modules for Phase 2 of the NH Dispatcher Academy which consists of topics specific to New Hampshire. The first module of Phase 2 that was presented was done in December by Tom Andross on NH-TERT.

**January 29, 2015:** Phil Tirrell, Vice President takes over presidential duties.

**February 2015:** NHEDA joins Twitter. NHEDA's twitter account is: @nhedanews

**List of NHEDA Presidents known to the best of my knowledge**

1990's (not in order):	John Reed, Jeannie Banks, Paul Bagley, and Paul Szoc.
2003-2004:	Jon Goldman
2004-2007:	Tom Andross
2007-Nov. 2008:	Dan Milligan
Nov. 2008 – April 2009:	Mike Geary
2009 – 2012:	Paul Bagley
2012 – 2014:	Cassie Leavitt
2014 – 2015:	Rob Cole
2015 -	

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