

State of New Hampshire

HOUSE RECORD

First Year of the 162nd General Court Calendar and Journal of the 2011 Session

Vol. 33	Concord, N.H.	Friday, December 3, 2010	No. 1
----------------	----------------------	---------------------------------	--------------

Contains: Meetings, Notices, House Emergency Notification System and Unsigned Sponsor List

HOUSE CALENDAR

MEMBERS OF THE HOUSE:

I would like to welcome all representatives to the 162nd session of the New Hampshire General Court. We have a historic number of first time and returning former legislators in the New Hampshire House with 188 new, incoming members. We look forward to a productive year of working together.

There is one operational issue that I know concerns all and that is committee assignments. We hope to have all committee assignments and leadership positions announced by December 15th, if not earlier.

William L. O'Brien, Speaker

NOTICE

There will be a Republican Caucus on Tuesday, **December 7** and Tuesday, **December 14** at **10:00 a.m.** in Representatives Hall.

David J. Bettencourt, Majority Leader

NOTICE

Open enrollment for Representatives to purchase or make changes to medical and/or dental insurance through the State health care program will be held from **11/8/10 to 12/7/10** with an effective date of 01/01/11. Those Representatives who are already enrolled in the program, but wish to make changes should do so during open enrollment. Information, new rates and enrollment forms are available through Joyce Phinney, State House Room 113 or call 271-5685.

Joyce Phinney, Legislative Accounting Manager

NOTICE

In our continuing effort to reduce costs, members are reminded that they may opt-out of having calendars **mailed** to them. Calendars and Journals are available on-line, and an e-mail notice is sent when they have been posted. Hard copies are available at the State House for those wishing that option on Session days.

If you wish to take advantage of the op-out, please notify the House Clerk's Office at 271-2548.

Karen O. Wadsworth, Clerk of the House

NOTICE

The Calendar will **close** on **Thursday at noon** to be mailed Friday.

Karen O. Wadsworth, Clerk of the House

HOUSE DEADLINES

Wednesday, January 12, 2011 (noon)	Last day to sign off all House LSRs, including petitions, other than petitions involving the election or qualifications of a member to serve in the House
Wednesday, February 2, 2011	Last day to introduce HBs etc. and amend House Rules by majority vote.

COMMITTEE MEETINGS

WEDNESDAY, DECEMBER 15

COMMISSION EXPLORING CERTAIN MONETIZING STATE ASSETS, ENTERPRISES, AND RESOURCES (RSA 21-I:87), Room 100, State House

11:00 a.m. Regular meeting.

THURSDAY, DECEMBER 16

ADMINISTRATIVE RULES (RSA 541-A:2), Room 306-308, LOB

9:00 a.m. Regular meeting.

OFFICIAL NOTICES

ORGANIZATION OF COUNTY DELEGATIONS

The first meeting of each county convention must be held during the week of December 6-10 (per RSA 24:9-a). Having consulted senior incumbent members, the Clerk announces the following schedule of organizational meetings:

BELKNAP COUNTY: December 6 at 6:30 p.m. at the Belknap County Complex offices for the purpose of organization of the convention; receiving the Belknap County budget from the Belknap County Commissioners and a public hearing on the initial presentation of the budget.

CARROLL COUNTY: December 6 at 9:00 a.m. at the Administration Building, Ossipee.

CHESHIRE COUNTY: December 6 at 7:00 p.m. at Cheshire County Courthouse, Jury Assembly Room, 12 Court Street, Keene. The purpose of this meeting is for the following: To elect officers of the delegation, committee appointments and to address any other matters that may come before the delegation.

The Delegation will meet at 7:30 p.m. in the Jury Assembly Room of the Cheshire County Courthouse. The purpose of this meeting is for the following: To receive public comment and to review the Cheshire County Commissioners' proposed budget for 2011. To vote on Registry of Deeds surcharge funds. To receive an update on the Family Caregiver legislation and the value created by this program in the Monadnock Region. To address any other matters that may come before the delegation.

Immediately following the Public Hearing the Executive Committee will meet in the Jury Assembly Room at the Cheshire County Courthouse. The purpose of this meeting is for the following: To authorize the Treasurer to borrow in anticipation of taxes. To establish budget review dates. To address any other matters that may come before the Executive Committee.

COOS COUNTY: December 6 at 10:00 a.m. at the DRED Building, Granite Room, Route 3, Lancaster.

GRAFTON COUNTY: December 6 at 10:00 a.m. at the Grafton County Administration Building, 3855 Dartmouth College Highway, North Haverhill.

HILLSBOROUGH COUNTY: December 9 at 6:00 p.m. at the Bouchard Building, 329 Mast Road, Goffstown.

MERRIMACK COUNTY: December 8, at 9:00 a.m. at the McDonnell Building, Lower Level Conference Room, 4 Court Street, Concord. At that time they will hold a public hearing when any member of the public may present oral or written testimony regarding the 2011 budget estimates as proposed by the Merrimack County Board of Commissioners. Immediately following the public hearing the Delegation will meet. The purpose of the meeting is a.) to organize and elect officers of the Delegation and Executive Committee and b.) resolution to authorize continuation of County expenditures and c.) any other business. The Executive Committee will meet immediately following the Delegation meeting. The purpose of this meeting is to a.) authorize tax anticipation borrowing for 2011 and b.) to consider any other business that may appropriately come before them.

ROCKINGHAM COUNTY: The delegation will hold a public hearing on **December 8** at 9:00 a.m. in the Hilton Auditorium, Rockingham County Nursing Home, Brentwood for the interstate emergency unit (IEU) lease and property improvements. The delegation organizational meeting will follow at 10:00 a.m. The executive committee will meet immediately following the delegation organizational meeting.

STRAFFORD COUNTY: December 8 at 7:00 p.m. at the Strafford County Courthouse, Courtroom 1, Dover.

SULLIVAN COUNTY: December 8 at 9:30 a.m. at the Ahern Building, Sullivan County Complex, Unity.

Karen O. Wadsworth, Clerk of the House

MEMBERS' NOTICES

The following notices are published in the House record as a courtesy to the member(s) requesting publication. These are not official public notices and will be limited to legislative policy or legislative social activities and political meetings or events. Publication should not be construed as support for either the events listed or the views espoused by the individual or organization sponsoring the event.

Merrimack County Republican Caucus will meet at the County Administration Building, 4 Court Street, Concord at 8:00 a.m. on **December 8**.

Rep. David W. Hess

All legislators are invited to attend one in a series of manufacturing plant tours hosted by the Business and Industry Association. These events are designed to familiarize legislators with the important role that manufacturing plays in New Hampshire's economy. Legislators

will have the opportunity to discuss economic issues with some of our state's top employers and receive current information on the state and national economy from noted economist, Dennis Delay of the NH Center for Public Policy Studies.

Monday, December 13: GE Aviation, 31 Industrial Park Dr., Hooksett. 1:30 p.m.-4:30 p.m.

Tuesday, December 14: Hypertherm, Inc., Etna Rd., Hanover. 8:00 a.m.-11:00 a.m.

Tuesday, December 14: Brown Street Furniture, 87 Brown St., Whitefield. 1:30 p.m.-4:30 p.m.

Wednesday, December 15: NH Ball Bearings, 175 Jaffrey Rd., Peterborough. 8 a.m.-11:00 a.m.

Wednesday, December 15: Sig Sauer, Inc., 18 Industrial Dr., Exeter. 1:30 p.m. - 4:30 p.m.

Thursday, December 16: Hitchiner Manufacturing, 117 Old Wilton Rd., Milford. 1:30 p.m. - 4:30 p.m.

Friday, December 17: NH Ball Bearings, 155 Lexington Dr., Laconia. 8:30 a.m. - 11:30 a.m.

There is no cost to attend a Legislative Plant Tour, but advance registration is requested.

Please register through the BIA's online registration system at www.nhbia.org, click on events, go to the calendar and click on the date of the plant tour you wish to attend. Or call 224-5388, ext. 100. Light refreshments will be served.

Rep. John W. Cebrowski

The next meeting of the Barnstead-Alton Republican Committee (BARC) will be held on Tuesday, **December 14** at J.J. Goodwin's Restaurant, 769 Suncook Valley Highway (Route 28), Center Barnstead, NH 03225, 269-8300. The agenda includes a short business meeting starting at 6:30 p.m., followed by a guest speaker and then the meeting finishes up with the annual BARC Christmas Party. As usual, if you're interested in having dinner (at your option) before the meeting (or just want to socialize a bit), plan to arrive as early as 5:30 p.m.

Rep. Elaine Swinford

President Todd Leach and the Granite State College Leadership Team cordially invite all Merrimack County legislators to a breakfast at the Common Man Restaurant, 25 Water Street, Concord on Tuesday, **January 11** from 8:30 to 10:30 a.m. A hearty breakfast will be served. To RSVP, please contact Jennifer Comeau at jennifer.comeau@granite.edu or 603-513-1331 before January 4, 2011.

Rep. Christine Hamm

All legislators are invited to a continental breakfast with the Bishop of Manchester at 8:00 a.m. Wednesday, **January 19th**, at the Upham-Walker House. This is your opportunity to ask the Bishop his opinion on upcoming legislation and learn the position of the Catholic Church on fiscal and social matters. Space is limited, so we ask that you RSVP to one of us. More information will be available at a date closer to the event.

Rep. Jordan Ulery

All members of the Republican caucus are invited to the House Republican Alliance's weekly meeting. The HRA will meet every Tuesday at 8:30 a.m. in Rooms 206-208, LOB.

Rep. Anthony Renzullo

STATE HOUSE VISITATION SCHEDULE

As a convenience to the members of the NH General Court, the Visitors' Center offers the following schedule of schools and other groups visiting the State House in **December 2010 and January 2011**. These listings are to ensure all members be notified in a timely manner of visitors from their district. Our schedule is tightly booked for the school year and subject to changes.

Please contact the Visitor Center concerning school tour booking information. Legislators planning to meet with students should notify the Visitor Center. Thank you for your continued participation with your School Visitation Program.

Virginia J. Drew, Director
Deborah Rivers, Public Information Administrator

<u>DATE</u>	<u>TIME</u>	<u>GROUP</u>	<u>Group#/Grade</u>
Dec. 6	9:45	Boscawen Elementary School	36/4
Dec. 6	11:00	Sanbornton Central School	42/4
Dec. 7	9:45/11:00 SH/HM	South Londonderry Elementary School	84/4
Dec. 8	9:45	South Londonderry Elementary School	45/4
Dec. 8	11:00	Marlborough School	24/4
Dec. 8	1:30	World Affairs Council – Afghani guests	12
Dec. 9	9:30/11:00 SH/HM	Woodland Heights School – Laconia	60/4
Dec. 10	9:15	Bedford Memorial School	45/4
Dec. 10	10:30	New Durham School	25/4
Dec. 13	10:00/12:00 SH/Planet	Dr. H.O. Smith School – Hudson	100/4
Dec. 14	9:30/11:00 SH/HM	Weston School – Manchester	90/4
Dec. 15	8:30	Brentwood School – Merrimack	12/HS
Dec. 17	10:00/11:30 SH/SC	Sandown Central School	88/4
Dec. 17	11:00	Hollis Brookline High School	67/HS
Dec. 20	9:30/11:00 SH/HM	Griffin Memorial School – Litchfield	111/4
Jan. 18	9:45/11:00 SH/HM	Derry Village School	82/4
Jan. 20	10:00	Walter F. Haigh School – Salem	50/4
Jan. 24	11:30	Moultonborough Central School	37/4
Jan. 31	9:30/11:00 SH/SC	New Boston Central School	88/4

NOTICE

The members listed below have bills ready for signature in Legislative Services.

Carol J. Holahan, Director

SPONSOR	COUNTY	DISTRICT	LSR NUMBER
Antosz, Jason	Rockingham	09	2011-H-0116-R
Baldasaro, Alfred	Rockingham	03	2011-H-0098-R
Baroody, Benjamin	Hillsborough	13	2011-H-0186-R
Bates, David	Rockingham	04	2011-H-0003-R
Bates, David	Rockingham	04	2011-H-0007-R
Bates, David	Rockingham	04	2011-H-0013-R

Bates, David	Rockingham	04	2011-H-0014-R
Bates, David	Rockingham	04	2011-H-0162-R
Bates, David	Rockingham	04	2011-H-0187-R
Bettencourt, David	Rockingham	04	2011-S-0212-R
Blankenbeker, Lynne	Merrimack	11	2011-H-0005-R
Blankenbeker, Lynne	Merrimack	11	2011-H-0267-R
Boehm, Ralph	Hillsborough	27	2011-H-0122-R
Brunelle, Michael	Hillsborough	10	2011-H-0239-R
Bulis, Lyle	Grafton	01	2011-H-0164-R
Butynski, William	Cheshire	04	2011-H-0109-R
Case, Frank	Rockingham	01	2011-H-0109-R
Cebrowski, John	Hillsborough	18	2011-H-0109-R
Chandler, Gene	Carroll	01	2011-H-0160-R
Chandler, Gene	Carroll	01	2011-S-0212-R
Christensen, Chris	Hillsborough	19	2011-H-0055-R
Christensen, Chris	Hillsborough	19	2011-H-0065-R
Christensen, Chris	Hillsborough	19	2011-H-0066-R
Christensen, Chris	Hillsborough	19	2011-H-0152-R
Christiansen, Lars	Hillsborough	27	2011-H-0087-R
Christiansen, Lars	Hillsborough	27	2011-H-0091-R
Christiansen, Lars	Hillsborough	27	2011-H-0098-R
Coffey, Jennifer	Merrimack	06	2011-H-0098-R
Coffey, Jennifer	Merrimack	06	2011-H-0267-R
Comerford, Timothy	Rockingham	09	2011-H-0005-R
Comerford, Timothy	Rockingham	09	2011-H-0181-R
Cunningham, Steven	Sullivan	02	2011-S-0198-R
Daugherty, James	Coos	01	2011-H-0061-R
Daugherty, James	Coos	01	2011-H-0156-R
DeSimone, Debra	Rockingham	06	2011-H-0179-R
Devine, James	Rockingham	07	2011-H-0058-L
DiPentima, Rich	Rockingham	16	2011-H-0027-R
Drisko, Richard	Hillsborough	05	2011-H-0265-R
Emerson, Susan	Cheshire	07	2011-H-0178-R
Emerton, Larry	Hillsborough	07	2011-H-0157-R
Fields, Dennis	Belknap	02	2011-H-0162-R
Foose, Robert	Merrimack	01	2011-H-0186-R
Foose, Robert	Merrimack	01	2011-S-0198-R
Gagne, Larry	Hillsborough	13	2011-H-0082-R
Gagnon, Raymond	Sullivan	04	2011-S-0195-L
Gimas, John	Hillsborough	12	2011-H-0179-R
Goley, Jeffrey	Hillsborough	08	2011-H-0299-R
Gorman, Mary	Hillsborough	23	2011-H-0128-R
Graham, John	Hillsborough	18	2011-H-0157-R
Greazzo, Phil	Hillsborough	17	2011-H-0328-R
Greemore, Robert	Belknap	03	2011-H-0004-R
Haefner, Robert	Hillsborough	27	2011-H-0041-R
Haefner, Robert	Hillsborough	27	2011-H-0269-R
Harding, Laurie	Grafton	11	2011-H-0046-R
Hatch, William	Coos	03	2011-H-0049-R
Hess, David	Merrimack	09	2011-H-0141-R
Hess, David	Merrimack	09	2011-S-0212-R

Hikel, John	Hillsborough	07	2011-H-0005-R
Hikel, John	Hillsborough	07	2011-H-0098-R
Hoell, Joseph	Merrimack	13	2011-H-0078-R
Hoell, Joseph	Merrimack	13	2011-H-0082-R
Howard, Thomas	Sullivan	02	2011-H-0030-R
Infantine, William	Hillsborough	13	2011-H-0039-R
Infantine, William	Hillsborough	13	2011-H-0104-R
Infantine, William	Hillsborough	13	2011-H-0159-R
Infantine, William	Hillsborough	13	2011-H-0177-R
Ingbretson, Paul	Grafton	05	2011-H-0081-R
Ingbretson, Paul	Grafton	05	2011-H-0084-R
Itse, Daniel	Rockingham	09	2011-H-0078-R
Itse, Daniel	Rockingham	09	2011-H-0098-R
Itse, Daniel	Rockingham	09	2011-H-0128-R
Itse, Daniel	Rockingham	09	2011-H-0155-R
Johnson, Jane	Cheshire	06	2011-H-0191-R
Kappler, Lawrence	Rockingham	02	2011-H-0003-R
Kappler, Lawrence	Rockingham	02	2011-H-0005-R
Kappler, Lawrence	Rockingham	02	2011-H-0014-R
Kappler, Lawrence	Rockingham	02	2011-H-0116-R
Kappler, Lawrence	Rockingham	02	2011-H-0117-R
Kappler, Lawrence	Rockingham	02	2011-H-0267-R
Knox, J. David	Carroll	04	2011-H-0342-R
Knox, J. David	Carroll	04	2011-H-0343-R
Kotowski, Frank	Merrimack	09	2011-H-0169-R
Kurk, Neal	Hillsborough	07	2011-H-0135-R
Kurk, Neal	Hillsborough	07	2011-H-0139-R
Kurk, Neal	Hillsborough	07	2011-H-0141-R
Kurk, Neal	Hillsborough	07	2011-H-0142-R
Kurk, Neal	Hillsborough	07	2011-H-0143-R
Kurk, Neal	Hillsborough	07	2011-H-0144-L
Kurk, Neal	Hillsborough	07	2011-H-0145-R
Kurk, Neal	Hillsborough	07	2011-H-0183-R
Ladd, Rick	Grafton	05	2011-H-0101-R
Laware, Thomas	Sullivan	05	2011-S-0198-R
Long, Patrick	Hillsborough	10	2011-H-0153-R
Lovett, Charlene	Sullivan	04	2011-S-0195-L
Lovett, Charlene	Sullivan	04	2011-S-0198-R
Major, Norman	Rockingham	08	2011-H-0160-R
Major, Norman	Rockingham	08	2011-H-0161-R
Major, Norman	Rockingham	08	2011-S-0212-R
Manuse, Andrew	Rockingham	05	2011-H-0081-R
Manuse, Andrew	Rockingham	05	2011-H-0084-R
McCarthy, Frank	Carroll	01	2011-H-0045-R
McGuire, Carol	Merrimack	08	2011-H-0165-R
McGuire, Dan	Merrimack	08	2011-H-0291-R
Millham, Alida	Belknap	05	2011-H-0306-R
Mirski, Paul	Grafton	10	2011-H-0039-R
Mirski, Paul	Grafton	10	2011-H-0046-R
Mirski, Paul	Grafton	10	2011-H-0081-R
Mirski, Paul	Grafton	10	2011-H-0160-R

Mirski, Paul	Grafton	10	2011-H-0339-R
Nevins, Chris	Rockingham	15	2011-H-0109-R
O'Connor, William	Strafford	03	2011-H-0078-R
Ober, Lynne	Hillsborough	27	2011-H-0058-L
Ober, Russell	Hillsborough	27	2011-H-0185-R
Oigny, Jeffrey	Rockingham	08	2011-H-0159-R
Osgood, Joe	Sullivan	04	2011-H-0185-R
Panek, William	Strafford	03	2011-H-0297-R
Parkhurst, Henry	Cheshire	04	2011-H-0297-R
Pierce, David	Grafton	09	2011-H-0133-R
Price, Susan	Strafford	03	2011-H-0055-R
Reagan, John	Rockingham	01	2011-H-0069-L
Renzullo, Andrew	Hillsborough	27	2011-H-0267-R
Rhodes, Brian	Hillsborough	22	2011-H-0056-R
Richardson, Gary	Merrimack	04	2011-H-0189-R
Richardson, Gary	Merrimack	04	2011-H-0190-R
Rowe, Robert	Hillsborough	06	2011-H-0125-R
Rowe, Robert	Hillsborough	06	2011-H-0126-R
Rowe, Robert	Hillsborough	06	2011-H-0127-R
Sad, Tara	Cheshire	02	2011-H-0019-R
Sad, Tara	Cheshire	02	2011-H-0179-R
Sanders, Elisabeth	Rockingham	07	2011-H-0058-L
Sapareto, Frank	Rockingham	05	2011-H-0157-R
Sapareto, Frank	Rockingham	05	2011-H-0159-R
Sapareto, Frank	Rockingham	05	2011-H-0160-R
Sapareto, Frank	Rockingham	05	2011-H-0161-R
Sapareto, Frank	Rockingham	05	2011-H-0162-R
Sapareto, Frank	Rockingham	05	2011-H-0163-R
Sapareto, Frank	Rockingham	05	2011-H-0171-R
Sapareto, Frank	Rockingham	05	2011-H-0185-R
Schlachman, Donna	Rockingham	13	2011-H-0109-R
Seidel, Carl	Hillsborough	20	2011-H-0086-R
Shurtleff, Stephen	Merrimack	10	2011-H-0029-R
Simmons, Tammy	Hillsborough	17	2011-H-0009-R
Simmons, Tammy	Hillsborough	17	2011-H-0104-R
Souza, Kathleen	Hillsborough	11	2011-H-0104-R
Swinford, Elaine	Belknap	05	2011-H-0224-R
Tremblay, Marc	Coos	04	2011-H-0156-R
Tucker, Pamela	Rockingham	17	2011-H-0004-R
Tucker, Pamela	Rockingham	17	2011-S-0212-R
Ulery, Jordan	Hillsborough	27	2011-H-0128-R
Ulery, Jordan	Hillsborough	27	2011-H-0159-R
Ulery, Jordan	Hillsborough	27	2011-H-0267-R
Ulery, Jordan	Hillsborough	27	2011-H-0269-R
Vaillancourt, Steve	Hillsborough	15	2011-H-0071-L
Vaillancourt, Steve	Hillsborough	15	2011-H-0074-R
Vaillancourt, Steve	Hillsborough	15	2011-H-0297-R
Weyler, Kenneth	Rockingham	08	2011-H-0110-R
Weyler, Kenneth	Rockingham	08	2011-H-0157-R
Weyler, Kenneth	Rockingham	08	2011-H-0162-R
Weyler, Kenneth	Rockingham	08	2011-H-0171-R

NOTICE

HOUSE EMERGENCY NOTIFICATION SYSTEM

In past sessions, a plan was developed for the House Leadership to communicate with members of the House at night and at such other times as the members are at home. In most emergencies the individual member will be aware that an emergency exists, though may be in doubt as to its extent.

The following procedure has been developed:

1. Notice of an emergency message will be given to State Police Headquarters in Concord and commercial wire services.
2. State Police Headquarters will send the message via computer to the stations listed.
3. Reliance will be placed on each individual legislator to call the terminal station nearest his or her home and inquire for any emergency message to legislators in times of emergency or suspected emergency. This will include, but not be limited to cancellation of sessions due to severe weather conditions.

Gilford	Police Station	527-4737
Laconia	Police Station	524-5252
Keene	Police Station	352-2222
Lebanon	Police Station	448-1212
Manchester	Police Station	668-8711
Nashua	Police Station	594-3500
Concord	Police Station	225-8600
Rockingham County	County Sheriff	679-2225
Portsmouth	Police Station	427-1500
Dover	Police Station	742-4646
Claremont	Police Station	542-9538
Newport	Police Station	863-3232
Merrimack	Police Station	424-2222
Salem	Police Station	893-1911
Ossipee	County Sheriff	539-2284
Derry	Police Station	432-6111

In addition to the above listed numbers you can also call the numbers listed below nearest you.

State Police Headquarters

Department of Safety
10 Hazen Drive
Concord, NH 03305
Tel: 271-3636

Rockingham & Strafford Counties

Troop - A
Route 125
Epping, NH 03042
Tel: 679-3333

Cheshire & Sullivan Counties

Troop - C

Hillsborough County

Troop - B
4 Meadowbrook Drive
Milford, NH 03055
Tel: 672-3333

Merrimack County

Department of Safety

Box 272
Keene, NH 03431
Tel: 358-3333

10 Hazen Drive
Concord, NH 03305
Tel: 271-3636

Belknap & Carroll Counties

Troop - E
Box 235
W. Ossipee, NH 03890
Tel: 323-3333

Coos & Grafton Counties

Troop - F
Box 440
Twin Mountain, NH 03595
Tel: 846-3333

Also in the event members wish to obtain road or weather conditions during periods of inclement weather they should call the nearest Troop Station to their residence or Headquarters Communications in Concord. When calling Headquarters Communications, they should ask to speak with the Communications Supervisor. When calling a Troop Station, inquiries will be handled by the Communications Specialist on duty at the time. The caller should specify the information he or she wishes to obtain. This information should be readily available to communications personnel and every effort will be made to accommodate these requests in a timely manner.

Please be advised when calling State Police Headquarters to call **271-3636** and not any of the 800 lines, which are used for emergency purposes only.

A toll-free 24-hour weather and traffic hotline is now available by calling **511**.