

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES

September 14, 2012

PRESENT:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Richard Bernard	Public Member
Karen Mead	Senior VP of Operations, FairPoint Communications
Derek Martel	Professional Firefighters of NH
Paul Szoc	NH Federation of Fire Mutual Aids
Kathryn Bailey	NH Public Utilities Commission
Sandra Teti	Governor's Commission on Disability
George Valliere, Vice-Chair	NH Police Officer
Jonathan Goldman	NH Emergency Dispatchers Association

ABSENT:

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John Barthelmes	Commissioner, NH Department of Safety (DOS)
Kevin O'Brien	Chief of Policy & Planning, (DOS)
Earl Sweeney	Assistant Commissioner, (DOS)
James Valiquet	NH Association of Chiefs of Police
Mark Violette	NH Telephone Association
Robert Girard	Mobile Telecommunications Carrier Industry
David Caron	NH Municipal Association

OBSERVERS:

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBEC)
Peter DeNutte, ENP	Assistant Director, NHBEC
David Rivers	Public Safety Answering Point (PSAP) Chief of Operations, NHBEC
Wanda Bowers	Public Information Representative, NHBEC
Sean Goodwin	Administrator II, NHBEC
Philip Penny	Account Executive, Intrado, Inc.
Randy Young	Intrado Inc
John Beardmore	Director of Administration, DOS
Timothy Scott	Database Administrator, NHBEC
Scott Wolfert	Service Manager E-911, FairPoint Communications
John Marechal	Former Enhanced 9-1-1 Commissioner
Tom Powers	Former Enhanced 9-1-1 Commissioner
Sherry Baker	Administrative Secretary, NHBEC

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at the Dwinell Building 50 Communication Drive, Laconia was called to order at 11:20AM by Chairman Aiken.

1. Approval of the minutes of the March 30, 2012 NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken called for approval of the March 30, 2012, meeting minutes. Commissioner Bailey motioned to accept the minutes and Commissioner Valliere seconded the motion. Unanimously approved by those present and voting.

Chairman Aiken welcomed Jonathan Goldman, NH Emergency Dispatchers Association, to the Enhanced 9-1-1 Commission.

OLD BUSINESS

2. Director's Report

2. A Report on FY13 Surcharge Receipts (John Beardmore, Director of Administration)

1. Discuss year to date expenditures & surcharge
2. Discuss close out FY12
3. Review Pro forma of FY13-FY16

Director Beardmore reported the following:

John is the new Director of Administration. He has been in state service for ten years and was the Budget Analyst for the State Legislature for eight years and the Budget Director for the Governor's Office the past two years.

- ❖ Discussion on the statement of appropriation and that it appears the expenditures are right on target.
- ❖ Discussion on FY13 Revenue Projections versus Approved Budget.
- ❖ New is the State Police Communications section and a one-time Poison Control expense.
- ❖ We are in the first step of a four-step state operating budget for this Division
- ❖ This report shows we are in a precarious fund balance position at the end of FY15.
- ❖ This budget assumes that the 9-1-1 fund will continue to fund the Communications section. It is the intent of both Commissioner Barthelmes and Director Cheney to try and change this.

Chairman Aiken stated that our budget issues are due to having to pay for the Communications section.

- ❖ In this phase of the budget, Commissioner Barthelmes is requesting to establish a new account unit to move the Communication expenses out of this Division.

Chairman Aiken asked if the Commissioner of Safety is aware of our concerns regarding the Communications section.

- ❖ The Commissioner of Safety is aware of this issue and shares the Commission's concern.

Chairman Aiken stated it has been expressed that the Commission is concerned and that this is the reason our operation budget has been affected. This is an excess

amount over our original budgeting plan. He is glad to hear that the DOS Commissioner understands our concerns.

Director Cheney stated the following factors will influence the decision on the Communication section:

1. The impact of Voice Over Internet Protocol (VoIP) once it is added to our surcharge beginning January 2013
2. Pre-paid cellular must be added to the surcharge
3. Surcharge has not been increased

We may have to think about increasing the surcharge to make sure our budget is not in the negative.

Chairman Aiken reminded the Commission if we increase the surcharge to support non-allowable items, under the federal guidelines, there could be issues.

Director Cheney said the federal regulation states that the funds can only be expended for the purpose for which it was collected. But the Legislature can determine what the surcharge is intended to maintain.

Chairman Aiken stated the Legislature can determine what the surcharge is intended but only within Federal regulations.

Director Cheney advised there are a number of things we can do in the next 12 to 18 months to work on our budget.

Commissioner Bernard asked when the new Administration and Executive Branch changes in November would have an effect on the budgetary process.

- ❖ Director Cheney advised the new Governor has until February 15, 2013 to issue his/her own budget. It is going to be different from the report just given. The next time the Commission meets, a revised budget projection will be presented.

Director Cheney stated that the House requires a 10% budget cut. State law requires all agencies to cut their budgets by 10% regardless of the funding source. Cuts are based on the previous biennium's actual budget.

Commissioner Valliere inquired in what year we raised the surcharge.

Director Cheney stated we raised the surcharge in 2007.

Commissioner Valliere stated we raised the surcharge for the purpose of reimbursing cell phone companies.

Director Cheney stated this is correct but once the cell companies were paid we dropped the surcharge back to \$0.57.

2. B. Report on Data Operations: (Timothy Scott, Database Administrator)

1. Update on Mapping Progress & Database Activities

Tim Scott reported the following:

- ❖ 3 communities signed acceptance packages
- ❖ 4 new communities collected
- ❖ 11 communities have been provided updated maps and data
- ❖ 204 communities in maintenance status
- ❖ The Telephone Database currently contains approximately 910,000 records
- ❖ 5 cities and towns have had partial address conversions
- ❖ 7 No Record Found (NRF)
- ❖ 1,052 Automatic Location Identification (ALI) discrepancies all but 41 have been resolved
- ❖ 1,665 routine address changes
- ❖ 453 Master Street Address Guide updates
- ❖ 9 un-numbered telephone records reduced from the 67 records from the last Commission Meeting.
- ❖ Per National Emergency Number Association (NENA) standards, we are currently removing all Stranded Unlocked records over 10 days old.
- ❖ 2,434 files processed containing over 192,000 transactions. Of these records, over 20,000 records required attention from the Database Section.
- ❖ 3,900 Supplemental ALI records
- ❖ We still are comparing the two databases with the back office workflow. One of the things that have been beneficial in migrating the work flow is the NH Emergency Address Manager (NEAM) Over the last six months, we have had over 300 address assignment requests. 140 address change requests processed through the on-line system.
- ❖ We will be going out to the communities to start the training on the NEAM project.
- ❖ Future goal for the NEAM is to add a data request page. This will allow communities to log in online and get an updated version of their maps.
- ❖ Latest version of ESRI Arch Map Software has been completed.
- ❖ Preparing the database for Next Generation 9-1-1. Sub-addressing is part of the NENA standards for next generation. Sub-addressing is considered anything that is located at the address such as unit, apartment and suite numbers. Currently, our GIS data includes this sub address field.
- ❖ The Mapping Database contains 5,000 building footprints.
- ❖ Data Operations has completed Multi-Tenant Projects in 2 communities since the last Commission meeting.

Director Cheney reported that Tim Scott deserved a lot of credit for starting the ground work for us to get us where we need to be for Next Generation 9-1-1.

Commissioner Mead asked which two towns were completed on the Multi-Tenant project.

- ❖ Winchester and Danbury and with crews out in Raymond and Northwood.

Director Cheney stated that Sean Goodwin's group is at the end stages for getting the NHVIEWW project up and running. The information provided by the NH Department of Revenue will assist in collecting data and preparing for Next Generation 9-1-1.

- ❖ The NH Emergency Notification System is completed. We are waiting on the policy and procedures to be approved by the Commissioner of Safety.

Chairman Aiken reminded the Commission that at the last meeting the policy and procedures were waiting to be approved and the Commission has not seen the proposed documents.

- ❖ The Bureau is monitoring all the solutions being proposed for Next Generation 9-1-1.

Chairman Aiken indicated there are two particular technologies going in two different directions with next generation 9-1-1. He inquired is it a matter of which way in the industry is heading?

- ❖ The difference is there are solutions you have on site and there are hosted solutions. They both work fine and each has advantages and disadvantages. The Bureau is gathering information and preparing our underline data for what we are going to need no matter which solution is chosen.

The Commission had a lengthy discussion on the Next Generation 9-1-1 project. It was decided to keep this item on the agenda for future meetings.

Director Cheney stated over the years we have had sub-committees within the Commission to assist on issues. He feels a sub-committee for Next Generation 9-1-1 would benefit the Bureau.

Chairman Aiken stated if any of the Commissioners are interested in serving on the sub-committee or as Chairman, please contact him as soon as possible. This sub-committee will include Bureau staff and will meet between Commission meetings. The sub-committee Chairman will report at each Commission meeting.

Director Cheney reported the NH Emergency Notification policy and procedures have been reviewed by the State's attorney and are with the DOS Commissioner for review. Once he receives them, he will make sure all Commissioners receive a copy.

Chairman Aiken stated that the Commission should have been able to review and make comments before they were completed.

2. C. Final Version of NH House Bill (HB) 388 (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ The House Committee removed the Pre-paid cellular surcharge but passed the VoIP surcharge. This will take effect on January 1, 2013.
- ❖ The Bureau will have a Pre-paid legislative bill to bring to the Legislature in 2013.

Commissioner Wood inquired whether the VOIP surcharge had passed even though the Pre-paid did not.

Chairman Aiken advised in the affirmative.

Commissioner Bailey asked how the VoIP providers are indentified and how the surcharge is collected.

- ❖ Director Cheney advised the Bureau staff is researching to find out who is providing VoIP services to NH.
- ❖ He also noted there was an amendment on HB388 by Representative Kirk that money cannot be transferred out of the 9-1-1 fund.

Chairman Aiken inquired where the funds go if the Bureau cannot use the money.

- ❖ Director Cheney advised monies will stay in the 9-1-1 fund account.

Commissioner Bailey stated that the Legislature may want to use the 9-1-1 funds for other items and this would be contrary to federal regulations.

Chairman Aiken asked the Director if Director Beardmore is aware of this issue so that he can assist if any issues arise.

- ❖ Director Cheney advised he is well aware of the amendment.

3. Bureau of Emergency Communication (9-1-1)

3. A. NH HB 350 (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ In HB 350, the following was removed from the bill: “If the expenditure of additional funds over budget estimates is necessary for the proper functioning of the enhanced 911 system or the statewide emergency notification system, the Department of Safety may request, with prior approval of the fiscal committee of the general court, the transfer of funds from the enhanced 911 system fund to the Department of Safety for such purposes.” It was replaced with the following: “The monies in the account shall not be used for any purpose other than the development and operation of enhanced 911 services and the statewide emergency notification system, in accordance with the terms of this chapter.”
- ❖ These two changes have limited the Bureau considerably for this coming year.
- ❖ The Governor and Council approved a one-year extension for the FairPoint contact in the amount of \$625,272.12. This provides our 9-1-1 network.

Chairman Aiken inquired what the Bureau would need to do when this extension with FairPoint expires.

- ❖ Director Cheney advised the Bureau is working with FairPoint on what part of this we need going forward regarding the VoIP system. Some of the network is still going to have to be maintained. We will be preparing an RFP for a new three-year contact. Little competition is expected.

Commissioner Bailey stated she disagreed. If companies have redundancy and they bring the calls into PSAP’s through Concord and Manchester switches, there may be some competition.

Commissioner Mead stated FairPoint has redundancy rings in the North Country and there are other companies that have redundancy but those companies are still building capability.

3. B. Report on PSAP Operations & Report on EMD (Chief of PSAP Operation, David Rivers)

Chief Rivers reported the following:

Emergency Medical Dispatch Statistics:

- ❖ 99.89% Customer Service
- ❖ 98.77% Case Entry
- ❖ 98.68% Key Questions
- ❖ 96.23% Chief Complaint
- ❖ 97.76% Final Coding

- ❖ Dave played an audio tape on a safety check call from Headrest (a National Suicide Prevention Hotline.) Chris Stimpson is the Telecommunicator that took this call. This call was transferred to the Vermont 9-1-1. Vermont operator was not helpful so Chris went above and beyond the call of duty to assist the caller.

Chairman Aiken inquired how you know the call is from a suicide prevention group.

- ❖ Dave Rivers advised the Bureau we have caller ID and it is going to populate on our 9-1-1 screens and it will present as “Headrest.” Also the Bureau does not give out address information. The calling group gives us the information.

Chairman Aiken affirmed the Bureau handles the call for the group but no information is released to the group that would conflict with NH Statutes.

- ❖ Dave Rivers advised the PSAP supervisor called her back and advised her we had contacted the appropriate out-of-state agency.

Commissioner Wood noted that Vermont is a decentralized 9-1-1 system.

- ❖ Vermont has seven PSAP's, one of which is private (Hartford, VT) and does not fall under Vermont State Police or the Vermont Department of Safety.
- ❖ NHBEC has problems with the Hartford, VT PSAP on ring downs. They changed their system so when we call, they may not immediately answer the call. It is supposed to be picked up by one of the other six PSAP's. The call may not be answered by the Vermont PSAP's.

Commissioner Wood inquired since Vermont is a decentralized system and you have a caller that you have to transfer with an issue; is there a supervisor you can call or do you call and get a telecommunicator.

Commissioner Wood asked when NHBEC calls an out-of-state 9-1-1 agency, is the call placed to the agency's supervisor?

- ❖ We transfer the call to the telecommunicator and they can usually help the caller in a timely fashion.
- ❖ Time synchronized with the PSAP's and local dispatch agencies. We have loaded a program called "Past Tense" in all our remote Computer Aided Dispatch (CAD) sites. These CAD's are all pointed at a server located at NHBEC which works off of a net clock. The net clock will automatically update itself every 60 seconds or less. All CAD's we have put into the Dispatch Centers have the same time as we have. This is not to say each of the individual dispatch's clocks are synchronized with ours.

Chairman Aiken asked is this was because your stations were not updated often enough?

- ❖ About three months ago, we installed new software and it automatically updates so the issue should be solved. Our stations were not updating as often as they should have.
- ❖ Upgraded to the new version 12.2 of Pro-Q-A
- ❖ Using the new 12.2 helps get hands on chest faster in a cardiac arrest situation.
- ❖ 7 Eco 1 is a new code which is for a person on fire
- ❖ New version of Valor CAD will be introduced to the outside agencies
- ❖ The sub-committee may want to take a look at the software we utilize while researching for next generation 9-1-1.
- ❖ Discussion on time transfers.
- ❖ National Fire Protection Association (NFPA) 1221 specifies call processing times and is a new standard that will be released as of November 2012.

At the NH Emergency Dispatchers Association (NHEDA) meeting last spring, we were asked about our three-ring policy. We allow the phone to ring three times at a dispatch center before we transfer the call to the secondary agency. Several agencies asked if we would consider changing to a five-ring policy Director Cheney stated that we would be going from 24 seconds to 40 seconds and if we needed to call the secondary, it would be up to 80 seconds before we transferred the call. He felt this is a significant addition of time. He and the Chairman had a discussion on this issue before the meeting and they feel sometimes changing the standards changes the way people respond.

Chairman Aiken gave an example of a re-tone which means they are dispatching a second time. Lakes Region Mutual Fire Aid has a policy that after three minutes of the original tone, if no one has signed on and responding, they send out a re-tone. The LRMFA Board voted to change to a five-minute re-tone. This actually resulted in slower responses in some cases because of the extended initial response period. My concern is if we make this extension, are we going to make the whole process longer or do we hold to the standards? This is new to the Commission today and I don't think we can take any action today. But certainly, we will have to address this issue.

Commissioner Szoc stated he has mixed feelings about changing the policy. He also feels we need to study the issue more before making a decision. Could we maybe split the difference and go to four rings?

Commissioner Valliere stated it depends upon who your secondary dispatch center is and whether it would be successful or not.

Chairman Aiken stated we need to put all the information on the table for the Commission first. Then, if we try something new, he would recommend it on a trial basis.

Commissioner Goldman advised informally, the NHEDA Board of Directors with one exception, are in favor of going to a 5-ring policy. However, they have the same concerns as the Commission. The Board has suggested if the Commission wants a formal position from NHEDA, they could poll their members to find out what they would support. He would be happy to assist with a study.

Commissioner Wood stated we have had a three-ring policy since we started. The real issue seems to be the secondary dispatch centers. Maybe we need to do a study to see if there is a more realistic secondary dispatch center for those communities that feel they need additional rings.

Commissioner Goldman suggested the secondary dispatch centers may not know what their responsibilities are.

Director Cheney stated the original intent was that the secondary dispatch centers would perform initial dispatch functions for the primary PSAP.

Commissioner Szoc asked what the policy for changing the secondary dispatch is. Can we send a letter to you stating which town to switch too?

Director Cheney stated both agencies need to formally agree.

Chairman Aiken stated both municipalities need to agree, not just the Communication Centers.

Director Cheney advised if there is an agreement between the municipalities with political authority, then you are fine.

Commissioner Wood advised the intended design of the system was that the Secondary PSAP would be geographically remote for the Primary Dispatch Center.

Chairman Aiken advised the theory of a secondary dispatch center was they would be formally trained and equipped to handle the call and the subsequent dispatch of emergency responders. There would be a formal process in place so the secondary dispatch center could take over. Chairman Aiken stated that he would appoint two

working groups; one for Next Generation 9-1-1 and another to look at the Call Transfer issue. He asked members of the Commission to notify him if they were interested in serving on one or both work groups.

- ❖ Dave revised the Out-of-State Requests for Help policy.

Director Cheney advised he has been in talks with the Commissioner of Safety regarding third-party calls on our Administration lines. The Bureau will place a voice mail on the Administration line to try and stop 3rd party calls.

Commissioner Teti asked if people with disabilities should still call 9-1-1 if they fall and just can't get up but are not injured. Is there another number they should call?

Director Cheney stated this is a valid reason to call 9-1-1.

Commissioner Goldman inquired if On-Star provides the Response Determinants to 9-1-1?

- ❖ They do not provide the determinants initially. If they have an accident and there is an injured person, they send the caller to their internal EMD. They then call us and give us the location of the accident. He has had discussions with On-Star's Medical Director but we have not come to an agreement.

3. C. Report on Ping4 (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ The DOS Commissioner and the Governor's Office have postponed being involved with Ping 4 at this time.

3. D. Status of Public Relations and Public Education (Information Representative, Wanda Bowers)

Wanda Bowers reported the following:

- ❖ Joyce Jastrem was recognized nationally and she is one of the original NHBEC EMD's. NHBEC has been recognized nationally two years in a row.
- ❖ The yearly maintenance check of the Supplemental ALI files has been completed.
- ❖ In May, she went to Richards School in Newport for the new "Cell Phone Sally" program.

- ❖ Emergency Preparedness Conference – June
- ❖ Whitmore Center in Manchester- presentation for their care givers
- ❖ Loudon Old Homes Day
- ❖ Lean summit for the Department of Safety
- ❖ Emergency preparedness day in Nashua
- ❖ October – Windham Fire Department Open House
- ❖ November – Local Government Center Conference

3. E. Status of Division of Administration (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ We have several positions that are vacant:
 - Administrator IV
 - Technical Support Specialist II
 - Information Technology Manager II
 - (4) Telecommunication Specialist I
 - (5) Part-Time Temporary
 - (3) Supervisor I
 - Data Processing Supervisor I
 - Supervisor IV
 - Data Control Clerk III
 - Data Processing Supervisor II
 - Part-Time Case Reviewer & Evaluation Specialist
 - Cartographer III

- ❖ Efforts underway to get the Information Technology Manager V position, which is Peter DeNutte's position, upgraded from a Labor Grade 34 to a Labor Grade 35.

Commissioner Bernard stated he made a motion at the June 14, 2002 meeting that Mr. DeNutte's position be upgraded. He is surprised something has not been done in terms of this.

Commissioner Bernard noted he should have followed up with the Chairman asking him to write a letter for the Commission's approval.

- ❖ Director Cheney stated that was done.

Commissioner Bernard asked if he could obtain a copy of the letter that was sent to the Commissioner.

- ❖ Director Cheney advised it went to the previous Commissioner of Safety who declined the upgrade. Efforts will be renewed for this request.

3. F. Status on NH VIEWW (Sean Goodwin, Engineering Technician V)

Sean Goodwin reported the following:

- ❖ Has worked through some security issues with the Department of Information Technology. This may clear the way for an earlier deployment of the system.
- ❖ Has worked with other agencies to find ways, with reduced agency budgets, to become part of the NHVIEWW platform.
- ❖ We interact with a system called Virtual USA which is a Department of Homeland Security-funded environment that provides a secure format for States to share information during large scale disasters.
- ❖ Investigating methods to utilize different systems for local first responders to use smart phone technology.

Director Cheney stated that Sean has been working with Emergency Management Web-EOC and ESRI to allow the maps to function together.

Chairman Aiken read parts of a letter of appreciation from James Hayes, Chief Coordinator from Lakes Region Mutual Fire Aid. He also wanted to thank Director Cheney, Tim, Sean, Sue and Chris for their outstanding technical support for the CAD implementation at Lakes Region Mutual Fire Aid.

4. Communication Maintenance Bureau

A. Communication Maintenance (Director Bruce G. Cheney, ENP)

1. Budget Issues
2. Status on the Statewide Interoperability Communications Coordinator (S.W.I.C.) Position
 - ❖ Budget issues discussed earlier with Director Beardmore.
 - ❖ In the interview stages with the (SWIC) position.

5. Bureau of Telecommunication

A. Report on State Telecommunication (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ A Power Point presentation on Statewide Unified VoIP Telephony Network Services.

Chairman Aiken asked if they are using Internet or cable modems.

Commissioner Bailey stated they are not using modems and this is a savings to the state.

Chairman Aiken stated he just wants to make sure we are not using the Internet for any critical infrastructure.

Director Cheney said not that he is aware of. There will be a fiber drop from the IPOC building in Concord to the Laconia facility back to the Homeland Security Building. These will be the three hubs they will work out of.

Commissioner Bailey asked if the PSAP operators were going to be using this.

Director Cheney stated they are using the VoIP system now.

6. Contractor's Report (Scott Wolfert, FairPoint Communications)

A. FairPoint

1. Report on Network

Scott Wolfert reported the following:

- ❖ A discussion on the public telephone network contract as it relates to next generation 9-1-1.
- ❖ A discussion on whether there is a network provider who could provide a network contract and provide the diversity that FairPoint can.
- ❖ A discussion on the access tandems in Concord and Manchester.

Commissioner Bailey asked if customers of other carriers go through those access tandems to connect to 9-1-1.

- ❖ Scott Wolfert advised he was unsure.

Commissioner Bailey stated that was her point. When we originally designed the network, Verizon or New England Telephone had a monopoly. But there are a lot of new providers now so the network that the State is paying for is largely to get FairPoint traffic to 9-1-1.

- ❖ Scott Wolfert noted in most cases access is provided as far as getting traffic to the Concord/Manchester tandems and that also, in most cases, they are purchasing wholesale 9-1-1 trunks from FairPoint.

Commissioner Bailey stated they can still do that even if FairPoint was not the network provider.

- ❖ Scott Wolfert commented yes they could and they would still be riding FairPoint infrastructure.

Commissioner Bailey stated that is correct, but the 9-1-1 network is not paying for that.

S. Wolfert Advised:

- ❖ But it is part of the 9-1-1 network as far as the FairPoint host switch and the four routes to get a 9-1-1 call to the tandems. This is part of the network contract.
- ❖ Commissioner Mead took the 64 unaddressed numbers back with her after the last Commission Meeting and committed FairPoint to verify the location of all the unaddressed numbers. There are seven that we are still reviewing.
- ❖ Planned maintenance taking place on 9-20-12 @ 11:00am. We are rolling an existing T1 to new equipment. This T1 serves 9-1-1 dedicated trunks between the Concord and Manchester Tandems.

Commissioner Bailey asked if this work was going to be done during quiet hours.

S. Wolfert replied:

- ❖ FairPoint had some concerns that in case of an issue they would not have enough resources available. They are planning on early morning after the morning commute and before the lunch hour commute.
- ❖ Planned maintenance in the North Country is scheduled for diversity. There has been significant progress that we have completed so far. The new SONET ring is up and ready for us to roll circuits over to it. This will be completed in the next few weeks. This does not include Errol, Berlin or Milan.

Commissioner Mead stated this work will be done during safe time from 11:00pm to 5:00am.

- ❖ The second fiber ring is going to connect Rangeley, Maine to Errol, New Hampshire. This will allow similar voice survivability for Berlin, Milan, Errol and Rangeley, Maine. They expect the delivery time frame for this additional ring to be in the first quarter of 2013.

Director Cheney asked about diversity in Dummer, NH.

S. Wolfert advised:

- ❖ He will have to get back to NHBEC on that one. That is why it was specifically acknowledged in the 9-1-1 network contract that there are going to be areas that do not have diversity in NH.
- ❖ Discussion on emergency stand-alone numbers. There are a total of six communities that their emergency stand alone functionality on the remote switch will go to reorder. This is because that port does not reside on that local switch.

Commissioner Bailey stated it is going to go to reorder for FairPoint customers who dial 9-1-1. All the other local, competitor providers, who have customers, have the diversity. This will go to their switch and then get delivered to the right number.

- ❖ S. Wolfert agreed that yes they have dedicated 9-1-1 trunks.
- ❖ When a local community ports the emergency stand-alone number to a competitive dial provider, it is important that the community is educated on the emergency stand-alone functionality. This is providing the last route for them.

Commissioner Bailey inquired about the last route for FairPoint's customers.

- ❖ This is a last route for any customer served off that remote switch.

Commissioner Bailey advised this is a big issue and it is a FairPoint problem. She asked if the six communities that have ported their emergency stand-alone numbers are in remote offices that could end up in a stand alone situation.

- ❖ Peterborough, Franconia, Milton Mills, Sanbornville, Wolfeboro and New Boston.

Commissioner Bailey inquired whether they are remote offices.

- ❖ Scott replied they are all remote switches.

Commissioner Bailey stated that if the umbilical is cut from the host to the remote FairPoint customers who are connected to any of those remotes will not be able to access 9-1-1.

- ❖ That is what occurred in the outage in February. There was a fiber cut and those communities served via that remote switch were isolated. Calls were routed to the local seven-digit number that had been identified by those local communities.

Director Cheney advised that New Boston was the first community that we ever had a problem with. New Boston shut off the local emergency stand-alone number and then they ported to a competitive provider.

Commissioner Bailey stated they should have the right to port over to any provider.

Director Cheney advised if the municipalities do not tell us, then we can't inform them that the emergency stand-alone number would not work in an outage.

Commissioner Bailey stated they probably did not realize that FairPoint customers won't be able to use it.

- ❖ Another concern is that the Town of Peterborough is being served by VoIP. In any commercial power outage, the emergency stand-alone number will not be transferred to 9-1-1.
- ❖ Emergency stand-alone lines need a commitment from the local communities that when isolation occurs, and NHBEC reports it to them, they must have someone to manually answer the lines. If we don't have the commitment, it will be a ring and no answer.
- ❖ Fairpoint is willing to educate the municipalities and provide them instructions on how this functionality works.

Commissioner Bailey stated all the competitive providers have route diversity. If the emergency stand-alone number goes to them and it is in their switch it will be workable.

- ❖ Route diversity in New Hampshire is going to go through two access tandems--Fairpoint infrastructure in Dover or Manchester for all competitive access providers.

Commissioner Bailey stated the providers pay FairPoint for this and it has nothing to do with 9-1-1.

Commissioner Mead stated she would bring maps to the next meeting showing that redundancy has been completed in the North Country.

- ❖ Mr. Wolfert offered to be on the sub-committee for the Next Generation 9-1-1.

7. New Business

Correspondence

A. Letter of Commendation

B. Thank you Letters

C. Emergency Communications Command Vehicle Event List

8. Adjournment

Chairman Aiken called for a motion to adjourn at 3:45 P.M. Commissioner Valliere motioned to adjourn the meeting and the motion was seconded by Commissioner Szoc. Unanimously passed by those present and voting.

The next Commission meeting is planned for December 2012. The date, time and location to be determined.

William Wood, Secretary
Enhanced 9-1-1 Commission