

NH ENHANCED 9-1-1 (E-911) COMMISSION MEETING MINUTES

November 15, 2013

The NH Enhanced 9-1-1 Commission (Commission) meeting, held at the Richard M. Flynn Fire Academy Dormitory, Classrooms 5 & 6, Concord, NH

Commission Members Present:

George Valliere, Vice-Chair	NH Police Officer
Kathryn Bailey	NH Public Utilities Commission (PUC)
Jonathan Goldman	NH Emergency Dispatchers Association (NHEDA)
Derek Martel	Professional Firefighters of NH
Karen Mead	Senior VP of Operations, FairPoint Communications
Paul Szoc	NH Federation of Mutual Aid Districts
Sandra Teti	Governor's Commission on Disability
James Valiquet	NH Association of Chiefs of Police
Craig Wiggin	NH Sheriff's Association
William Wood, Secretary	NH Division of Fire Standards and Training & EMS

Commission Members Absent:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
John Barthelmes	Commissioner, Department of Safety (Dos)
Robert Beaulac	Senior Business Supervisor, NH Department of Administrative Services Budget Office
David Caron	NH Municipal Association
Kevin O'Brien	Chief of Policy & Planning, Dos
Earl Sweeney	Assistant Commissioner, Dos
Mark Violette	NH Telephone Association (NHTA)
Carriers Industry	Vacant
Comcast	Vacant
Mobile Telecommunications	Vacant

NE Cable Telecommunications	Vacant
Public Member	Vacant

PARTICIPANTS:

Thomas Andross	Director of Communications, Grafton County Sheriff Department
Sherry Baker	Administrative Secretary, NHDESC
Elizabeth Bielecki	Director of Administration, Dos
Wanda Bowers	Public Information Representative, NHDESC
Robert Brown	Information Technology Manager IV, NHDESC
Bruce Cheney, ENP	Director, NH Division of Emergency Services and Communications NHDESC
Robert Christensen	Administration Manager NHDESC
Richard Cooper	Administrator I, Fire Standards & Training and EMS
Sean Goodwin	GIS Administrator, NHDESC
Doug Hackett	Communication Coordinator, Town of Hanover
Lisa Lienhart	Financial Analyst, Dos
Nick Mercuri	EMS Bureau Chief, Fire Standards & Training and EMS
Carol Miller	Administrator II, Department of Resources & Economic Development
David Rivers	Public Safety Answering Point (PSAP) Chief of Operations, NHDESC
Tim Scott	Database Administrator, NHDESC
Michael Tersmette	Cassidian
Scott Wolfert	Service Manager E9-1-1, FairPoint Communications
Randy Young	Intrado, Inc.

Call to order at 11:10 AM by Vice-Chairman Valliere.

1. Approval of the minutes of the September 6, 2013 NH Enhanced 9-1-1 Commission Meeting.

Vice-Chairman Valliere called for approval of the September 6, 2013 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner Martel seconded the motion. Unanimously approved by those present and voting. Commissioner Bailey abstained.

2. OLD BUSINESS

3. Division Reports

3.A. Director's Report

3.B. Financial Report (Elizabeth Bielecki, Director of Administration)

1. Discussion of year-to-date expenditures and surcharge receipts

Director Bielecki reported the following:

- ❖ Reviewed the projected fund balance for E9-1-1
- ❖ Revenues are on the low side but our expenditures are a little low as well. The spending seems to be under control.

Director Cheney inquired if a recent Governor and Council approval item (approximately \$600,000.00) was transferred from our non-lapsing fund into class 4001 (State Police Communications Maintenance).

Director Bielecki stated she is not aware of any transfers but if this happened in October, this report only goes to September 30, 2013.

Lisa Lienhart stated there was a transfer in October 2013 of about \$600,000.00 due to missed contracts by State Police Communications Maintenance.

Director Bielecki and Ms. Lienhart will research specifics and e-mail the information to Sherry Baker. She can e-mail members of the Commission with the answer to Director Cheney's question.

Commissioner Bailey asked if Comcast is included in the estimate on VoIP lines?

Director Bielecki stated she is unsure if Comcast is included in the estimate, but she will get the answer to Commissioner Bailey.

Director Cheney stated Comcast is not included in the VoIP estimate. This VoIP estimate has not been updated for about two years so it is a very low estimate. Comcast is the only provider that has been paying right along. Metrocast is just starting to pay.

Commissioner Bailey stated Metrocast has been paying right along just under a different name.

Director Cheney stated he will find out the other name Metrocast has been paying under, but he believes we have had two companies paying right along. We have a

list of about 300 providers in New Hampshire according to the Federal Communications Commission. We have been sending letters to all the providers that we can identify reminding them of the VoIP surcharge requirements. We are starting to get some responses back. Director Cheney stated he would provide Director Bielecki a more up-to-date number for the estimated VoIP lines for the next Commission meeting.

3.C. Report on Data Operations: (Timothy Scott, Database Administrator)

1. Update on Mapping and Database Activities
2. Emergency Notification Activation Request Forms
3. Status on VoIP companies removing records from the Database and updating their status under the PUC

- ❖ Since the last meeting, we have added two more towns into maintenance and we have completed two more multi-units.
- ❖ Completed a conversion to the new GIS tools. This was a significant upgrade in our technology.
- ❖ We continue to work on the Back Office Bounce Project
- ❖ We have created a new part-time Cartographer I position to assist with the Multi-Tenant Project. We are working with Plymouth State University to try to get two unpaid interns in the spring to help with the collection project.
- ❖ We support the Emergency Notification System. The set-up to the Help Desk is completed. We have forty-three communities signed up into the system. We have a one-page handout and regular training classes in place for any towns that would like to participate.

Commissioner Goldman asked how Data Operations reaches out to the communities.

- ❖ Mr. Scott stated it was through the Divisions Field Representatives.

Commissioner Valiquet asked about the comparison of communities that want to have access versus communities that call in and have the Supervisor at E 9-1-1 send out the message.

- ❖ About two-thirds of the communities want access to the system. About one-third do not want access to the system. The smaller communities seem to not want access for a system they may only use once.

Commissioner Valiquet asked about the one-page handout. Is this going to all communities?

- ❖ This handout is only going to communities that have signed up for access to the notification system.

Commissioner Valiquet advised that maybe for the third of the communities that do not want access, we can send out an informational outline sheet on how to use the system through E9-1-1. He then asked, "under what circumstances would E9-1-1 entertain putting out this information on-line."

Commissioner Valiquet felt communities should at least go to the training to see what the System can do.

- ❖ The training is all about the system. If you don't want to sign up to use the system, there is an edited PDF form at the Help Desk that towns can print out or fill out on the computer. It will walk them through every step to get messages out. Mr. Scott stated he would bring a copy to the next meeting.

Commissioner Valiquet stated that would be great and he would send it out to the Chiefs. The fire fighters might want to put it out as well.

Director Cheney asked Mr. Scott to explain the stranded unlock for the new Commission members.

- ❖ The Telephone Database currently contains approximately 870,000 records
- ❖ Partial address conversions have occurred in 3 cities and towns affecting a total of 3,331 lines
- ❖ 97 calls where no record was found
- ❖ 511 ALI Discrepancies, of which all but 66 have been resolved
- ❖ 1,937 routine address changes
- ❖ 915 Master Street Address Guides (MSAG) were updated
- ❖ Currently, 0 unnumbered telephone records
- ❖ Per NENA standards, currently removing all stranded unlocked records over ten days old.
- ❖ There were a total of 815 files processed containing over 75,000 transactions. Of these records, over 4,000 required attention from the database section.
- ❖ 4,400 Supplemental ALI records in the database
- ❖ The Mapping Database currently contains approximately 407,000 addressable points
- ❖ The Mapping Database currently contains approximately 43,600 landmark points
- ❖ The Mapping Database currently contains approximately 130,000 road segments
- ❖ The Mapping Database currently contains approximately 14,000 building footprints
- ❖ 220 communities in maintenance status
- ❖ Data Operations has provided updated maps and data to 6 communities
- ❖ There has been 2 new communities collected

- ❖ Data Operations has completed the Multi-Tenant Project in 51 communities

3.D. Report on Administration (Robert Christensen, Administration Manager)

1. Current positions vacancies & Division organization enhancements
2. Flight Path Project coordination for administration Bureau
3. Health Excellence Recognition Objective (H.E.R.O.) Health/Wellness Day
4. Public Outreach: Summary of Wanda Bower's meetings
5. Commission meeting action items: summary and reminders

Robert Christensen reported the following:

- ❖ Overview of Division positions that need to be created or reclassified was provided to the front office with a "big picture" package of where we want to head with positions. Awaiting direction to proceed.
- ❖ Still waiting on news regarding Assistant Director DeNutte's re-classification.
- ❖ System Development Specialist V for special projects has been filled.
- ❖ Cartographer III for special projects continues to be a challenge. We have interviewed and offered to two people. Both declined because of the low level pay. We are trying to get the labor grade increased through reallocation.
- ❖ Date Control Clerk III was re-posted
- ❖ PSAP Supervisor position vacant
- ❖ Telecommunicator Specialist positions vacant
- ❖ A request from Asst. Director DeNutte for a part-time intern has been approved and we are in the hiring process.
- ❖ The Administration section has finished building the Flight Path DataBase. We had our first round of prioritizing projects. Our second round of monthly meetings is underway. We have identified 83 separate projects being handled by eight staff members.
- ❖ The Business Office is gradually allowing Vanessa Stephens to return to the Administration Section. We hope to have Ms. Stephens full-time in the near future.
- ❖ The (H.E.R.O) Health/Wellness Day was a success. Next year, we will most likely do one date and location. We may try to record the presentation and have available via internet training. I want to thank all the Division Bureaus for their teamwork.
- ❖ We have a two-year plan on connecting with our employees. Retention is very important. Among the highlights, we will have a day with the Director just for people to get to know him. We hope to have the Commissioner of Safety visit both of our facilities semi-annually.
- ❖ We are working on a surcharge project trying to find out who is supposed to be paying the VoIP surcharge. We have sent out two letters and the third one will be going out soon. We hope to have a more accurate estimate by the next Commission meeting.

- ❖ Wanda Bowers' involvement with public outreach has been effective. Wanda has done over eleven presentations to different organizations like the Department of Transportation, senior citizen centers, safety days and others. Wanda has been doing an outstanding job.
- ❖ One more enhancement we would like to do is to get the Commission meeting minutes out much sooner. Sherry will try to identify action items and make a "to-do" spreadsheet and report back to the Chairman, Vice-Chairman, Director Cheney and Asst. Director DeNutte. Ms. Baker will also contact individuals that own the action items to make sure these get completed.

Commissioner Valiquet asked, "When you are saying that you are trying to determine who is paying the VoIP surcharge is that the end user or the company?"

- ❖ Mr. Christensen stated that is a great question. This is a technical question that Asst. Director DeNutte is looking into. The law refers to what is coming over the public network. The question is who is responsible from the VoIP stand point to pay the surcharge as it related to the law.

Commissioner Valiquet asked would the Commissioner of Safety levy the \$1,000 fine to the VoIP providers or to the end user.

- ❖ Mr. Christensen stated this is what we are trying to determine. We want to make sure we are technically and legally correct in who is supposed to be paying the VoIP surcharge.

Director Cheney reported that he attended a meeting with Nancy Smith, of the Attorney General's Office, recently on the surcharge issue. She had given him a draft that the providers will be obligated to pay for pre-paid. The statue clearly speaks to the provider being responsible for paying these fees. It is the obligated party not the individual themselves. The providers for VoIP would have to pay. As it stands right now, Metrocast and Comcast are paying. The Legislatures Science and Technology committee has again ruled "inexpedient to the legislature" on the bill regarding pre-paid wireless paying the surcharge. I think, however, we may find ourselves in the position where the Attorney General's office will say you should be collecting this regardless of Science and Technology's views.

Director Cheney reported that John Stevens will be the new part-time Statewide Interoperability Coordinator (SWIC).

Director Cheney reported while initially he was not fully on board with the H.E.R.O. day, once he saw the effort and success of these H.E.R.O. days, he wanted to let Mr. Christensen and those who helped know that it was worth their time and effort.

3.E. Status on NH VIEWW (Sean Goodwin, GIS Administrator)

1. Status of NHVIEWW
2. Status of School Safety and Security Mapping
3. Status on school maps for Fire and Police Departments

Sean Goodwin reported the following:

- ❖ No substantial changes since the September meeting. We have had some successful training with the State Police Communication staff at Troops E & F. Next, we are going to focus on training the State Police Headquarters staff.
- ❖ The School Safety Project seems to be on target. All the Middle Schools were completed by October 1, 2013 (High Schools were completed in September 2013). We should have all the Elementary Schools completed by January 1, 2014.
- ❖ The maps of the schools have been put into a PDF file and will be sent to respective fire and police departments.

Commissioner Szoc asked if there had been any thought about mapping the colleges.

- ❖ The private schools and colleges will be completed but this is more labor intensive because of there being so many buildings on each campus.

Director Cheney stated perhaps the most impressive thing about this is it is not uncommon for project to be projected and then not hit target dates. Sean has hit the target dates on all of these projects. He should be commended for that.

- ❖ Sean stated that Nick Edraos has been a great help with these projects and wanted to thank him for all his hard work.

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

4. A. Report on PSAP Operations & Report on Emergency Medical Dispatch (EMD) (David Rivers, Chief of PSAP Operations)

1. Update on PSAP Operation
2. Protocol Compliance Reports
3. Call Transfer Trial Period Update
4. GPS Time Synchronization and Lack of PSAP Times on TEMSIS (EMS reporting system)
5. Status of “stand-alones” to municipalities and review by independent telephone companies

Emergency Medical Dispatch Compliance Statistics:

- ◆ 98.00% Case Entry
- ◆ 98.00% Key Questions
- ◆ 99.00% Dispatch Life Support
- ◆ 96.00% Chief Complaint
- ◆ 96.00% Final Coding
- ◆ 98.00% Total Average

Mr. Rivers reported the following:

- ❖ Discussion on the new Agency Performance Report
- ❖ Had seven tours of the PSAP
- ❖ EMD class taught last month in Colebrook
- ❖ We started eleven new trainees in the PSAP, and of these we have lost five for various reasons
- ❖ Working with the Employee Assistance Program (EAP) on setting up classes for our Telecommunicators on getting sufficient sleep when on different shifts. I have also invited State Police Dispatchers. Deb Bray will be attending a NH Dispatchers Association meeting where she will extend an invite to them as well.
- ❖ We have updated our pre-employment screening software so we can add some additional in-house testing.
- ❖ Homeland Security and Department of Environmental (DES) are going to electronically store our emergency action plans for the 400 dams in NH. We are currently using big binders for all this information. It will be more convenient in electronic format.
- ❖ Migrated the Concord PSAP to the xTrakker which is our updated mapping software. Next week, we will deploy this in our Laconia PSAP
- ❖ Mr. Rivers met with Scott Wolfert to discuss the “standalone issue.” Mr. Wolfert gave Mr. Rivers his list of numbers and had his own list. Mr. Rivers asked one of his Supervisors to call all the standalone numbers to verify the accuracy. Mr. Rivers thought that the Commission should get involved with how we are going to reach a decision on this. Writing a letter to all municipalities will involve many factors. A Work Group may be a good idea.

Director Cheney advised that we have the Working Group bring to the Commission a proposal for a policy change to allow us to get an agreement between the dispatch agencies and individual towns.

Commissioner Bailey asked how many of the “stand-alone” numbers that were called did not answer.

- ❖ Mr. Rivers reported about 25% did not answer.

Commissioner Valiquet asked what happens when a town uses two different dispatch centers.

- ❖ Mr. Rivers stated we have one standalone number for police and one for fire unless they agreed to use one for both.

Vice-Chairman Valliere felt the standalone issue will not be resolved at this meeting. At the next Commission meeting, we will put a Working Group together regarding the “standalone” issue.

Nick Mercuri, Bureau Chief with Emergency Medical Services (EMS) stated the PSAP times have been turned off in the TEMSIS report for some time. It has been requested to have them turned back on.

Chief Mercuri stated there were some concerns about accuracy. Mr. Rivers and he worked through those issues. The PSAP time is still on the report. Is just a “hidden field.” It is very easy for us, at your request, to turn the hidden field back on with a couple of caveats. We would need to do some education with our providers.

Vice-Chairman Valliere asked what Commissioner Wood thought about having the TEMSIS times unhidden.

Commissioner Wood said it was an excellent idea.

Commissioner Goldman asked what times are included on the TEMSIS report?

Chief Mercuri stated it would be just the times the PSAP received the call.

Commissioner Goldman asked for clarification on whether it include times when the call gets transferred to the dispatch centers. He further asked if a dispatch center received the initial call, would this time not appear on the TEMSIS report?

Chief Mercuri stated we would end up getting dispatch times, time of tone, time of arrival at scene, time enroute, and time arrived at hospital; so, the PSAP times will add to all this data.

Chief Mercuri stated we will “unhide” the PSAP times field and inform EMS Personnel.

4.B. Report on Next Generation 9-1-1 (NG911) (Robert Brown, Information Technology Manager V)

1. Frame Relay Network to carrier over Ethernet
2. Next Generation 9-1-1

Robert Brown reported the following:

- ❖ Not a lot of forward progress on NG9-1-1 since the last meeting. We did have a vendor, TCS, come in and give a brief presentation for NG911. I have been doing a lot of research on the topic.
- ❖ Director Cheney has Bob Christensen, Tim Scott, and I working on an Request for Proposal for our next equipment replacement. We will try to meet on a weekly basis to get this accomplished. The next equipment will be NG911 compatible.

Director Cheney stated our equipment is at the “near end-of-life” and we need to replace it. We are going to try to make sure the new equipment will be part of a Next Generation solution. We are also trying to look at solutions for texting.

- ❖ Bob reported he has a couple of solutions for texting and will report more on that at the next meeting.

Commissioner Valiquet asked what is the life expectancy of the equipment.

- ❖ Computer equipment only lasts about 5 years, especially since this equipment is used 24 hours a day, 7 days a week.

Commissioner Valiquet asked if we have a plan and the funding for this project.

Director Cheney stated we did but the Legislature has taken some of our funding for other projects. We will have to look at increasing the surcharge and trying to collect from the pre-paid wireless to make up the difference.

Commissioner Szoc advised that First Net is giving states grants to help out with NG9-1-1.

Commissioner Goldman stated he just wants to make sure when the Next Generation equipment is purchased, please make sure all dispatch centers will be able to communicate with the PSAP.

Director Cheney stated we agree to make sure all dispatch centers are taken care of. We are working on that type of solution for NG9-1-1.

- ❖ Mr. Brown reported that we have a new xTrakker system in the PSAP. We are moving to the new Valor CAD system. We have the latest version of Pro-

QA from Paramount. These are some of the steps to get us ready for NG9-1-1.

- ❖ We are changing out the frame relay and implementing the Carrier over Ethernet network. This will be part of the Next Generation. FairPoint has installed the host circuits in Laconia and Concord. Once Office of Information Technology has completed what they need to do, we can begin live testing.
- ❖ I believe it will be a good idea to have a Work Group for the standalone numbers, but I think educating the towns is also a very important part of this process.

5. Communication Maintenance Bureau

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

1. Budget Issues
2. Status of the Statewide Interoperability Communications Coordinator (SWIC)
3. Proposed legislation concerning broadband

- ❖ There were \$600,000.00 of expenses that State Police Communications Maintenance forgot to add into their budget. We had to go to Governor and Council to transfer the funds from our reserve into 4001 to cover this error. I am looking into what we are paying so that we can justify where the funds are going. I will keep the Commission updated on this issue.

Carol Miller from the DRED discussed proposed legislation concerning broadband.

1. Ms. Miller said she recognized broadband communications is critical to infrastructure and that it provides a benefit to public safety. The NH Broadband Mapping and Planning Program has been mapping broadband availability by census block since 2010. Although precise, the mapping does not accurately depict broadband availability in rural, unserved and underserved markets in NH.
2. The intent is to use the geographic information systems data of E911 to utilize rural address level detail. It could include an exemption like DES for wells
3. Federal funding for Broadband Mapping and Planning ends December 21, 2014. There is broadband expansion investment from service providers. Without accurate current maps, NH will not be in position to apply mapping of broadband infrastructure beyond the grant period so that entities in NH can compete nationally for limited resources and will have current data that can be utilized and benchmarked.
4. For the reasons above, it is necessary to raise and dedicate funding to continue mapping broadband.

There was a very long discussion on this above issue.

Director Cheney stated he would be willing to help with mapping addresses with a non-disclosure agreement. But we can't offer staff help to maintain the mapping project due to existing work requirements.

Ms. Miller thanked the Commission and hoped she could return to a future meeting.

6. Bureau of Telecommunication

6.A. Report on Statewide Telecommunications (Kevin Connor, Administrator IV)

**Director reported the following:
No report given**

Thomas Andross, the Director of Communications at Grafton County, and a Director of the NH Emergency Dispatchers Association, on behalf of NHEDA, thanked the Commission for accepting Commissioner Goldman onto the Enhanced 9-1-1 Commission. NHEDA works hard with the Department of Safety, the Legislature, and E9-1-1 providers. On behalf of NHEDA, we are looking forward to working with you on the Next Generation project. The Dispatchers Association is about to embark on tackling dispatcher and telecommunicator standards for NH. We look forward to any help you can offer us on the standards.

Doug Hackett, the Communications Coordinator of Hanover Communication Center spoke. I wanted to come to this meeting to find out more about NG9-1-1 and to make sure our local PSAP's get the information they need. E9-1-1 funds have been used for other reasons when dispatch agencies have been previously denied equipment and software due to limited funds. Thank you for having me and I look forward to future meetings.

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

7.A. FairPoint Network

1. Report on Network

Scott Wolfert reported the following:

- ❖ Mr. Wolfert advised that he spoke about North Country diversity at the last meeting and this should be removed from the agenda.
- ❖ Vice-Chairman Valliere asked for this to be removed.
- ❖ Event on October 10, 2013: Concord PSAP made FairPoint aware of some troubles from the Melvin Village of Tuftonboro area. They were doing some testing on the Central Office and the 9-1-1 calls kept dropping out. The trouble was a T-1 coming from their switch in the Melvin Village area. That was isolated to the FairPoint digital access system. Once FairPoint was made aware, we worked with the independent phone company to resolve the issue.

Director Cheney wanted to thank Wanda Bowers for all her hard work on the public information function.

8. New Business

Correspondence

A. Letter of commendation

B. Thank you letters

C. Emergency Communications Command Vehicle Event List

9. Adjournment

Vice-Chairman Valliere called for a motion to adjourn at 2:35 P.M. Commissioner Bailey motioned to adjourn the meeting and the motion was seconded by Commissioner Szoc. Unanimously passed by those present and voting.

Next Commission meeting planned for January or February, date, time and location to be determined.

William Wood, Secretary
Enhanced 9-1-1 Commission