

NH ENHANCED 9-1-1 (E911) COMMISSION MEETING MINUTES

September 25, 2015

The NH Enhanced 9-1-1 Commission meeting was held at the Dwinell Building, 50 Communications Drive, Laconia, NH.

Commission Members Present:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
Derek Martel	Professional Firefighters of NH
Cecily McNair	Public Member
Paul Szoc	NH Federation of Mutual Aid Districts
Sandra Teti	Governor's Commission on Disability
George Valliere, Vice Chairman	NH Police Officer
Patrick Robinson	Mobile Telecommunications Carriers
David Caron	NH Municipal Association
Kathryn Bailey	NH Public Utilities Commission
Craig Wiggin	NH Sheriffs Association
Scott Brooks	NH Telephone Association
Thomas Andross	Director of Communications, Grafton County Sheriff Department

Commission Members Absent:

John Barthelmes	Commissioner, Department of Safety (DOS)
Kevin O'Brien	Assistant Commissioner, DOS
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
James Valiquet	NH Association of Chiefs of Police

Participants:

Sherry Baker	Administrative Secretary, NH Division of Emergency Services & Communications (NHDESC), DOS
Robert Brown	Information Technology Manager V, NHDESC, DOS
Bruce Cheney, ENP	Director, NHDESC, DOS
Peter DeNutte	Assistant Director, NHDESC, DOS
Sean Goodwin	GIS Administrator, NHDESC, DOS
Kelly Hayward	Program Specialist I, NHDESC, DOS
David Rivers	Chief of Operations, NHDESC, DOS
Tim Scott	Database Administrator, NHDESC, DOS
Scott Wolfert	E9-1-1 Service Manager, FairPoint Communications
Robert Beaulac	Senior Business Supervisor, NH Department of Administrative Budget Office
Lisa Lienhart	Financial Analyst, Division of Administration, DOS
Joe Weisenburger	New Hampshire Senior Account Manager, FairPoint Communications
Ellen Scarponi	Director Government Affairs, FairPoint Communications
Jason Martin	Supervisor IV, NHDESC, DOS
George Landry	Guest, Former E9-1-1 Commissioner

Chairman Aiken welcomed Thomas Andross as the new NH Emergency Dispatcher Association representative to the Commission.

The Commissioner observed a moment of silence in honor of Commissioner Valiquet's son.

Chairman Aiken opened the floor for the annual election of Chairman, Vice-Chairman and Secretary.

Commissioner Bailey asked if the current slates of officers are willing to continue. Chairman Aiken stated they would be willing to continue.

Commissioner Szoc motioned to reelect the current slate of officers, seconded by Commissioner Bailey. Unanimously approved by those present.

1. Approval of the minutes from the June 12, 2015 NH Enhanced 9-1-1 Commission meeting.

Chairman Aiken called for approval of the June 12, 2015 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner McNair seconded the motion. The minutes were unanimously approved by those present with four abstentions from Craig Wiggin, Kate Bailey, Robert Beaulac and Scott Brooks who were not present at the meeting.

2. Division Reports

3.A. Directors Report

3.B. Financial Report (Lisa Lienhart, Financial Analyst)

Lisa Lienhart reported the following:

- Discussed Emergency Communication's actual expenditures for FY15.
- Spending appears to be in-line with estimated target for the fiscal year
- The Radio Maintenance section spending appears to be in-line with projections.
- Class 018, Overtime, is over-budget due to payroll issues. New permanent shifts will start in early November 2015 which will alleviate the over-time usage.

Commissioner Bailey stated the implementation (\$0.75 surcharge) will begin on October 1, 2015.

Chairman Aiken acknowledged and congratulated Kate Bailey as the new Public Utility Commission (PUC) Commissioner.

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

1. Update on Mapping & Database activities
2. Update on Emergency Notification System (ENS) and number of participating communities and agencies
3. Schools Statewide Telephone Emergency Preparedness Project (S.T.E.P.)
4. Customer Information Request

Tim Scott reported the following:

- The telephone database contains approximately 785,000 records.
- Partial address conversions have occurred in 5 cities and towns affecting a total of 143 lines.
- 119 MSAG updates were made to the telephone database as a direct result of the Back office Bounce Project.
- The Mapping Database contains approximately 53,600 addressable points.
- The Mapping Database contains approximately 52,000 landmark points.
- The Mapping Database contains approximately 23,000 building footprints.
- Emergency Notification System has 109 communities participating in the program.
- 47 School Administration Unit Reports were completed.
- 11 new School Administration Unit visits were conducted.
- Currently 146 open MLTS discrepancies 58 of these have been resolved.
- Preparing for Next Generation with Data Master
- Issues with phantom calls in the PSAP identified as Alicare Medical Care was mistakenly typing 9-1-1 and then hanging up.
- “No Record Found” dead-air calls we discovered that these calls were coming from Thermo Fisher Scientific. Discovered that there was a 9-1-1 “quick dial” feature added to analog lines. This issue was corrected and there has been no further problems for this customer.
- Discussion on Pinardville versus Goffstown issues. Residents of the Pinardville area of Goffstown show up as Manchester residents when dialing 9-1-1 because their postal zip code is 03102. They must state that they are in Goffstown when calling 9-1-1.

3. D. Report on Administration (Director Bruce G. Cheney, ENP)

1. Administration Section Project Management
2. Communications:
 - a. “Neighborhood”
 - b. 9-1-1 Outreach
3. Fleet Maintenance
4. PSAP Reclassifications

Director Cheney reported the following:

- Administration Group has completed 39 PATH projects in the last 3 months.
- The Neighborhood project is 85% completed. (Website available to employees with information, such as HR, payroll, policies, job postings.)

- Public Outreach Presentation and Vendor Booths: Frisbie Memorial Hospital, Strawberry Festival, Berlin Housing Authority Meeting.
- Upcoming presentation: Salem CERT, Deering FD Public Safety Day, Concord HS Health Occupation Classes, NH Healthy Homes Conference.
- Department of Safety Lean Events
- No new vehicles have been added to the fleet
- PSAP reclassifications were successful
- PSAP Supervisor reclassifications are in process

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

1. Status of NHVIEWW
2. Status of School Safety and Security Mapping

Sean Goodwin reported the following:

- Special event maps for NH Motor Speedway, Pumpkin Fest, ATV Festival in Berlin.
- Trail updates for Belknap and Merrimack counties
- Receiving e-maps book requests for tablets and smart phones
- Publishing 17 bus route evacuation calendars for the Seabrook Station Planning Communities
- An outreach to superintendents across the State on how 9-1-1 works as they make their infrastructure for communications
- Discussion on NHVIEWW public access

Chairman Aiken advised that when he googled the NHVIEWW site, another state agency has NHVIEW. He asked if staff could look into it before the public is made aware to avoid confusion and direct people to the correct web-site.

Commissioner Bailey asked if the name could be changed to NH Safety View.

Director Cheney and Mr. Goodwin will look into it before making the public aware of the site.

Statewide Interoperability John T. Stevens, Statewide Interoperability Coordinator (SWIC)

Mr. Stevens was not present at the meeting.

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

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

1. Update on PSAP operations
2. Agency Call Stats Report

Emergency Medical Dispatch Compliance Statistics:

- 98.70% Case Entry
- 98.99% Key Questions
- 98.33% Dispatch Life Support
- 96.80% Chief Complaint
- 97.40% Final Coding
- 98.17% Total Average
- 98.89% Customer Services

Chief Rivers reported the following:

- On October 2, 2016, a 90 day trial Telecommunicator schedule with fixed days off and permanent shifts will begin.
- Fish and Game Department had requested a pre-alert on all lost or injured hikers after notifying the appropriate local agency(s). As of September 25, 2015 Mr. Rivers was asked to discontinue the pre-alert.
- Request to bid for a Medical Director
- On October 30, 2015, a new hire class will begin
- PSAP tours for Exeter Fire Department EMD and the Citizens Police Academy

Director Cheney and the Commission discussed the new PSAP schedule in more detail.

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

1. Next Generation 9-1-1 Phase I
2. Text messaging in PSAP's

Robert Brown reported the following:

- The network proposal was submitted for the next Governor and Council meeting.
- Customer Premise Equipment package will be submitted for November's Governor and Council meeting.
- While testing 9-1-1 text messaging with US Cellular, we experienced an issue, receiving Multimedia Messaging Service (MMS) from Indrado; we only receive Short Messaging Service (SMS) at this time.

Commissioner Bailey asked if there were any issues with other carriers, and if we have the ability to send a message back to the carriers.

Mr. Brown advised the other carriers have the capability to send us MMS, but we are only able to receive SMS. We can also send a message back to the carriers and inform them we can't accept MMS.

4.C. Report on Emergency Communications Items (Bruce G. Cheney, Director, ENP)

1. Update on Statute/Rule prohibiting automatic dialers programmed to call 9-1-1
 - Added prohibiting automatic dialers programmed to call 9-1-1 to the Administrative Rules; will be approved this fall.

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

1. Update on State Police Communications Maintenance

Director Cheney reported the following:

- There are budgetary issues on mountain top leases; other than that, everything is going well.

6. Bureau of Telecommunication

6.A. Report on Statewide Telecommunication Bureau (Bruce G. Cheney, Director ENP)

1. Status of the statewide VoIP project
Director Cheney stated the Bureau of Telecommunications has been moved to the Department of Information Technology.

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

1. Report on Network

Scott Wolfert reported the following:

- No events on the 9-1-1 network since the last Commission meeting.
- Trunk issue with a long distance carrier caused intermittent issues in the Laconia PSAP. Removed route from long distance carrier and fixed problem.
- September 22, 2015 an isolated switch in Enfield due to planned fiber work lasted 16 minutes.

Commissioner Bailey asked if there had been testing on the fast busy signal when the switch was in isolation.

Mr. Wolfert advised that engineering is not willing to put an entire switch into isolation just for testing. Mr. Wolfert audited all of the translation switches and made sure the standalone number was removed and rings fast busy.

Director Cheney requested to go into a non-public session

Vice-Chairman Valliere explained the justification for non-public session.

Commissioner Szoc motioned to enter into a non-public session, seconded by Commissioner Wiggin. Barring further discussion, roll call vote:

Aye: Chairman Aiken, Vice-Chairman Valliere, Commissioner Szoc, Commissioner Robinson, Commissioner Teti, Commissioner McNair, Commissioner Martel, Commissioner Bailey, Commissioner Caron, Commissioner Beaulac, Commissioner Wiggin, Commissioner Brooks, Commissioner Andross.

Nay: None

Chairman Aiken asked Director Cheney, Asst. Director DeNutte and Chief Dave Rivers to stay.

Chairman Aiken announced that scheduled business had concluded, and attendees may leave. Once the non-public session concludes, the meeting would be adjourned.

Chairman Aiken advised the non-public session ended at 14:44pm. The Commission voted to keep the discussion private.

Commissioner Caron made a motion for the Chairman and Vice-Chairman to meet with the Commissioner of Safety to clarify the Commission's roll providing appropriate oversight to the Bureau. The motion was seconded by Commissioner Szoc and unanimously passed by those present. There were no abstentions.

Chairman Aiken will make an appointment to meet with the Commissioner of Safety and will report back to the Commission at an upcoming meeting.

Chairman Aiken called for a motion to adjourn at 2:45 P.M. Vice Chairman Valliere motioned to adjourn. The motion was seconded by Commissioner Wiggin and unanimously passed by those present. There were no abstentions.

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

William Wood, Secretary
Enhanced 9-1-1 Commission