

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

December 19, 2014

The NH Enhanced 9-1-1 Commission (Commission) meeting was held at the Department of Safety, 33 Hazen Drive, Concord, NH

Commission Members Present:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
David Caron	NH Municipal Association
Jonathan Goldman	NH Emergency Dispatchers Association
Derek Martel	Professional Firefighters of NH
Karen Mead	Senior VP of Operations, FairPoint Communications
Cecily McNair	Public Member
Earl Sweeney	Assistant Commissioner, Department of Safety (DOS)
Paul Szoc	NH Federation of Mutual Aid Districts
Sandra Teti	Governor's Commission on Disability
James Valiquet	NH Association of Chiefs of Police
George Valliere, Vice Chairman	NH Police Officer
William Wood, Secretary	NH Division of Fire Standards and Training & EMS

Commission Members Absent:

Kathryn Bailey	NH Public Utilities Commission
Comcast	Vacant
NE Cable Telecommunications	Vacant
Linda Hodgdon	NH Department of Administrative Services
Patrick Robinson	Mobile Telecommunications Carriers Industry
Craig Wiggin	NH Sheriffs Association

Participants:

Thomas Andross	Director of Communications, Grafton County Sheriff Department
Sherry Baker	Administrative Secretary, NH Division of Emergency Services & Communications (NHDESC), DOS
Elizabeth Bielecki	Director of Administration, DOS
Kyra Leonard	Administrator III, DOS
Robert Brown	Information Technology Manager V, NHDESC, DOS
Bruce Cheney, ENP	Director, NHDESC, DOS
Robert Christensen	Administration Manager, NHDESC, DOS
Peter DeNutte	Assistant Director, NHDESC, DOS
Sean Goodwin	GIS Administrator, NHDESC, DOS
Doug Hackett	Communications Coordinator, Town of Hanover
David Rivers	Chief of Operations, NHDESC, DOS
Tim Scott	Database Administrator, NHDESC, DOS
John Stevens	Statewide Interoperability Coordinator, DOS
Michael Tersmette	Cassidian
Scott Wolfert	Service Manager E9-1-1, FairPoint
Allyson Ehrlich-Mitchell	Windstream
Robert Beaulac	Senior Business Supervisor, NH Department of Administrative Services, Budget Office

1. Approval of the minutes from the September 19, 2014 NH Enhanced 9-1-1 Commission meeting.

Chairman Aiken called for approval of the September 19, 2014 meeting minutes. Commissioner Goldman motioned to accept the minutes and Commissioner Szoc seconded the motion. The minutes were unanimously approved by those present with one abstention Robert Beaulac.

2. Old Business

None

3. Division Reports

3.A. Directors Report

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

Director Elizabeth Bielecki reported the following:

- Discussed Emergency Communications budget numbers.
- Revenue appears to be in-line with the estimated revenue for the Fiscal Year.
- Expenditures are actually all under budget in the 1395 accounting unit for Emergency Communications.

Commissioner Sweeney stated the most serious issue that the Department of Safety has in this budget is funding 9-1-1. He stated, a few years ago a legislation was introduced to start collecting the surcharge from pre-paid providers. To date, we have not been successful. The Department of Safety attorney has written draft legislation based on a model from the State of Kentucky. Robert Introne, Chairman of the Science & Technology Committee and a few co-sponsors, will support the proposed bill. In the meantime, we recommended increasing the 9-1-1 surcharge from \$0.57 to \$0.77.

Director Bielecki informed the Commission if the surcharge was not raised the budget would be in a deficit.

Commissioner Sweeney advised we cannot run a Department in a deficit.

Commissioner Valiquet asked if Director Bielecki knew the conversion rate from landlines to cellular and pre-paid numbers. How fast is that happening?

Director Cheney advised the industry projects the growth rate of pre-paid is 20% per year; about a 2% increase each year (cellular market only).

Commissioner Valiquet asked who issues telephone numbers and who monitors the rate of consumption?

Director Cheney said, " The cell phone companies".

There was further discussion on why cell phone companies feel they can not collect the surcharge on pre-paid phones.

Commissioner Goldman asked if the surcharge should be raised a quarter for long term projects to avoid going back in case the \$0.22 request is insufficient.

Commissioner Wood inquired if anyone knew what surcharge rates are in other states.

Commissioner Sweeney stated New Hampshire has one of the lowest surcharge rates nationally.

Commissioner Valiquet said the legislation should be fair and equitable for all who use the 9-1-1 system. He asked if pre-paid providers are paying the federal excise fees?

Director Cheney said most of them are paying the federal excise fees.

Commissioner Valiquet said if most of the pre-paid companies are paying the federal excise fees, then there must be some type of mechanism in place to collect the surcharge. The Legislature needs to understand if they can pay the federal government, they can pay the state surcharge on pre-paid phones.

Commissioner Sweeney reminded attendees we all live in a town with a representative and a senator. It would be extremely helpful if all of us would contact our representative and senator to let them know how important it is for pre-paid customers to pay the surcharge like everyone else. Commissioner Sweeney invited and encouraged commissioners to attend hearings on the pre-paid bill.

Commissioner McNair asked if the Commission was trying to surcharge all currently active pre-paid phones in this bill?

Commissioner Sweeney indicated affirmatively.

Commissioner McNair asked if the Commission had discussed starting from scratch and collecting what we could for pre-paid phones being sold now, the thought being if we could at least get \$0.57 at the time of purchase, we would be ahead of the game. This method of collection may not be fair, but at least we would be getting something.

Director Cheney said other states find they are coming up short by collecting "point of sale." Typically, phone companies only sell 3 month or 6 month cards now. The cards expire at the end of the term whether or not customers use all the minutes. The fastest growth in the market is unlimited pre-paid. These accounts require customers names and address in order to charge.

Commissioner Valiquet said customers can renew their cards one of two ways: by either going to the phone provider online or to the store front.

Director Cheney said phone providers will automatically recharge credit customer's.

Commissioner McNair asked if she could see what other states are doing currently to collect the surcharge?

Commissioner Sweeney stated the pre-paid legislation we have proposed will charge based on the number of active lines. He said there is a revenue model available for the phone providers to follow. He asked Director Bielecki to explain the model.

Director Bielecki explained the pre-paid provider model: gross monthly revenue from pre-paid divided by amount of the average monthly cost (we used \$25.00) then multiply by the surcharge to come up with the 9-1-1 surcharge revenue due. She also noted providers will need to give us a reconciliation at the end of each fiscal year. She believes the phone providers take issue with this method.

Commissioner Goldman asked why the phone providers couldn't just take the surcharge fee from each account that has a balance every month.

Director Bielecki advised the argument some believe "against" taking the surcharge out of each account each month is that it is discriminating.

Commissioner Valiquet asked if it would behoove us to go to the Legislature with a two-fold plan:

1. Explain that in two or three years 9-1-1 will be in the "red". Try to make them understand why we need to collect on pre-paid.

2. Approach the phone providers and explain it is their responsibility to collect the surcharge.

Commissioner Sweeney said what he really would like to see is for the phone providers and the retailers to come to a consensus on one way to collect the pre-paid surcharge.

Commissioner Szoc researched the surcharge rates for east coast states. He said, Rhode Island is \$1.26, Massachusetts is \$0.75, Connecticut is \$0.70, New York is \$1.20 and Maine is \$0.45. That said, not all states provide the same services as New Hampshire does.

Chairman Aiken requested the Commission support the pre-paid surcharge legislation. He said most Commission members represent associations with a lobbyist. It would be in our best interest to provide lobbyists with a copy the legislation to gain their support. The Commission should support NHDESC staff when they attend hearings on the legislation.

Commissioner Teti asked if the pre-paid bill has an LSR number?

Commissioner Sweeney said it does and he would e-mail the LSR number.

Commissioner Teti advised she works with service dog legislation. She would be very willing to testify for this legislation if needed.

Chairman Aiken thanked the staff for developing the legislation and getting sponsors for the bill.

Chairman Aiken initiated a discussion regarding a surcharge increase as recommended by the staff.

Commissioner Valiquet asked if it would be a permanent change?

Chairman Aiken said it would be permanent, but could be decreased as has happened in the past.

Chairman Aiken said if the Legislature changed the ruling on pre-paid surcharge, we could be able to lower the amount.

Vice-Chairman Valliere asked what would happen in two years if nothing occurred in the legislature. Director Cheney said the surcharge could be raised again.

Commissioner designee Beaulac cautioned the Commission to approach the Legislature with the idea this is not a new tax. Instead, explain that we are closing loop holes opened up with new technology. Once the loop holes close, there is a possibility the fee could be reduced.

Vice-Chairman Valliere asked the Commission if it would make sense to propose a motion for \$0.20 for a period of two-years and then revisit at the end of the two-years.

Vice-Chairman Valliere made a motion to increase the surcharge \$0.20 (from the current \$0.57 to \$0.77) for a period of two-years. At the end of the two-year period, the Commission will revisit to see where the legislature is regarding pre-paid phones.

Director Cheney suggested rather than say \$0.20 for two-years, it would be better to say \$0.20 and at the end of two-years, we will review.

Chairman Aiken called for a vote. A majority of those present approved the motion as detailed by Director Cheney. Commissioner Szoc seconded the motion.

Commissioner Szoc asked if \$0.20 was enough to cover expenses and any new projects on the horizon.

Director Bielecki advised \$0.20 was the lowest she felt we could go and she believed that it would work.

Director Cheney explained that \$0.20 leaves us with no extra money for Next Generation 9-1-1.

Commissioner McNair requested the Commission consider raising the surcharge to \$0.25 in the motion to allow for the Commission and the Legislature to include pre-paid providers in the 9-1-1 surcharge.

Chairman Aiken said the motion on the floor is for \$0.20. Unless the motion is withdrawn, we would have to act on that motion first.

Commissioner Valiquet asked if the motion could be amended?

Chairman Aiken advised a motion to amend would be enacted as long as it is accepted by the original Commissioner and the Commissioner who seconded the motion.

Commissioner Valiquet reiterated Commissioner McNair's motion to amend the first motion from \$0.20 to \$0.25. Commissioner Goldman seconded this motion.

Vice-Chairman Valliere and Commissioner Szoc both agreed to this amendment of the first motion.

Chairman Aiken asked for all those who were in favor of the motion on the floor to please say "aye" The motion unanimously passed by those present and there were no abstentions.

Commissioner Szoc asked when the new surcharge would take effect.

Chairman Aiken said the motion has to be approved by the Commissioner of the Department of Safety. Then it will go to the Public Utility Commission and will be added onto a tariff.

Chairman Aiken advised Marc Violette will not be requesting reappointment from the NH Telephone Association.

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. Status statute/rule on prohibiting automatic dialers programmed to call 9-1-1

Tim Scott reported the following:

- The telephone database contains approximately 850,000 records.
- Partial address conversions have occurred in 3 cities and towns affecting a total of 1,421 lines.
- 7 MSAG updates and 76 address changes were made to the telephone database as a direct result of the Backoffice Bounce Project.
- The Mapping Database contains approximately 501,000 addressable points.
- The Mapping Database contains approximately 48,000 landmark points.
- The Mapping Database contains approximately 20,000 building footprints.
- Emergency Notification System has 109 communities participating in the program.
- Data Operations has trained 6 designated & authorized officials in the use of the Emergency Notification System.

- Data Operations Department is fully staffed. A full staff will allow for one collection team to be out in the field every day. It will also increase the amount of office work produced.
- The upgrade to the latest ESRI version has been completed for all laptops and workstations. Upgrades to the server are scheduled for the end of January.
- The total number of land lines continues to shrink with an anticipated loss of over 40,000.

Commissioner Sweeney requested Mr. Scott report on the legislation that was submitted for multi-line phone system.

- Mr. Scott explained a bill was written based on National Emergency Number Association (NENA) recommendations from other states. This bill requires anyone operating their own private phone system to comply with some simple guidelines. They must report the correct address (where the phone is located including what floor the phone is on). Currently, there is a list of 91 open ALI discrepancies from private phone systems. The staff has resolved 46 within the last 3 months.

Director Cheney asked if the colleges and universities address and location data was being worked on.

- Mr. Scott stated the staff is currently working on public schools. Once completed, they will begin collecting colleges and universities.
- The Statewide Emergency Notification project has several new features including access to the CodeRED mobile application alerting system (free with our regular maintenance). In addition, The NHDESC has purchased the Integrated Public Alert and Warning System (IPAWS) add-on which allows us to send out alerts to smartphones based on their location. Training is available on request.
- The Database section has completed the second round of the Telephony Emergency Preparedness project for all Public Schools. We have finalized and delivered reports to 14 school districts. We've scheduled six schools for on-site visits in the next 30 days.
- Automated calls from elevators were researched. The results concluded the rule for automated calls had expired several years ago.

Chairman Aiken said originally, it was a statute and may have expired once RSA 106-H for the Enhanced 9-1-1 System took effect. This is a concern because any alarm company could put 9-1-1 in their automatic dialers without registering.

Director Cheney said he would look into it further and report back to the Commission at the next meeting.

Commissioner Wood asked if an update of the automated call rule was needed. Would it be logical to include it into the 9-1-1 statute?

Chairman Aiken said it should be in the 9-1-1 statute already.

Chairman Aiken stated expiration of the self-dialing alarm systems statute was not a good thing because if there are enough systems out there all dialing 9-1-1 at the same time, it will busy out all of the 9-1-1 trunks. He recommended further research to get this issue resolved. He asked to have this item left on the agenda.

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

1. Administration Section Project Management
2. External Communication
3. Internal Communication

Robert Christensen reported the following:

- Mentioned the people that make up the administration area:
 - Sherry Baker- Assistant to Assistant Director DeNutte
 - Wanda Bowers – Informational Representative
 - Mike Haskell, Mike Carreau and Irv Childs – Maintenance
 - Kelly Hayward- Path Project and Human Resources
 - Patty Magoon – Assistant to Director Cheney and back up for Human Resources
 - Kelley Noel and Vanessa Stephen – Budget process
 - Dale Twitchell – Receptionist
- Mr. Christensen recognized Kelley Noel and Vanessa Stephen for their outstanding work in the financial section. Kelley does a great job identifying areas of concern in the budget.
- The Administration section is doing an outstanding job behind the scenes.
- Gave an update on the Administration Project Management (Path). He indicated the team has risen to the challenge and was very proud of the work they do.
- Next newsletter is slated for distribution on January 15, 2015. A 9-1-1 EMD wrote an article for the newsletter. Wanda has completed the following outreach events:
 - Londonderry Family Safety Day
 - Windham Fire Open House

- Bedford Fire Open House
 - Merrimack PD Senior Fire
 - Osram Sylvania Health/Safety Fair, Hillsboro
 - Newfields Elementary School – 9-1-1 Presentation
-
- Upcoming outreach events are Seacoast MDRC and Taylor Home Community
 - There was another Department of Safety employee survey that was completed. Not yet knowing the results, Mr. Christensen assumed communication, or lack of communication, would be highlighted. Wanda Bowers and I are working on a concept this is called “The Neighborhood”. “The Neighborhood” is going to help communication within our Division using a desktop application. By the next Commission meeting, we will have a sketch of what this will look like.
 - Our all-staff conference on December 5, 2014 was a success. Mr. Christensen thanked Bob Brown, Information Technology section, for his presentation. Asst. Commissioner Sweeney spoke at the event also. Kelley Noel provided a wonderful spaghetti lunch.
 - We continue to develop communications with State Police Maintenance regarding the budget and operational needs.

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:

- School Safety Mapping Project continues to be maintained.
- Special Project Unit has an open position that has been posted.
- Mapping projects across multiple Divisions for the Department of Safety:
 - Pumpkin Fest in Keene
 - Seabrook Station graded exercises
 - Power outages
 - Generating address level location information for over 3,000 National Flood Insurance programs on property losses around the state.
 - Completing ongoing hazard mitigation projects stored and maintained in NHVIEWW
- Maintaining over 3,000 snowmobile trails which include over 1,000 address intersections and over 100 designated medical landing zones
- Significant effort to incorporate year-round Off Highway Recreational Vehicle (OHRV) trails to the 9-1-1 MSAG which includes consistent names and compliant naming

- NHVIEWW continues to be a valid resource to the Department of Safety users.
- Will be upgrading NHVIEWW security platform to the latest version over the next few weeks.
- The most notable change with NHVIEWW is the configuration and testing of a secure web mapping portal. This portal will allow us and other authorized users to generate specific web maps and share them with identified groups. It also includes the ability to make a web map and send them a hyperlink via e-mail to users.

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

- The update of the Statewide Implementation plan was accomplished in late 2014. A final draft has been sent out to the Statewide Interoperability Executive Committee (SEIC) for comment. The Statewide Implementation Plan should be finalized in January 2015.
- Curriculum training will be provided to the Police Academy on January 26, 2015.
- Preparing for a Police Standards & Training Council meeting in March. It is anticipated that recruit level interoperability training will be established in May 2015.
- In coordination with the interoperability training at recruit level, part of the training will be coordinated with in-service training statewide. This training will be mandated for all police officers.
- FirstNet will be scheduled for an on-site N. H. visit sometime in the spring.

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
3. Trainee Update
4. Emerging Infectious Disease Surveillance Tool

Emergency Medical Dispatch Compliance Statistics:

- 99.04% Case Entry
- 99.01% Key Questions
- 98.66% Dispatch Life Support
- 96.99% Chief Complaint

- 97.27% Final Coding
- 98.29% Total Average
- 99.90% Customer Services

Chief Rivers reported the following:

- The day before Thanksgiving 2014, the PSAP's received 7,125 calls; five times normal call volume. Everyone did a great job.
- All EMD statistics are in-line for our accreditation.
- On October 15, 2014, the PSAP's began ebola surveillance protocols.
- BayRing connectivity went down on December 3, 2014, for about 4 hours. The outage caused the following dispatch centers to be down: Rockingham County, Exeter, Belknap County, Dover, Hudson, Rochester, Strafford and Seabrook. The PSAP's contacted these agencies by their VoIP phones; we never lost a single call.

Commissioner Sweeney asked if BayRing was a VoIP provider?

Mr. Rivers stated they are an internal phone system and their calls come in on FairPoint lines. BayRing rerouted calls so they bypassed the switches that were problematic.

- All PSAP personnel have been trained to receive and respond to text messages. Once the "go ahead" is given, we will accept text messages.
- Jason Martin was promoted to the Operations Supervisor position.
- All Supervisors went through the online APCO Communications Center Supervisor Course.
- Four new hires started in the PSAP as of December 18, 2014. The next class for new hires starts on February 9, 2015.

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. Implementation of text messaging in PSAPs
3. Status of responses from wireless providers from text messages

Robert Brown reported the following:

- The Next Generation 9-1-1 RFP has been delayed due to pending and new projects. We are hopeful to get the RFP out to the public in March.

Director Cheney said both Bob Brown and Bob Christensen should be commended on their hard work regarding the RFP for Next Generation 9-1-1 equipment.

- Equipment was installed for text messaging. All equipment has been waiting on management approval to begin accepting text messages.

Director Cheney said we were waiting for the Governor to make the official announcement.

- The following phone carriers are prepared to send text messages:
 - T-Mobile
 - Verizon
 - AT&T
 - Sprint
- We are moving forward with Paramount and getting ready to test.
- We have had some ANI failures back in August and September. We thought this issue was fixed, but about a week ago, the issue came to light again. We are working with Cassidian and FairPoint to resolve this issue.

4.C. Status on Senate Bills and House Bills (Bruce G. Cheney, Director, ENP)

1. Report on interoperability audit
2. SAFECOM Meeting
3. 2015 NH Statement of financial interest forms

5. Communication Maintenance Bureau

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

1. Update on State Police Communications Maintenance

Director Cheney reported the following:

- The interoperability audit findings highlighted a few issues. Asst. Commissioner Sweeney is working on a response.
- Attended first SAFECOM meeting. Discovered during the meeting that entities around the country are looking to use 9-1-1 surcharge money to pay for other communications functions.
- An e-mail will be going out to remind Commission members to file "2015 NH Statement of Financial Interest" forms.
- The Communications Maintenance budget is in good shape thanks to Bob Christensen keeping in contact with Major Conte NH State Police.

- Looking ahead, broadband and microwave issues may effect the budget. He will keep the Commission informed.

6. Bureau of Telecommunication

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

1. Status of the statewide VoIP project
Written report in packet

Director Cheney told the Commission they have the right to have Mr. Connor present at these meetings. They also have the right to hear about the Statewide Telecommunication budget.

Commissioner Valliere asked if the Director would have Director Bielecki report on 1870 budget at the next meeting and find out if Kevin Connor could attend the meeting.

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

1. Report on Network
2. Consistent pattern in the town of Canterbury

Scott Wolfert reported the following:

- Spoke with Commissioner Bailey regarding the issue in the Town of Canterbury.
- Outage on December 3rd the PSAP was unable to receive calls from several dispatch centers. We replaced a piece of hardware and the PSAP was up and running on December 4th.
- November was a difficult month:
 - 23 central offices lost commercial power and ran on generators.
 - 50 remote terminals lost power and required backup generators.
 - Seven major fiber burns and copper cables in Penacook, Center Sandwich, Merrimack, Gilford, Glenwood, Goffstown, Londonderry, Winchester. Due to the redundancy and diversity of the 9-1-1 network, there was no interruption of 9-1-1 call processing.
- On November 15, 2014, the Goffstown Dispatch went down due to a motor vehicle accident taking down a pole. FairPoint rerouted the phone lines to get them back on-line.
- There were three remote switch isolations since the last commission meeting in Epping, South Nashua, Weare.
- There are 13 trunks riding one T-1 line within trunk group #693 into Laconia that had trouble. This caused the T-1 to keep bouncing and the

PSAP to get phantom calls or false trunk seizures. The T-1 was taken out of service and FairPoint and the NHBEC technical staff continue to work on the issue.

Chairman Aiken called for a motion to adjourn at 2:25 P.M. Commissioner Goldman motioned to adjourn the meeting and the motion was seconded by Commissioner Szoc. Unanimously passed by those present. No abstentions.

Next Commission meeting will be planned for March. The date, time, and location to be determined.

William Wood, Secretary
Enhanced 9-1-1 Commission