

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

**June 12, 2015**

The NH Enhanced 9-1-1 Commission meeting was held at the Richard M. Flynn Fire Academy Dormitory, 98 Smokey Bear Blvd, Concord, NH

**Commission Members Present:**

Douglas Aiken, Chairman	NH Association of Fire Chiefs
James Valiquet	NH Association of Chiefs of Police
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
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Patrick Robinson	Mobile Telecommunications Carriers Industry

**Commission Members Absent:**

Vicki Quiram	NH Department of Administrative Services
David Caron	NH Municipal Association
John Barthelmes	Commissioner, Department of Safety (DOS)
Jonathan Goldman	NH Emergency Dispatchers Association
Kathryn Bailey	NH Public Utilities Commission
Craig Wiggin	NH Sheriffs Association
Scott Brooks	NH Telephone 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
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
Kevin O'Brien	Assistant Commissioner, (DOS)
David Rivers	Chief of Operations, NHDESC, DOS
Tim Scott	Database Administrator, NHDESC, DOS
John Stevens	Statewide Interoperability Coordinator, DOS
Michael Tersmette	Cassidian
Scott Wolfert	E9-1-1 Service Manager FairPoint Communications

**1. Approval of the minutes from the March 13, 2015 NH Enhanced 9-1-1 Commission meeting.**

Chairman Aiken called for approval of the March 13, 2015 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner McNair seconded the motion. The minutes were unanimously approved by those present.

**2. Division Reports**

**3.A. Directors Report**

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

**Director Bielecki reported the following:**

- Discussed Emergency Communications budget numbers
- Spending appears to be in-line with estimated target for fiscal year
- Class 018 Overtime is over-budget due to payroll issues, but adjustments will be made.
- Director Bielecki presented Commissioner Barthelmes' alternative increase to the surcharge.

Director Cheney reminded the Commission that the \$0.25 surcharge increase discussed at the December 2014 meeting was based on not collecting from pre-paid. Director Bielecki has made a solid recommendation.

Director Bielecki said this alternative leaves room for improvement if needed.

Chairman Aiken asked Director Bielecki to explain debit services. He said his understanding of debit services was to borrow money. He asked if she thought New Hampshire was going to fund Next Generation 9-1-1 with a bond.

Director Bielecki stated the Bureau has a bond authorization for 3.7 million for Next Generation 9-1-1. The Bureau will start payments on the bonds in Fiscal Year 2018.

Chairman Aiken asked if the bond money is dedicated. Director Cheney indicated the money was dedicated.

Commissioner Valiquet asked about the bond term.

Director Bielecki stated that the Department of Treasury takes the bond out in bulk for the entire state then dedicates funds for specific projects. There is a 20 year repayment.

Chairman Aiken asked should we revisit the surcharge vote made at the December Commission meeting.

Director Cheney suggested changing the \$0.82 surcharge as voted by the Commission to \$0.75 as recommended by the Commissioner.

Vice-Chairman Valliere made a motion to reconsider the surcharge increase that was made at the December 12, 2014 meeting. The motion is to drop the surcharge from a \$0.82 increase as voted to \$0.75 as recommended by the Commissioner. Commissioner Szoc seconded the motion. The motion unanimously passed by those present; there were no abstentions.

**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.)

**Tim Scott reported the following:**

- The telephone database contains approximately 782,000 records.
- Partial address conversions have occurred in 5 cities and towns affecting a total of 120 lines.
- 106 MSAG updates and 93 address changes were made to the telephone database as a direct result of the Back office Bounce Project.
- The Mapping Database contains approximately 52,000 addressable points.
- The Mapping Database contains approximately 49,000 landmark points.
- The Mapping Database contains approximately 21,000 building footprints.
- Emergency Notification System has 109 communities participating in the program.
- 36 School Administration Unit Reports were completed.
- 16 new School Administration Unit visits were conducted.
- Issuing new multi map books
- Currently 140 open MLTS discrepancies 40 of these have been resolved.
- Collecting data in the towns of Lebanon and Seabrook then Dover and Plainfield. All data should be collected by end of summer.
- Reviewed the process for date requests
- Preparing for Next Generation with Data Master

Chairman Aiken asked Mr. Scott to bring a copy of the map from 1993 when collections first started to the next Commission meeting. The comparison between then and now shows a significant staff accomplishment.

**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 42 PATH projects in the last 3 months.
- The Neighborhood project is not completed. (website available to employees with information, such as HR, payroll, policies)
- Recent discussion regarding message boards for the PSAP's.
- No report on fleet maintenance.
- PSAP Reclassifications are in the final stages

**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 are in full swing
- 2015 Imagery Capture has been completed
- Presentations for: NH Dispatchers Association, State Emergency Preparedness Conference, Briefing to members of the House Executive and Administration Committee on HB 377.
- Fire Tower Map Project is completed. Each tower has a uniformed GIS-based NH forestry grid map. Currently In the process of sending digital copies of these maps to the Fire Dispatch Centers.
- 65 parole probation officers have been trained on the NHVIEWW. The feedback has been very positive.
- Test with Civil Air Patrol; their aerial cameras are now GPS. We can remove the SD card and add address points to all pictures.

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

- Senator D'Alessandro sponsored legislation with regards to deployment of the Statewide Interoperability Executive Committee. This bill has passed the House and Senate and is waiting for the Governor's signature.
- The FirstNet consultation for New Hampshire was held June 9, 2015 at the Fire Academy. The feedback from FirstNet was very well received. We are now moving forward to Phase II which is the accrual data collection to First Net.

#### **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:

- 98.75% Case Entry
- 99.05% Key Questions
- 98.88% Dispatch Life Support
- 96.95% Chief Complaint
- 97.35% Final Coding
- 98.23% Total Average
- 99.90% Customer Services

##### **Chief Rivers reported the following:**

- 4% wireline increase on 9-1-1 calls
- 6% wireless increase on 9-1-1 calls
- Landline transfer times average: 19.87 seconds
- Cellular line transfer times average: 36.27 seconds
- EMD transfer time average: 91.95 seconds
- Hospital Diversions are slightly down
- Judge requests are up and problematic
- Out-of-state requests are down about 10%
- Record requests are down about 5%
- 53 accidental pocket dial text messages. We are keeping a manual to track text messages, until an automated count can be generated
- 5 new hires, next class will start on July 23<sup>rd</sup>
- Attended the National Emergency Number Association (NENA) conference in April

Commissioner Valiquet asked Mr. Rivers if the PSAP's have had dropped calls lately.

Mr. Rivers said they had not lost any calls due to infrastructure issues. They do however; have calls that go into the que. We call them back. There aren't an abundance of calls which go into the que.

**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
3. Status of responses from wireless providers from text messages

**Robert Brown reported the following:**

- Testing this week with US Cellular to go live with text messages
- Mr. Brown will be giving a presentation on the Medical Dispatch software, Paramount, to dispatch agencies around the state.

**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
2. Status on E911 surcharge for prepaid cellular telephones

Director Cheney has not been able to determine if the automatic dialers are prohibited to call 9-1-1. He is waiting for feedback.

Vice-Chairman Valliere asked who would make the automatic dialers decision.

Director Cheney advised the Attorney General's office will make decision.

Director Cheney said the prepaid cellular E9-1-1 surcharge has been discussed and can be removed from the agenda.

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

1. Update on State Police Communications Maintenance

**Director Cheney reported the following:**

- DESC continues to fund Communication Maintenance. He said meetings had been held to discuss tower finances with other agencies. Budget is in good shape.

Chairman Aiken asked if Communication Maintenance had been maintaining the towers and generators.

Director Cheney said there has been discussion to contract the maintenance on the generators and towers as it would be a better solution.

Asst. Commissioner O'Brien stated it would be cheaper for us to hire outside maintenance twice each year to get the towers and generators serviced.

Director Cheney stated the Fish and Game Department has requested a pre-alert on all lost or injured hikers after notifying the appropriate local agency(s). The PSAP will contact Fish and Game during business hours and Troop F after hours with the appropriate information.

## **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

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

1. Report on Network

### **Scott Wolfert reported the following:**

- At the March meeting, it was asked if there was a way to test and verify that all switches were programmed correctly (they deliver a fast busy signal when the switch is isolated). Mr. Scott will have another audit performed on all standalone switches and report back to the Commission at the September meeting.

Mr. DeNutte asked Mr. Wolfert if FairPoint took care of the independents as well.

Mr. Wolfert explained FairPoint does not take care of the independent switches.

Mr. DeNutte asked if Mr. Wolfert was going to do the audit, could he contact the four independent carriers.

Mr. Wolfert stated Mr. DeNutte could join him in a conference call with each independent phone carrier. At that time he could ask if they have any type of emergency standalone numbers. Mr. DeNutte agreed.

June 4, 2015 a T1 in Laconia PSAP resulted in a head-to-head isolation. Wires were replaced.

March 13, 2015 remote switch in Weare: no dial tone on 14 to 15 access lines. It was fixed within one hour.

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June 8, 2015 remote switch isolation in Westmoreland due to a downed tree affected 778 access lines. Six hours to fix fiber.

June 12, 2015 dial tone outage in Nashua caused by remote system failure affected 492 access lines. Two hours and 56 minutes to fix.

June 12, 2015 Carrier Ethernet outage a router that had a line card fail which affected the CDS circuits to the Conway Police Department CAD site. Line card was replaced.

Chairman Aiken received a letter of resignation from Commissioner Goldman. The Commission thanked Commissioner Goldman for his support over the past few years.

Vice-Chairman Valliere asked Chairman Aiken to send a thank you letter to Commission Goldman.

Chairman Aiken will send a letter on behalf of the Commission.

Chairman Aiken stated there are two items to discuss in a non-public session under NH Law.

1. Update for the Commission on contract negotiations
2. Personnel Issue

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

Aye: Chairman Aiken, Vice-Chairman Valliere, Commissioner Wood, Commissioner Szoc, Commissioner Robinson, Commissioner Teti, Commissioner McNair, Commissioner Martel, Commissioner Valiquet.

Nay: None

Chairman Aiken asked Director Cheney and Asst. Director DeNutte to stay. He asked if they wanted any staff members to remain.

Director Cheney asked that Robert Brown and Timothy Scott remain for the first item only.

Chairman Aiken stated to attendees that scheduled business had concluded. Attendees may leave. Once the non-public session concluded, the meeting would be adjourned.

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Commissioner Robinson motioned to leave the non-public session, seconded by Commissioner Martel, roll call vote:  
Aye: Chairman Aiken, Vice-Chairman Valliere, Commissioner Wood, Commissioner Szoc, Commissioner Robinson, Commissioner Teti, Commissioner McNair, Commissioner Martel, Commissioner Valiquet.  
Nay: None

**Chairman Aiken called for a motion to adjourn at 2:30 P.M. Vice Chairman Valliere motioned to adjourn. The motion was seconded by Commissioner Valiquet and unanimously passed by those present. There were no abstentions.**

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

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William Wood, Secretary  
Enhanced 9-1-1 Commission