

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

March 4, 2016

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

Commission Members Present:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
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
Kathryn Bailey	NH Public Utilities Commission
Scott Brooks	NH Telephone Association
Thomas Andross	Director of Communications, Grafton County Sheriff Department
Kevin O'Brien	Assistant Commissioner, NH Department of Safety (DOS)
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
David Caron	NH Municipal Association
Derek Martel	Professional Firefighters of NH

Commission Members Absent:

Craig Wiggin	NH Sheriffs Association
Patrick Robinson	Mobile Telecommunications Carriers
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
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
John Stevens	Statewide Interoperability Coordinator, DOS
Steven Lavoie	Director of Administration, DOS
Robert Lussier	Assistant Director, NHDESC, DOS
Kelly Hayward	Program Specialist I, NHDESC, DOS
Doug Hackett	Communications Coordinator, Town of Hanover

1. Approval of the minutes from the December 4, 2015 NH Enhanced 9-1-1 Commission meeting.

Chairman Aiken called for approval of the December 4, 2015 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner Andross seconded the motion. The minutes were unanimously approved by those present.

Chairman Aiken and Vice-Chairman Valliere briefed the Commission on their January 27, 2016, meeting with Commissioner Barthelmes regarding RSA 106:H and the duties of the Commission. They thought it was a positive meeting. Commissioner Barthelmes will be attending the June Commission meeting to discuss his views.

Director Cheney introduced Assistant Director Robert Lussier.

Assistant Director Lussier said he is looking forward to working with the Bureau.

2. Division Reports

2.A. Directors Report

2.B. Financial Report (Steven R. Lavoie, Director of Administration)

1. Discuss year-to-date expenditures & surcharge
 - Discussed Emergency Communications expenditures
 - Spending appears to be in-line with projection for the fiscal year
 - The change in the surcharge will have the desired impact in building the fund balance in FY17.
 - Class 018 (Overtime) still high due to the need for 9-1-1 call handling phone coverage.

Commissioner Bailey inquired if there was going to be enough money to pay for the Next Generation 9-1-1 equipment contract.

Director Cheney stated it will be bonded.

Director Cheney advised the possibility of adding an auditor position specifically for tracking pre-paid accounts.

3. 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 771,000 records.
- Partial address conversions have occurred in 6 municipalities affecting a total of 717 lines.
- 141 MSAG updates were made to the telephone database as a direct result of the Back office Bounce Project.
- The Mapping Database contains approximately 572,000 addressable points.
- The Mapping Database contains approximately 53,000 landmark points.
- The Mapping Database contains approximately 25,000 building footprints.
- Emergency Notification System has 112 communities participating in the program.
- 70 School Administration Unit Reports were completed.

- 14 new School Administration Unit visits were conducted.
- Currently 132 open MLTS discrepancies 62 of these have been resolved.
- 35 towns accepted multi data

Director Cheney said New Hampshire is way ahead of other states with regard to address data for Next Generation 9-1-1.

- Triangle Credit Union has completed a phone system upgrade to correct a 9-1-1 issue.
- The City of Nashua is in the process of buying a new phone system. Mr. Scott has been invited to help with the evaluation of the proposal.

Chairman Aiken asked Mr. Scott for an explanation of back office bounce.

- Comparing the MSAG/ALI and GIS databases identifies inconsistent naming conventions, inaccurate address information, improper ESN assignments to designations and other discrepancies. The comparison process also reveals fictitious data, incomplete information, and data that exist in only one database.

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

1. Introduce new Asst. Director, Robert Lussier
2. PATH Administration Project Management Update
3. Communications
 - a) 9-1-1 Outreach
4. Discuss public hearing for SAF-C7000 rules

Director Cheney reported the following:

- During the last quarter 18 PATH projects have been completed, 22 projects in process and 8 new PATH projects will begin soon.
- Public Education Events as follows:
 - Lean (Criminal Justice Information System (CJIS) Service Fee)
 - Nashua Headstart Presentation
 - Lean (Granite State Independent Living/DOS)
 - Connor Raposo (student at Sant Bani School) IPOC tour
 - Active Shooter Training (All State Employees)
 - Adobe Creative Suite Training
- Public hearing for SAF-7000 Rules on April 21, 2016 at 1:00pm in the second floor conference room at 33 Hazen Drive.

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

1. Update on GIS initiatives for PSAP

2. Update on mapping assistance for local agencies
3. Update on mapping services for DOS
4. Status of Safety and Security Mapping
5. Status on NHVIEWW

Sean Goodwin reported the following:

- 217 cell tower panel sets were processed for location validation.
- Trail maps and data including intersection tables and designated LZ's were provided to dispatch centers.
- Dispatch agencies will receive fire tower maps if needed
- Completed revision of the local planning and response maps for the 17 Seabrook Stations within the emergency planning zone.
- Participated in the 2nd Seabrook Functional Exercise.
- Provide Fire Marshal's office with geographic representations and analysis of Carbon Monoxide related incidents and trends.
- Requests for school safety and security maps to support local exercises
- NHVIEWW continues to be a stable platform for state agencies to utilize vast detailed data sets for planning and operational use.
- UNH has agreed to post a redirect link to our public site to avert any confusion with the site names.

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

- The Statewide Interoperability Executive Committee met on February 5, 2016 and will meet again on May 6, 2016.
- In-service module developed for Interoperability training for Fire and Police.
- March 22 through March 24, 2016 a Communication Leader Program for local agencies.
- RFP for an engineer consultant to assist in the development of required First Net data collection passed Governor and Council on February 10, 2016.
- Received 5 proposals to build out a FirstNet 700 MHz system. Oral presentations will begin in April 2016.
- State Plans will be developed for Governors to choose from an "opt-in or opt-out" scenario by 2017.

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 Statistics Report

Emergency Medical Dispatch Compliance Statistics:

- 97.91% Case Entry
- 98.82% Key Questions
- 92.14% Dispatch Life Support
- 97.41% Chief Complaint
- 98.21% Final Coding
- 97.92% Total Average
- 99.98% Customer Services

Chief Rivers reported the following:

- New class of Telecommunicators began on March 4, 2016. Started with 10 now have 6.
- Two new Telecommunicator floater positions have been created.
- We have 4 Telecommunicators out on long term disability.

Commissioner Szoc inquired what seems to be the reason for the turn over.

- Chief Rivers stated it seems to be the new people coming in and not really understanding what the job entails until they get into the PSAP.
- The new schedule seems to be working out fine.

Commissioner Brooks asked if exit interviews were being conducted. Chief Rivers affirmed. Commissioner Brooks asked if salary was an issue. Chief Rivers said no, did not believe salary was an issue. He thought the transition from training to live calls was the real problem.

- Chief Rivers stated he has the best telecommunicators in the country.
- Call volume has been light due to weather.
- Chief Rivers is attending a three day NH trauma system consultation with the American College of Surgeons.
- All Telecommuicators must attend a 3 hour "See Something/Say Something" training.
- Texting is going well. New Next Generation 9-1-1 system will have the texting integrated at all stations.
- First Narcan call was February 3, 2016.

Commissioner Szoc inquired why the EMD transfer times have not been calculated since the month of October.

Mr. Rivers said we are going to outsource the EMD reviews since we lost the full-time employee who used to do reviews.

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 PSAPs

Robert Brown reported the following:

- US Cellular text messaging is still not turned on. Working with Intrado to resolve the issue.
- The Customer Premises Equipment Contract (CPE) is on the March 9, 2016, Governor & Council agenda.
- Indigital network contractor has been on-site installing equipment
- Indigital hosted three phone carrier conference calls for questions and answers.

Commissioner Brooks stated on behalf of the New Hampshire Telephone Association, the timing to cut over to Indigital from FairPoint is a concern. Not sure we can get circuits to INdigital in the time frame required.

Mr. Brown stated INdigital did not give a specific date. He thought it would be better to give a soft date for implementation. The carriers can connect to INdigital whenever they are ready.

- Upgrade CAD System with the new Paramount medical version
- RFP for text messaging for Next Generation 9-1-1
- Discussion on “over the top apps”

4.C. Communication Maintenance (Bruce G. Cheney, Director ENP)

1. Update on State Police Communications Maintenance

Director Cheney reported the following:

- Non-budgeted items continue to be an issue.
- Need to go to Fiscal Committee to transfer funds to pay for these non-budgeted items.

- Discussion on diversion of 9-1-1 funds regarding the Communications Maintenance unit.

Vice-Chairman Valliere said there may be serious repercussions if 9-1-1 funds are diverted.

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

1. Report on Network

Scott Wolfert reported the following:

- There have been no 9-1-1 issues since the last meeting.
- This is the last report that FairPoint will be addressing the Commission. Scott thanked everyone and wished everyone well.

The Commission thanked Mr. Wolfert for all of his hard work and wished him well.

Chairman Aiken called for a motion to adjourn at 2:00 P.M. Commissioner Valliere motioned to adjourn. The motion was seconded by Commissioner Szoc and unanimously passed by those present. There were no abstentions.

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

William Wood, Secretary
Enhanced 9-1-1 Commission