

NH ENHANCED 9-1-1 (E911) COMMISSION MEETING MINUTES
December 13, 2019

The NH Enhanced 9-1-1 Commission meeting was held at the Fire Academy Classroom 1 & 2, Concord, NH.

Commission Members Present:

Paul Szoc, Chairman	NH Federation of Mutual Aid Districts
George Valliere, Vice Chairman	NH Police Officer
Richard Bailey Assistant Commissioner, NH Dept. of Safety (DOS)	
William Wood, Secretary	NH Division of Fire Standards and Training & EMS, DOS
Amanda Cormier	Professional Firefighters of NH
Chris Hodgdon	Comcast
Michael Moyer	NH Sheriff's Association
Kathryn Bailey	NH Public Utilities Commission
Scott Brooks	NH Telephone Association
Henry E. Thomas Jr	NH Association of Fire Chiefs
Doug Hackett	NH Emergency Dispatchers Association
James Valiquet	NH Association of Chiefs of Police
David Caron	NH Municipal Association
Patrick Robinson	Mobile Telecommunications Carriers

Commission Members Absent:

Sandra Teti	Governor's Commission on Disability
John Stone	Consolidated Communications
Cecily McNair	Public Member

Participants:

Sherry Baker	Administrative Secretary, NH Division of Emergency Services & Communications, (NHDESC), DOS
Mark Doyle	Director, NHDESC, DOS
Peter DeNutte, ENP	Assistant Director, NHDESC, DOS

Steven Lavoie	Director of Administration, DOS
Robert Brown	INDigital
Sean Goodwin	Administrator, GIS, NHDESC, DOS
Timothy Scott	IT Manager IV, NHDESC, DOS
Matt White	Into Tech Manager IV, NHDESC, DOS
John Letson	Supervisor III, NHDESC, DOS
Jedediah Jackson	Communications Tech II, NHDESC, DOS
Jeannie Cadarette	Field Rep I, NHDESC, DOS
Rebecca Desrochers	Telecommunication Spec II, NHDESC, DOS
John Stevens	Coordinator, Statewide Interoperability, NHDESC, DOS
Josh Mann	Comm. Supervisor I, Radio Maintenance, NHDESC, DOS
Deputy Kyle Levesque	Danbury Fire Department
Thomas Andross	Grafton County Sheriff Department

1. Approval of the minutes from the September 27, 2019, NH Enhanced 9-1-1 Commission meeting

Chairman Szoc called for approval of the September 27, 2019 meeting minutes. Commissioner Kate Bailey motioned to accept the minutes and Commission Michael Moyer seconded the motion. The minutes were unanimously approved by those present.

2. FY19 Surcharge Receipts

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

1. Discuss year-to-date expenditures & surcharge

- Surcharge receipts are on track and the E9-1-1 Fund is healthy.
- Expenditures are in line at this point. The Division does a great job of managing its expenditures.
- No concerns at this point related to expenditures.
- Discussion about surcharge by the members of the Commission and how it relates to future projects and costs for the Division.

3. Division Reports

A. Administration Section (Robert Lussier, Assistant Director)

1. Administration Update
2. Emergency Communication Command Vehicle Event List
3. Wanda Scott (9-1-1 Outreach & Education & Social Media Report)
4. Presentation on DESC "Orientation/On-Boarding" – Jeannie Cadarette and Becky Desrochers

Director Doyle reported the following:

- Call Delivery RFP scheduled for January 6, 2020 Governor and Council
- Mt. Washington MOU scheduled for Governor and Council in February
- MOU with Dept. of Interior is to provide for the parties to utilize radio frequencies set aside for national interoperability between agents of the U.S. Federal Government.
- January 6th will meet to discuss the next steps relative to outstanding MOU's and requests for frequency sharing
- A concept document being prepared for replacing carpet & cubicles in Mapping/Database Section at Laconia facility
- Emergency Communication Peer Support Unit (international Critical Incident Stress Foundation Training) has been completed.

Public Education Events as follows:

- DOT Fall Employee Wellness Day (Vendor Table)
- Litchfield FD Open House (9-1-1 Telecommunicator attended/Vendor table)
- Rochester Fire Safety Day (9-1-1 Telecommunicator attended/Vendor table)
- Bishop Brady High School – Health Occupation (Presentation/PSAP Tour)
- Deering Public Health/Safety Day (Incident Command Vehicle/Vendor table)
- PAL Youth Haven (Presentation to students 10-18 years old)
- Concord High School _ Health Occupation (Presentation)
- Ray School, Hanover (Presentation)
- Lafayette Regional School (IPOC Tour)
- Manchester West High School- Alternative Education Students (Presentation/Tour)

Upcoming Professional Development/Media Relations as Follows:

- Social Media Engagement Class

B. Report on Special Projects (Sean Goodwin, GIS Administrator)

1. Status on NHVIEWW
2. Status on the Wireless Asset Manager
3. Information on DOS GIS Assistance

Sean Goodwin reported the following:

- 218 cell tower panel sets processed for location validation.
- 3 New tower sites on-line in Sutton, Warner and Gilmanton
- Snowmobile trails maps and data are in process of being finalized for the season
- Finalized Phase 2 GIS architecture for dispatch center mapping platform build out
- Dispatch mapping that interfaces with AVL has been retooled in the Java Script form for more security compliance.
- Communication Asset Manager continues to be enhanced and populated with communication site data.
- Planning and exercise maps continue to be requested
- Still working out details with the Lead Agency for the 2020 Fly High Resolution Imagery

C. Report on Data Operations: (Matthew White, Information Tech Manager IV, Data Operations)

1. Update on Mapping and Database activities
2. Update on Emergency Notification System (ENS) replacement
3. Schools Statewide Telephone Emergency Preparedness Project (S.T.E.P.)
4. Update on MLTS Discrepancies and Resolutions

Matthew White reported the following:

- The telephone database contains approximately 649,030 records.
- Partial address conversions have occurred in seven cities and towns affecting a total of 576 customer records.
- The Mapping Database contains 685,782 addressable points.
- The Mapping Database contains 73,924 landmark points.
- The Mapping Database contains 52,787 building footprints.
- The Mapping Database contains 231,970 road segments.
- Emergency Notification System has 46 communities signed up to participate in the system.

- There are currently 277 open MLTS discrepancies; 192 MLTS discrepancies have been closed since the last Commission meeting.
- Actively marketing the ENS software to interested parties
- Taken a pause on the STEP program while transitioning some work from our recent retiree to our primary STEP employee
- Working with the towns of Carroll and Bethlehem to map the Bretton Woods Ski Area and coordinate new addresses for all of the properties.
- Met with Dartmouth College on their move to a cloud-based VoIP (Jive).
- Was invited to the North Country InterOp Meeting to explain the State Police ESZ project in depth.
- Final stages of the State Police ESZ Project

D. Report on PSAP Operations and Report on Emergency Medical Dispatch: (Deb Bray, Supervisor IV)

1. Update on PSAP operations
2. Agency Call Statistics Report **(Items 2 thru 7 are included in packet)**
3. Hands to Chest
4. Update on transfer times
5. Agency Performance Report
6. ACE Performance Standard Report
7. QI Summary Report
8. Update on Training division

John Letson reported the following:

- Currently have 10 Telecommunication Specialists I vacancies
- Hiring phase and interviews in end of December
- January 31, 2020 possible start of a new training class
- Two Telecommunicators joined the Stork Club
- 5 Letters of Commendations were handed out within the last 3 months
- Completed 6 active shooter drills
- Supervisors need a more effective way to communicate between PSAPs. Need some type of device we can carry with us while on floor.
- An unannounced active shooter drill in 2020
- Training Manager Allison Reopel has submitted our application to APCO for the Agency Training Program Certification.
- Training Department working on a 4-6 hour training for other Division employees to take basic police and fire calls in the case of a pandemic situation in the PSAP's.
- Derrick Aumann completed the reaccreditation application and submitted it on December 6th.

E. Report on Information Technology (Tim Scott, Information Technology Manager V)

1. CAD and Dispatch Center PC Upgrade Project
2. Contract Renewal for Call Delivery Network
3. Contract Renewal for CPE
4. GIS Infrastructure Upgrades

Tim Scott reported the following:

- Deployment of the new Dispatch PCs later this month or early January
- January 6, 2020 is the release date for the contract renewal for CPE
- March 2020 is the release date for the contract renewal for Call Delivery Network
- GIS infrastructure upgrades and migration strategy discussions continue to go well
- Reviewing the Federal NGI-9-1-1 Self-Assessment. Once completed will have Director Review.

F. Communications Maintenance Bureau (Joshua Mann, Communication Supervisor I)

1. Update on Radio Communications Maintenance

Josh Mann reported the following:

- P25 Project is fully operational and working as designed
- Still refining some of the backhaul connections for resiliency and operational efficiency across the state.
- Motorola is still working side by side with us to get the final details buttoned up for system handover to our technicians.
- Training is scheduled in January and February for technicians to learn how to maintain system.
- WAVE is the last piece to be completed in early 2020
- Continue to respond to incidents across the state to support communication interoperability situations.
- Responded to the Bow Power Plant protest and also the Hooksett Coal Train Protest
- Working to upgrade and maintain deployable command and communications assets
- Mike Cadorette attended and completed the COM-T course
- Robert Erskine is working on completing his COM-L, COM-T and IT Section Leader Task Books.
- Continue to attend to the maintenance needs on the radio sites as they arise
- Mountaintop sites were in top-notch shape due to the hard work and dedication of our staff.
- No outstanding issues that were delayed to spring 2020
- Few issues with microwave links crop up because of aging equipment
- Working on generator replacement plan for the mountaintop sites and adding our HVAC equipment to the statewide maintenance contract.

- As we move into 2020, we have a number of initiatives to increase staff knowledge, improve the radio system, and increase the capabilities of the Division.
- Improve the operational capabilities of the Phoenix Interoperability Trailers and expand their use.
- Transitioning the EAS system off the old circuit based system into the realm of IP.
- Increasing the number of personnel able to operate the deployable assets
- Working to repair and improve the coverage of the radio system for State Police

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

John Stevens reported the following:

- Statewide Interoperability Executive Committee last met on November 15, 2019. Due to meet again on February 14, 2020.
- SIEC Working Groups meet on a monthly basis.
- Set and 100% completed the 2019 goals:
 - Increased number of COML in the State
 - Increased number of COMT in the State
 - Cyber Security Perspective for PSAP's webinar
 - TTX on Policy development
- US Homeland Security is going to replicate the TTX on policy development and use this nationwide.
- Rescheduled to April 21-24 will hold a COMU functional exercise which will consist of 3 teams running through 12 COML and 12 COMT trainees over the course of two days. This exercise will provide an opportunity for the trainees to complete all of their required tasks to become certified.
- First Net capability and expansion:
 - 94 communities online
 - 19 more communities online by end of 2019
 - 34 towers under development to go on-line
- AT&T has collaborated with Great Northwood Wireless with regard to expansion in the North Country.
- AT&T will be taking over North East Wireless in the Grafton County area

5. NH Bureau of Emergency Communication (Mark E. Doyle, Director)

1. Update on Bureau
 2. Outage Update
 3. Deputy Kyle Levesque, Danbury Fire Department to address the Commission relative to 9-1-1 outage and restoration
- Wanda Scott has been working diligently to ensure our social media is expanding.
 - Communication support meeting re: Protest preparations incident with Bow EOC/Police/Fire and State Police at Bow EOC

- Department of Safety meeting to coordinate activities and communications support for the protest in Bow
- Communications trailer sent to Bow to support first responders with communications
- Members of the Division's ESF#2 Team participated in the DHS Executive Education Seminar at the Fire Academy to discuss the scenario presented as it applies to our SEOP.
- State Emergency Operation Plan signed off and finalized
- Discussion on 9-1-1 outages and restoration issues. Deputy Kyle Levesque, Danbury Fire Department, addressed the Commission regarding this issue.

6. Contractor's Report (Robert Brown, INdigital)

1. Report on Network

Robert Brown reported the following:

- The NENA ICE9 event was postponed. Over this reporting period, we also supported and attended the Atlantic Chapter APCO 2019 conference in Falmouth MA.
- A new Carrier has been added into the data centers for eventual go-live. The new Carrier is Inteliquent
- INdigital replaced a bad hard drive in the Manchester data center NGCS
- FCC order 13-158 compliance report submitted in October for the State of New Hampshire INdigital system.

7. Legislative Committee Report

1. No Report

New Business

1. Correspondence

- a. Thank you note from Mrs. Bean's Health Science Class – Wanda Scott

3. Next meeting and adjournment

Chairman Szoc called for a motion to adjourn at 2:00pm The motion was seconded by Commissioner Kate Baliey and unanimously passed by those present. There were no abstentions.

The next Commission meeting is scheduled on March 13, 2020 at The Fire Academy Main Building Classroom 1 & 2, Concord NH

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William H. Wood, Secretary
Enhanced 9-1-1 Commission