

NH ENHANCED 9-1-1 (E911) COMMISSION MEETING MINUTES
March 13, 2020

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, Asst. Commissioner	NH Dept. of Safety (DOS)
William Wood, Secretary	NH Division of Fire Standards and Training & EMS, DOS
Amanda Cormier	Professional Firefighters of NH
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
Patrick Robinson	Mobile Telecommunications Carriers

Commission Members Absent:

Sandra Teti	Governor's Commission on Disability
John Stone	Consolidated Communications
Cecily McNair	Public Member
Chris Hodgdon	Comcast
Michael Moyer	NH Sheriff's Association
James Valiquet	NH Association of Chiefs of Police
David Caron	NH Municipal Association

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

Robert Lussier	Assistant Director, NHDESC, DOS
Steven Lavoie	Director of Administration, DOS
Robert Brown	INdigital
Sean Goodwin	Administrator IV, NHDESC, DOS
Timothy Scott	IT Manager IV, NHDESC, DOS
Matt White	Info Tech Manager IV, NHDESC, DOS
Deb Bray	Supervisor IV, NHDESC, DOS
John Stevens	Coordinator, Statewide Interoperability, NHDESC, DOS
Thomas Andross	Grafton County Sheriff Department
Nate Smith	Supervisor III, NHDESC, DOS
Bill Pelchat	Info Tech Manager IV, NHDESC, DOS
Derick Aumann	Case Reviewer & Evaluation Specialist, NHDESC, DOS
Philip Sisk	Mission Critical

1. Approval of the minutes from the December 13, 2019, NH Enhanced 9-1-1 Commission meeting

Chairman Szoc called for approval of the December 13, 2020 meeting minutes. Commissioner Kate Bailey motioned to accept the minutes and Commission Vice-Chairman Valliere seconded the motion. The minutes were unanimously approved by those present.

2. FY20 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.

3. Division Reports

A. Administration Section (Robert Lussier, Assistant Director)

1. Administration Update
2. Emergency Communications Command Vehicle Event List
3. Wanda Scott (9-1-1 Outreach & Education & Social Media Report)
4. Emergency Communications Budget Preparation Presentation

Asst. Director Lussier reported the following:

- Tentative budget schedule for FY 23/24 was discussed
- Emergency Communications Budget presentation
- 128 UPS batteries were delivered and replaced
- Received 3 responses for the Building Access Grant RFI
- 3 vendors presented for the building access and video surveillance for the IPOC. Will pick a vendor soon.
- Since launching the Peer Support Group, they have had 9 contacts over the first 2 ½ months. It has been very successful. The group provides great value to our employees. The Peer Mentoring Program developed by the training department has also been very successful with new hires.
- Developing a department-wide chair replacement plan.

Commissioner Wood asked why we continue to make a payment to Poison Control each year when this was supposed to be a onetime deal.

- Director Lussier explained there was a onetime influx payment to support Poison Control the first year. Now we have budgeted a yearly \$25,000.00 payment.

Public Education Events as follows:

- Bow Fire Explorers (Presentation/Tour)
- Bow Police Explorers (HSEM IPOC Tour)
- Firefighter I Class (Presentation/Tour)
- WGIR – Jack Heath (Director Doyle & Tim Locke Interview)
- Chichester Elementary (Read Across America)
- Seacoast Public Health Network, Epping (Presentation)

Upcoming Professional Development/Media Relations as Follows:

- NH Guide Dog Association, Concord
- DHHS – Bring Your Child To Work Event (Vendor Booth)
- DOS PIO Meeting/Training

B. Report on Special Projects (William Pelchat, Info technology Manager IV)

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

William Pelchat reported the following:

- 307 cell tower panel sets processed for location validation
- 9 New tower sites on-line in Concord, Newmarket, Hudson, Fremont, Exeter, Raymond, Keene, Atkinson
- Trail data editing and maps published and completed on schedule
- Continue to support the School Safety and Security Mapping program and web applications
- Installation of the ArcGis Enterprise dispatch center mapping platform was completed
- PSAP and Dispatch Web Mapping Application have been installed and are running on this new platform along with the Incident Locator Web Application, a NH 9-1-1 Geocoder and NH 9-1-1 Base map
- Installation completed for the new ArcGis image server
- ArcGIS Geoprocessing Server upgrade is completed and is currently running our GeoDatabase maintenance model tools
- Planning in progress for ESRI on site installation in May to replace our NHVIEWW Ago ArcGis Server
- GIS support for the planned Seabrook exercises will continue throughout the year
- 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 644,496 records
- Partial address conversions have occurred in three cities and towns affecting 242 customer records

- Mapping Database contains 687,971 addressable points
- Mapping Database contains 74,234 landmark points
- Mapping Database contains 53,764 building footprints
- Mapping Database contains 233,998 road segments
- Emergency Notification System has 54 communities signed up to participate in the system
- There are currently 470 open MLTS discrepancies; 143 MLTS discrepancies remain open
- Upgrade to new version of ESRI Guardian map products for PSAP
- Promoted Melissa Jones to Field Representative for central NH
- Jim Nelson is taking the lead on the Governor's state School Taskforce
- Working with Tim Scott on data ops strategic plan
- Discussion on elevator phone issue
- 4 towns have updated to the new standards maps - delivered to those towns

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
3. ACE Performance Standard Report
4. Update on Training Division
5. Derick Aumann – Coronavirus Presentation

Deb Bray reported the following:

- Currently have 9 Telecommunication Specialists I vacancies, 3 Telecommunication Specialist II vacancies, plus 4 part-time vacancies - 48 Telecommunication Specialist in total
- DESC has achieved and received the APCO International Agency Training Program Certificate
- DESC has met the International Academies of Emergency Dispatch (IAED) requirements to maintain the Accredited Center of Excellence (ACE) standard for the 6th time
- Crimson Contagion – a Just in Time training. In an effort to increase support staff should our PSAP be debilitated due to the pandemic, Director Doyle, Asst. Director Lussier, and the section chiefs will attend an 8-hour program with the training department to learn basic Police/Fire Call processing
- Eight trainees that started on February 14th are 1 month into their classroom training. Due to the strain on staffing, Allison created an accelerated 6-week classroom curriculum, which will bring the trainees into the PSAP for the on-the-job training on April 3. The on-the-job portion will remain at 8 weeks.
- Accepting applications for the next class, which will begin early July
- Derick Aumann did a Coronavirus Presentation for the Commission

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 two new CAD machines have been delivered to Goffstown and Amherst. They are running successfully. Thank you to Jarod Guay for his hard work to complete this project.
- March 24, 2020 - release date for the contract renewal for CPE
- Vendor presentation for Call Delivery Network took place last week; in process of scoring and will pick vendor next week.
- New ESRI Nod server that is serving up maps to dispatch centers.
- Discussion on SB459 which allows E9-1-1 services to share broadband information with municipalities

Commissioner Kate Bailey asked if there had been any impact to the data 9-1-1 is receiving regarding customers who have switched to VoIP/SIP based phone services.

- Tim believed that anyone who switches to VoIP/SIP based phone service, including Consolidated customers, is no longer included in the state-maintained database.

Commissioner Kate Bailey asked if those customers are aware of the change and what they need to do to make sure their location information is accurate.

- Tim did not know if the phone companies were notifying their customers of the change.

Commissioner Kate Bailey would like the DESC staff to get more information from the phone companies and report back to the commission at next meeting.

F. Communications Maintenance Bureau (Pete DeNutte, Assistant Director and Sean Goodwin, Administrator IV)

1. Update on Radio Communications Maintenance

Sean Goodwin reported the following:

- Motorola is working side by side with DESC to complete the final punch list in preparation for the P25 system acceptance

- Still refining some of the backhaul connections for resiliency and operational efficiency across the state.
- Motorola system training was completed on site for all our Communication Technicians.
- Continue to respond to incidents across the state to support communication interoperability situations.
- Working to upgrade and maintain deployable command and communications assets
- Robert Erskine received his COM-L certificate
- Continue to attend to the maintenance needs on the radio sites as they arise
- Mountaintop sites are in top-notch shape due to the hard work and dedication of our staff.
- Working on generator replacement plan for the mountaintop sites and adding our HVAC equipment to the statewide maintenance contract.
- Mountain top management propane plan has worked well this winter resulting in no fueling outages on our sites.
- Assisting DNCR with scheduling their refueling generator maintenance plan for the critical sites we depend on.
- Assume responsibility for ESF 2 communications in the State Emergency Operation Center.
- Climbing and inspecting all tower mounted assets
- Working with a great team and want to recognize Josh Mann for his tireless efforts for keeping everything running smoothly.
- 2020 Imagery contract document scheduled for Governor and Council meeting March 25, 2020.

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

John Stevens reported the following:

- SIEC meeting and AT&T FirstNet event at the Fire Academy to update on the FirstNet partnership with the state and ongoing buildout. Well attended by DESC staff, stakeholders, Governor Sununu, Commissioner Quinn and SIEC membership.
- SIEC Working Groups meet on a monthly basis.
- FirstNet came to NH to give a press conference about the success of FirstNet here in NH. The event was a significant.
- Working on scheduling and rescheduling events due to the COVID-19 issues.
- Meeting with FirstNet on April 6, 2020 on a quarterly basis
- March 26th attending the CISA Marker Presentation unless need to postpone due to virus
- April 3rd Participating in a NHEDA training day at the Fire Academy

- 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.
- May 29, 2020 Tert Rally
- June 8-12, 2020 COMT workshop
- July ComL workshop
- CISA-TA to test LTE coverage on certain sections of the state this fall
- Met with Director Doyle and Rapid SOS regarding grant opportunities - more conversations forthcoming.
- Working with new Police Academy Director in regards to interoperability
- Second FirstNet summit in the fall

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

1. Update on Bureau
2. Outage Update

- Representatives from NH Enhanced 9-1-1, NH State Police, NH EAP and NAMI New Hampshire completed the first NH Peer Support Team Certified counselor-training program.
- DESC hosted its Bi-annual LMR (Land Mobile Radio) Advisory Group meeting to discuss OS P25 Radio buildout; DNCR, DOT, F&G, NHLC and FMO needs from a communications perspective.
- E-9-1-1 presented to a diverse group of Public Safety Leadership from around the state regarding 9-1-1 call processing and transfers.
- Representatives from “Hero Pups” met with our Division employees to accept a donation (\$500.00) from DESC employees to support their efforts to provide comfort animals to first responders & veterans throughout the state.
- Met with Max Puyanich, CEO of Convenient MD and Chief Medical Officer of AMR to discuss diversion to alternative sites of care and medical transport services throughout the state and the role of 9-1-1 as it pertains to medical call transfers.
- Discussion with Vermont 9-1-1 to establish MOU/Protocols for transferring 9-1-1 calls between New Hampshire and Vermont.
- Commissioner Thomas discussed the COVID-19 concerns that came out of the Fire Chiefs meeting.
- Thanked Derick and Deb for the COVID-19 presentation
- Thanked Jarod Guay and Paul Connolly for their hard work on Local Dispatch project

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

1. Report on Network

Robert Brown reported the following:

- The NENA ICE9 event remains postponed.
- INdigital assisted AT&T with troubleshooting their connection to Manchester DC
- There were no additional maintenance windows over this period
- During the period since the last report (11/1/19 – 03/01/20) we have had 11 support tickets.
- Database related trouble tickets continue to be the primary source of NOC requests.
- The System (s) continue to operate at a higher than 99.999% uptime

7. Legislative Committee Report

1. No Report

New Business

1. Correspondence

2. Next meeting and adjournment

Chairman Szoc called for a motion to adjourn at 1:30pm. The motion was seconded by Commission Vice-Chair Valliere and unanimously passed by those present. There were no abstentions.

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

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