

NH ENHANCED 9-1-1 (E911) COMMISSION MEETING MINUTES
June 12, 2020

Due to the Covid-19 pandemic, the quarterly meeting of the Enhanced 9-1-1 Commission was conducted virtually via WebEx on June 12, 2020 at 11:00 AM.

Commission Members Present:

Paul Szoc, Chairman	NH Federation of Mutual Aid Districts
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
Sandra Teti	Governor's Commission on Disability
John Stone	Consolidated Communications
Cecily McNair	Public Member
James Valiquet	NH Association of Chiefs of Police
David Caron	NH Municipal Association

Commission Members Absent:

Chris Hodgdon	Comcast
Michael Moyer	NH Sheriff's Association
George Valliere, Vice Chairman	NH Police Officer

Participants:

Sherry Baker	Administrative Secretary, NH Division of Emergency Services & Communications, (NHDESC), DOS
Mark Doyle	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
Bill Pelchat	Info Tech Manager IV, NHDESC, DOS
Philip Sisk	Mission Critical

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

Chairman Szoc called for approval of the March 13, 2020 meeting minutes. Commissioner Kate Bailey motioned to accept the revised minutes and Commissioner James Valiquet seconded the motion. The minutes were unanimously approved by those present; Cecily McNair abstained as she did not attend the March meeting.

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.
- Projecting spend rate is well below the appropriations of 88%
- At this point, the fund remains healthy and well positioned to absorb any ongoing costs of maintaining the 9-1-1 system as well as implementing new Next Gen -9-1-1 compliance services.

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:

- Budget was submitted to Director Lavoie's office on May 15, 2020. All Divisions were given a two week extension because of the pandemic.
- Next stage of budget process – during July the Division will have a budget meeting with the Commissioner's office.
- The agency operating budget will be submitted to Administrative Services on September 18th. On October 1st the agency operating budget will be released to the public.
- As part of the budget process, we were tasked to complete a program review. The program review identified many programs that spanned the Division's sections and bureaus. It was a deep dive into what the Division does which was enlightening.
- The Division was given permission to make two purchases at the end of the fiscal year. One was the Cisco Firewall for both Concord and Laconia PSAP's and the other was the replacement of a component of the PSIC microwave system.
- Continuing with the vendor on Call Delivery Network contract
- Most of the Administrative staff has been teleworking since the pandemic started. It has been a different experience with Administrative staff, teleworking and processing purchase requests and invoices electronically as opposed to the paper process.
- We met with the Peer Support Team to discuss strategies for employee wellness life after the pandemic to get back a sense of normalcy.
- The Peer Support Team is developing an 'after care' plan

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:

- Providing SEOC with GIS support during the current COVID-19 activation
- GIS general activities during this activation:
 - Large and small format print requests of maps and signage for SEOC and DOS, HSEM planning
 - Daily briefing maps provided to the Governor and HSEM for planning
 - Request public status maps
 - Numerous on demand maps either printed or in PDF form, for the following:
 - COVID19 testing
 - Alternate care sites
 - PPE delivery sites
 - PPE pickup sites
 - Funeral Homes
 - Convenient MD Locations
 - Hospitals, Urgent Care Facilities, PODS ESF 8
 - Volunteer Management, PODS ESF 14
 - Primary dispatch map with alternate care sites and NHNG Readiness Centers ESF 2
- 9-1-1 Data Operations Web Application and 9-1-1 map data layers, to facilitate work from home
- Geo-processing model nightly data synchronization between 9-1-1 production data base and Web application map layers
- Hospital and Nursing Home/Assisted Living exposure and PPE survey data entry and dashboard
- Support FEMA region 1 dashboard COVID19 data, data entry web application, data from DHHS
- Dashboards for call volume and police/fire/ems, data sourced from WEBEOC
- Providing Web EOC AGO (ARC GIS Online Organization Access)
- Support of DOS State Police and Marine Police Dispatch, with internal NHVIEWW web application sites and various map data layers and services
- Planning for AGO Enterprise system installation to replace the aging AVANCE VMS hosting the map data service for our AGO/NHVIEWW and CAM. (due to COVID19 implementation has been delayed)
- Daily processing of cell panel data
- Support for DESC Public Safety VIEWW Portal
- AGO/NHVIEWW hosting various dashboards and web applications
- Support Cybertron Web GIS Platforms which is the internal NHVIEWW system

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 641,667 records
- Partial address conversions have occurred in three cities and towns affecting 34 customer records
- Mapping Database contains 688,588 addressable points
- Mapping Database contains 74,596 landmark points
- Mapping Database contains 54,592 building footprints
- Mapping Database contains 235,286 road segments
- Emergency Notification System has 57 communities participating
- There were 224 reported MLTS discrepancies and 69 MLTS discrepancies remain open
- March 23rd, the DataOps Unit was able to fully transition to a home environment with only two days' notice, due to COVID -19 pandemic
- Eleven of our seventeen team members were at some point reassigned to support other agencies throughout COVID-19 pandemic
- On-boarded 12 new liaisons for communities
- Provided COVID-19 support through reassignments and Protocol 36 reconciliation
- Harmony Homes Assisted Living – Their 1 Stagecoach Rd, Durham location is sending 9-1-1 calls with the correct address. We have been insistent that they correct this situation since December 2018. There have been 23 discrepancies logged over this timeframe.
- There was a reduction in ALI discrepancies due to lower call volume
- Routine address changes also declined, while MSAG updates increased 61%
- Daily updates from carriers and service providers continues without interruption
- Generated 17k data points
- Started 6 new town map books, with another 5 ready for field checks
- Developed a grid system for the State based off the USNG (United States National Grid)
- Bretton Woods Project- worked with the towns of Carroll and Bethlehem to map the Bretton Woods Ski Area and coordinate new addresses for all their properties.
- State Police ESZ Project (Emergency Service Zone) – Completed the year-long project to map out the existing ESZ's for the State Police.

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
- There was a decrease in call volume of approximately 4500 calls compared to April 2019.
- Protocol 36 update was deployed in response to the COVID-19 pandemic in an effort to warn responders of potential scene safety issues related to the illness.
- In the first few days of deployment, we averaged 70 CC (Chief Complaint) 36 calls/day, based on the initial rules of the protocol.
- During the last week of May, changes were made to TC call interrogation to be symptom related rather than simply care related. This was done based on feedback received by responders and dispatch agencies that there was an overuse of the protocol.
- This change resulted in highly accurate reporting of symptoms to dispatch centers that could indicate a potential COVID-19 case rather than the use of multiple protocols.
- During the week of June 2nd, the reviewed chief complaints demonstrated the information reported to dispatch was in line with the CDC recommended “reported Covid symptoms” averaging 25 CC36 cases per day.
- With the slow reopening of the State, we are having an internal discussion regarding discontinuing the use of the protocol. We’ll keep in place our standard “flu/COVID exposure” which is asked on all applicable calls.
- National Public Safety Telecommunicators Week was postponed from its nationally recognized week in April and has been rescheduled to the first week in September. This postponement gave us an opportunity to address the pandemic and will allow us to celebrate our TC’s in a fashion not possible 2 months ago.
- The most recent group of trainees hired on February 14 were released from training in mid-May. Of the 7 hired, 5 of them completed the program and are welcome members to our team.
- Preparing to start a new class dependent on the waiver being signed by the Governor. Due to the delay, the earliest projected date that we’d have reinforcements in the PSAP for call taking would be late October/November.

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:

- In March we sustained three failures at the same time. This was an all-day response by all of the IT staff and all the vendors. We relocated staff from Laconia to Concord for approximately twelve plus hours and we handled all 9-1-1 calls. The fiber was repaired and we put in a few things to improve the situation based on that. Hats off to our IT team, Indigital and AK Associates for their excellent work.
- Final stages of the Network Delivery RFP. We're going to add a few things such as more redundancy and cyber security abilities.
- The CPE refresh, which is the kind of hardware refresh for all the calltaking equipment. This is in the review process. Meeting on Monday to go over the scoring.
- Deployment of dispatch center PCs is 75% completed
- Jarod Guay and Paul Connolly did great job to prepare DESC staff for teleworking. They upgraded our internet pipeline and got licensing and lending licensing from Cisco. It was a big effort and went really well. Tom Adresse has been our remote Working and Help Desk Liaison – he is doing a great job.
- Work will begin again on the public view migration with our staging service and then will do some testing and start to build it out the middle of next month.
- Continue to support the State Police on their new CAD project.
- Future plans to replace our internal network to support Next Gen functionality.

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

1. Update on Radio Communications Maintenance

Sean Goodwin reported the following:

- The new radio system entered the 1 year warranty phase on May 1, 2020. Motorola still working on our Concord/Laconia failover capability as well as the functionality of the mobile dispatch consoles. The recent protest events and COVID-19 have put these units to very functional operational tests.
- We continue to respond to incidents across the state to support communications interoperability situations. This past quarter we have been supporting communications and video transfer back to the state EOC for protests in Manchester, Nashua, Concord, Hampton, Portsmouth, Dover and Salem.

- Worked with SWIC John Stevens to deploy MutuaLink as an interoperable communications platform for the Alternative Care sites around the state and migrated it to support the National Guard staffed COVID-19 testing sites.
- Coordinating the functional improvements of the Hampton Beach/Lifeguard communication systems and will be engaging with the various response stakeholders along the coast for interoperability testing in the future.
- The filling of our Comm Tech II position and our ESF-2 Emergency Communication Specialist is currently on hold due to the COVID-19 budget restraints.
- Pleased to report that we have grown our Command Truck and Trailer Drivers capability from 2 to 6 and all drivers now have their CDL-A license.
- All post winter tower climb initial inspections and repairs have been completed with the exception of Kearsarge, which is scheduled for next week.
- Mt. Washington, a major microwave hub, received some much needed repair due to winter damage.
- HVAC preventative maintenance contract in place with our first scheduled service occurring yesterday at Hyland Hill in Westmoreland. All DNCR owned sites are not on the same preventative maintenance contract.
- We have coordinated generator refueling via helicopter and maintenance services on Belknap and Kearsarge, which now includes fuel monitoring and remote notification of generator operation at Belknap, Kearsarge to follow.
- Six tower sites with remote fuel monitoring and 3 more lined up for the summer.
- Continue to focus on improving power reliability and monitoring at all of our sites, which also supports the reliability and uptime of the communication systems many Centers operate at collocated sites.
- COVID-19 has expanded the function and responsibilities of ESF-2 in the State Emergency Operations Center. Under the direction of Assistant Commissioner Bailey, we coordinated the standing up of almost 200 call taking stations to support 2-1-1, the public health hotline and NH Employment Security.
- Special thanks to our 9-1-1 Field Representatives who stepped up to augment our role in the ESF-2 communications area. Specifically Kenny-Lynn Dempsey and Marissa Jones who have provided needed staffing support.
- The 2020 Imagery project was removed from the Governor and Council meeting on March 25 due to COVID-19 financial concerns. We are hopeful that it may be possible in 2021.

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

John Stevens reported the following:

- Scheduling and re-scheduling has been the mantra for the office
- Waiting guidance on Federal travel restrictions regarding TA's

- COMT – August 10-14, 2020
- COMU – September 15-17, 2020
- COML – October 5-8, 2020
- FirstNet/AT &T RAN meeting
- FirstNet Summit in Fall 2020 in NH
- FirstNet Board meeting 2021 in NH
- Mutualink expansion due to COVID-19
- NCSWIC/SAFECOM – December 7,-11, 2020 Pasadena, California

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

1. Update on Bureau

- Coordinated with Paula Booth at EAP to schedule a visit to the IPOC
- Pandemic tool training undertaken by PSAP employees
- Identified surge locations – Radio Communications needs assessed
- Card #36 mapping product completed for the Governor’s Daily report
- Data updates for the PSAP and for the local communication center’s
- MEVO system set up and at the ready
- Working with locals, DHHS and AG’s offices regarding MOU’s processing and BOX.com account setup
- Training to begin for streamlined call processing and transfers (Police & Fire Calls)
- Conduct WebEx meetings with Admin Staff who are teleworking from home 3 times a week.
- Budget discussions for remainder of fiscal year as well as next biennium
- IT team re-deployed some existing workstations into our IMV/Trailer for rapid deployment in the event that either PSAP needs to be closed for cleaning
- Director’s “re-opening” plan distancing plan created includes sanitization, scheduling, social distancing and screening
- P25 Radio project completed the T&A of one of the modules (WAVE)
- Peer Support Team Conference call to discuss steps during “re-opening”
- Commissioner Quinn had a discussion with PSAP members and participated in the presentation of “Telecommunicator of the Year” award to TC Drew
- Seabrook low band radio testing went very well with the modifications put in place; three towns need to have site visits for troubleshooting
- Assisting NHSP with protest preparations – logistics and communications support

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

1. Report on Network

Robert Brown reported the following:

- March 29th the Laconia PSAP was isolated due to a fiber route being impacted by fire
- April 7th a maintenance window occurred to correct the provisioning. This provisioning assisted in re-establishing redundancy and diversity for the Laconia paths along with providing an additional path for the PSAP.
- Working with NH DESC staff to engineer additional network resources.
- The outbound line failover to the next option timer was reduced and tested successfully for both NH NGCS stacks.
- During the period since the last report we have had 11 support tickets
- Database related trouble tickets continue to be the primary source of NOC requests. The rise in PSAP equipment related tickets were associated with the “anonymous caller” tickets due to calls delivered through admin lines over the CPE.
- COVID-19 call trend – with state lockdown across the country we have seen a significant decrease in 9-1-1 calls over this period. New Hampshire, like most states in our footprint, saw about an 8% decrease during March and April.

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 12:20 pm. The motion was seconded by Commissioner Thomas Jr and unanimously passed by those present.

The next Commission meeting is scheduled on September 11, 2020 at The Fire Academy Main Building Classroom 1 & 2, Concord NH

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