

**NH ENHANCED 9-1-1 (E911) COMMISSION MEETING MINUTES**  
**September 11, 2020**

Due to the Covid-19 pandemic, the quarterly meeting of the Enhanced 9-1-1 Commission was conducted virtually via WebEx on September 11, 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
Chris Hodgdon	Comcast

**Commission Members Absent:**

Michael Moyer	NH Sheriff's Association
George Valliere, Vice Chairman	NH Police Officer
David Caron	NH Municipal Association

**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
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
Eric Hartman	INDigital
Allyson Ehrlich-Mitchell	Sr. Account Executive Windstream

## **1. Approval of the minutes from the June 12, 2020, NH Enhanced 9-1-1 Commission meeting**

Chairman Szoc called for approval of the June 12, 2020 meeting minutes. Commissioner Kathryn Bailey motioned to accept the revised minutes and Commissioner E. Douglas Hackett seconded the motion. The minutes were unanimously approved by those present; Chris Hodgdon abstained, as he did not attend the June 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 to date. Director Lavoie recognized DESC for doing a great job managing expenditures.
- 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.

## **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:**

- Governor's statewide hiring freeze remains in place; however, he did approve a DESC waiver request to hire for Telecommunicator I vacancies.
- Will continue to approach all spending and expenditures very conservatively with additional reviews and approvals
- Moved into the month of September with an awareness of employee wellness knowing many employees are teleworking. That said, we have been employee centric trying to make sure the Division provides accommodations support in the workplace and at home
- Division contract with INdigital for 9-1-1 call delivery is on the September 11, 2020 Governor and Council agenda. Director Lussier thanked Bob, Eric and Jeff on the INdigital side for all their hard work; we appreciate it.
- We are currently in negotiations with the selected vendors for our E9-1-1 CPE Refresh for the PSAP.
- Working to amend Onsolve contract for the emergency notification system. The amendment will allow HSEM to incorporate some of their functionalities.
- The command vehicle and message board report and the social media report are in the Commission packet
- Most of the Administrative staff continues to telework; some come into the IPOC once a week. Overall, employees are doing well. Staff continues to support the Division with requisitions, FPO requests, P-card requests and travel reimbursement requests.

**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/IAC/HSEM with GIS support during the current COVID-19 activation
- GIS general activities during this activation:
  - Daily Protocol 36 maps, calls to date and previous days call volume
  - Daily briefing maps provided to the Governor and HSEM for planning
  - Daily 211/DPHS maps and call graphs
  - Requests for public status maps
  - Numerous other on-demand maps were previously created and now updated as needed, as follows:

- COVID19 testing
  - Alternate care sites
  - PPE delivery sites
  - PPE pickup sites
  - Funeral Homes
  - Convenient MD Locations
  - Hospitals, Urgent Care Facilities, PODS ESF 8
  - RPA's (Request Public Asst) Status maps
- 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
  - 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
  - The Communication Asset Management system, CAM, (hosted our NHVIEWW/on ArcGIS online system) comprised of various dashboards and Web Applications
  - Dept. of Safety State Police and Marine Patrol Dispatch are using our internal NHVIEWW system hosting the Web Application sites, various map data layers and services, and Automated Vehicle Location feed map service.
  - Providing Web Applications for REP, IAC, EOC and Hazmat on our internal NHVIEWW GIS platform.
  - ArcGIS Enterprise System installation to replace the current AVANCE VM hosting map data service for our AGO/NHVIEWW and CAM.
  - Providing GIS support for the PublicSafetyVieww portal, our ArcGis Enterprise system, installed in the fall of 2019, which hosts the PSAP and Dispatch agencies with 9-1-1 web maps.
  - Continuing support for Seabrook REP with map products and the REP web application and will be participating in the REP exercise scheduled for the end of September and again in December.

**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 632,104 records
- Partial address conversions have occurred in three cities and towns affecting 110 customer records
- Mapping Database contains 698,801 addressable points
- Mapping Database contains 75,385 landmark points
- Mapping Database contains 54,864 building footprints
- Mapping Database contains 240,956 road segments
- Emergency Notification System has 57 communities participating
- There were 282 reported MLTS discrepancies and 109 MLTS discrepancies remain open
- March 23<sup>rd</sup>, the DataOps Unit was able to fully transition to a home environment with only two days' notice due to COVID -19 pandemic
- While all business models of collecting, implementing and generation 9-1-1 addressing need to continue while working home, this created some distinctive challenges with many town offices closed. However, the team rose to the occasion and was able to accomplish quite a bit this quarter.
- Daily updates from carriers and service providers continues without interruption
- Generated 44K+ data points
- Completed and delivered two town map books with 22 ready for field checks/collections (the final step before printing) and started a large number of new towns at 25.

**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 17 Telecommunication Specialists I & II vacancies. There are 41 Telecommunication Specialists in total, as well as 5 part time TCs who supplement staffing needs
- 9-1-1 call volume since May has steadily increased
- High call volume over the long three day holiday weekend; received 1600 +/- per day
- Call volume is expected to taper down due to summer ending

- Continue to utilize the Pandemic Protocol 36; approximately 25 calls per day. Additional questions are also asked in order to ensure front line workers stay safe
- The Governor's office signed the waiver to move forward with hiring 8 Telecommunicators. Currently, are in the background phase of the hiring process with an anticipated start date of October 9<sup>th</sup>. The release to floor date expected in mid-January.
- Upgrades to the Training Room will be in line with the CDC guideline for social distancing to safely accommodate eight trainees and a Trainer.
- National Public Safety Telecommunicators Week, normally scheduled in April, was rescheduled to the last week of August into September. Delaying the celebration allowed for proper recognition of the Telecommunications staff. To date, this year's celebration was the best the Division has ever had; a great opportunity to focus on the achievements of so many.
- Beth Morgan, a twenty-year veteran, recognized for having the 'Best Overall Attitude.' Emily Milligan recognized for the 'Best Customer Service' and Bronwyn Smith recognized as 'Rookie of the Year.' Kevin Chaff honored as the 2019 Telecommunicator of the Year in a September 4<sup>th</sup> ceremony; Kevin's family attended.
- Normally, summer is challenging in the PSAP because of high call volume and employee vacations resulting in additional workload for everyone. All of which has been exacerbated by the pandemic. Chief Bray recognized the Herculean efforts of the PSAP staff.
  - The telecommunications staff along with supervisors, trainers and quality assurance team has really stepped up to the challenges faced with this year. She noted how they have taken on long work hours, flexing schedules and have generally done anything and everything needed to ensure NH visitors and residents receive the highest level of care and customer service. Chief Bray emphasized just how proud she was of the PSAP team and what they accomplish under the leadership of Director Doyle and Asst. Director Lussier.

**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:**

- The Network RFP is at Governor and Council today. Excited about getting approval and continuing the partnership the Division has with INdigital. Adding several new features, redundancy items as well as about thirty licenses for tech free for various dispatch centers will be included if approved.

- On the CPE front, the Division is negotiating details. Looking for a few enhancements, but will mostly be a system refresh with new hardware and adding a couple of new features.
- The project to upgrade Dispatch Centers equipment is completed.
- Teleworking efforts are going well. infrastructure is supporting the current load, but we will be evaluating a synchronous internet connection to better support that effort.
- Mr. Scott thanked Bill Pelchat, Matt White and Kenney-Lynn Dempsey for their efforts to get COVID-19 data out to all Dispatch Centers. This work is completed manually. They have worked long hours, holidays and weekends. Collectively, they have done an amazing job.
- Public View scheduled for next week to build a new ESRI infrastructure similar to the one that supports the Dispatch Centers. There will also be a full public facing application.
- Supplemental ALI and AED databases moving to a new enhanced platform to facilitate record maintenance.
- Working through the 9-1-1 Network upgrade; the Team is investigating new firewalls for Concord identifying the differences between old and new firewalls before configuration can be completed.
- Currently, they are down 3 positions in the IT section

**F. Communications Maintenance Bureau (Sean Goodwin, Administrator IV)**

1. Update on Radio Communications Maintenance

**Sean Goodwin reported the following:**

- Motorola still working on final P-25 punch list; which still includes Concord and Laconia failover capability as well as functionality of the mobile dispatch consoles.
- Covid-19 travel policies have impacted on-site visits
- Working on a multi-year software upgrade agreement with Motorola to insure system viability, currency. The new system has a substantial software component, which requires regular patching across forty-two virtual servers. The agreement will also put the Division on a predictable upgrade path.
- Continue to respond to incidents across the State supporting communications and interoperability situations as noted in the deployment list.
- Need to work with the SWIC office to deploy and explore Mutualink as an interoperability communications platform.
- Dispatch Centers and the Emergency Operations Centers to improve communications and coordination with FEMA region one.
- National Guard Testing Teams continue to utilize Mutualink as their communication link. between each site and back to the EOC and the National Guard Headquarters as needed. We are still prepared to support the Alternative Sites if needed.

- Trying to coordinate completion of the functional improvements at Hampton Beach for the Lifeguard communications system; have experienced a few roadblocks.
- Communication Tech II position and the ESF-2 communications Specialist hiring is still on hold due to the COVID-19 budget restraints.
- Peter Bolton is the in-house tower climbing instructor. He can certify and recertify our tower climbing staff to save us the need and time of sending our staff to out-of-state schooling.
- Mt. Washington, a major communication site, has been prepped for winter
- Completed HVAC preventative maintenance all sites
- Completed remote site generator/propane upgrade project
- Installed five hundred gallon gas tanks where possible and added cellular tank monitoring for 9 sites.
- Beginning to identify the legacy T-one connections across the system and developed plans to migrate from these connections to IP connections.
- ESF-2 Communications and Alerting the COVID-19-related Call Centers are closed down. For now, we continue to staff ESF-2 desk under COVID-19, but will slowly wean away from them.
- Preparing for the next Seabrook exercise later this month
- Will replace 4 local radios with low band antennae
- The 2020 Imagery Collection Project, which was postponed In March due to COVID-19, is being resurrected by the NH DOT. NH DOT has reached out to us in hopes to resume this important project for spring 2021.

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

##### **John Stevens reported the following:**

- Technical Assistance programs through the US of Dept. of Homeland Security have been canceled for 2020 and will be rescheduled in 2021
- The SWIC office continues to be proactive in moving certain aspects of interoperability forward.
- The ComU exercise was canceled for 2020 so we were able to resurrect that opportunity with a TERT Rally, which is now called FALLCOMM where ComL and ComT will engage in an exercise that they will be able to utilize and fulfill their Task Books. It is scheduled for October 2<sup>nd</sup>.
- Continue to pursue Mutualink opportunities as we move through the Fall
- The Safe-link, AT&T and FirstNet NHSP test project is set to kick off on September 21<sup>st</sup>. There will be four phases to the test period.
- October 19<sup>th</sup> AT&T RAN quarterly meeting
- October 14<sup>th</sup> FirstNet Summit for NH public safety

- November 20<sup>th</sup> SIEC meeting
- November 12<sup>th</sup> FirstNet Workshop will include the executive management of the SIEC and the Data Communications Working Group.
- Discussed the FirstNet “Built with AT&T by the Numbers” presentation

Commissioner Valiquet inquired which stakeholders have been asked to participate with AT&T and FirstNet. Are fire service representatives being contacted?

Asst. Director Lussier stated the stakeholders are members of the SIEC who represent police, fire and EMS, along with the private sector, non-governmental organizations and the NHNG. However, it is also inclusive to anyone, or any organization, who has an interest. If anybody would like to be involved, please provide an email address and contact information.

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

### **1. Update on Bureau**

- Since the inception of the ‘shelter in place’ order back in March, the Director has held regular bi-weekly employee WebEx meetings
- Motorola P25 Project is complete – punch list is being worked on now and should be completed by end of the year.
- Radio Communications and ESF-2 have worked tirelessly throughout June and July regarding assistance and support for the local and State law enforcement response to many demonstrations throughout the state.
- Radio Communications Team has been working closely with DNCR to offer assistance to optimize the existing radio system at the beach/coast as well as their simulcast system throughout the state due to personnel shortages and life/safety concerns.
- Rule change to SAF-C7006.04 (Confidentiality of Information and Records), changed to reflect the actual wording of RSA 106-H (as directed by the Attorney General’s Office)
- A potential radio communications consolidation as directed by the Governor’s office.
- Cross-border transfer discussions with Maine (type of circuit) and Vermont (MOU) are moving forward.
- Assistant Director Peter DeNutte retired after 27 years of service to the State of New Hampshire – thanks for participating. Once in-person meetings resume, we’ll arrange for a formal Enhanced 9-1-1 Commission recognition ceremony.

**6. Contractor's Report (Eric Hartman, INdigital)**

1. Report on Network

**Eric Hartman reported the following:**

- NENA ICE9 event remains postponed
- Implemented a third party security monitoring solution of our NOC operations.
- 15 support tickets since last meeting
- "Anonymous caller" tickets previously reported as 'PSAP equipment' tickets are related to calls delivered through administrative lines over the CPE.
- The overall system(s) continues to operate in excess of 99.999% of availability.

**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 12:10 pm. The motion was seconded by Commissioner Valiquet and unanimously passed by those present.

**The next Commission meeting is scheduled on December 11, 2020 at The Fire Academy Main Building Classroom 5 & 6, Concord NH**

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