

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

Due to the Covid-19 pandemic, the quarterly meeting of the Enhanced 9-1-1 Commission was conducted virtually via WebEx on December 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
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
Chris Hodgdon	Comcast
David Stack	NH Municipal Association

Commission Members Absent:

Michael Moyer	NH Sheriff's Association
George Valliere, Vice Chairman	NH Police Officer
Henry E. Thomas Jr	NH Association of Fire Chiefs
James Valiquet	NH Association of Chiefs of Police

Participants:

Sherry Baker	Administrative Secretary, NH Division of Emergency Services & Communications, (NHDESC), DOS
Mark Doyle	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
Robert Brown	INdigital
Jon Eon	Consolidated Communications

Chairman Szoc asked to take a moment of silence for the death of Speaker of the House Richard Hinch.

Chairman Szoc thanked David Caron for his years of service on the Enhanced 9-1-1 Commission.

Chairman Szoc welcomed David Stack representing the NH Municipal Association

1. Approval of the minutes from the September 11, 2020, NH Enhanced 9-1-1 Commission meeting

Chairman Szoc called for approval of the September 11, 2020 meeting minutes. Commissioner Rick Bailey motioned to accept the minutes and Commissioner Hackett 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.
- The fund remains healthy and able to support the existing level of service and delivery. Also healthy enough to maintain the current levels of hardware and software maintenance.

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:

- Continue to work with Motorola and our legal department on project details
- HSEM Onsolve contract to Governor and Council
- CPE contract negotiations continue with our selected vendor. Currently being reviewed by DoIT Directors and going to the AG's office for review
- Vermont MOA is in IRT for the Governor and Council approval
- Working with Kevin O'Brien to begin renewal process of tower leases
- Building Access Control bid closes 12/17 – had a walk-through with several vendors at our site in Concord. This contract will cover the IPOC, Laconia, Radio Communications, 10 Mountaintop sites and the radio shelter at the IPOC.
- Telecommunicator I hiring waiver request for 6 positions has been sent to Director Lavoie for review.
- Imagery-Fly-Over project is moving forward. Collaborating with DOT and DES to update imagery for use in our PSAPs to assist with GIS location and DOT to assist with their specific GIS projects.

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

1. Status on NHVIEWWW
2. Status on the Communications 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 day's 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 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 Assist) Status maps
- Urgent Care Facilities, and PODS, for ESF 8
- 9-1-1 Data Operations web application and 9-1-1 map data layers to facilitate telework
- 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 Web EOC
- 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
- Providing GIS support for the PublicSafetyVieww portal, our ArcGis Enterprise system, which hosts the PSAP and dispatch agencies with 9-1-1 web maps
- Significant efforts have been made to migrate the geodatabase, services and applications for CAM and DESC that support existing and will support any new public facing GIS applications. This is close to completion and expected to meet our end of December goal
- 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 2021
- Processed 106 cell panels and 4 new towers
- Special Projects produced 1,297 maps in total as of this year
- 5,008 miles of snow machine trails collected – about 95% of snow machine trails in the state
- Ten maps completed and accepted by the Trails Bureau (Coos, Grafton, Carroll, Belknap counties)
- Eleven Maps created for Sullivan, Merrimack, Strafford, Cheshire, Hillsborough, and Rockingham Counties

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)
3. Update on MLTS Discrepancies and Resolutions

Matthew White reported the following:

- The telephone database contains approximately 627,148 records
- Partial address conversions have occurred in the city of Rochester, affecting 84 customer records
- Mapping Database contains 691,793 addressable points
- Mapping Database contains 76,029 landmark points
- Mapping Database contains 54,864 building footprints
- Mapping Database contains 243,716 road segments
- Emergency Notification System has 57 communities participating
- There were 199 reported MLTS discrepancies and 77 MLTS discrepancies have been completed
- Operating in a work-from-home mode successfully and will likely continue this into the spring of 2021
- Catholic Medical Center has implemented Red Sky for their offsite locations so that we receive correct address and location for their 9-1-1 calls
- Working with RapidSOS to correct abandoned calls that we have been receiving from Cops Monitoring, a nationwide alarm monitoring company
- Assisted with getting US Cellular and West to correct cellular towers in the Cheshire County area to deliver correct ANI/ALI for 9-1-1 calls
- Worked closely with Fire Standards & EMS on a public facing AED registration website through PulsePoint
- Four DataOps employees helped with the National Election at several polling stations in high traffic areas as Election Monitors with the AG's office. These included three Field Representatives: Casey Gordon, Kenny-Lynn Dempsey and Kelly Teeter
- Nine new 9-1-1 liaisons were trained by our Field Reps; the trainings were administered over the phone through Webex/Teams, and some were done in person while maintaining all CDC guidelines for such meetings
- Maine's p-ANI ranges have been loaded into the ALI Database to assist in providing better ALI information for PSAP in the event an out of state Wireless or VoIP call is received
- Dartmouth College is also migrating from the State of New Hampshire's 9-1-1 ALI Database to a VoIP Base System (JIVE) and their records will be updated through that service provider
- Generated 19K data points
- Completed and delivered 3 town map books, with 19 ready for field checks/collection (final step before printing)
- Focusing efforts on maintenance as new construction is soaring
- Two-year backlog has been cleared and is updated on Google Maps, with a plan of action for keeping it current on a quarterly basis

- Special mention to Kenny-Lynn Dempsey for her continued dedication with updating the daily COVID-19 data from DHHS into the PSAP and for being Employee of the Month

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

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 July has steadily decreased
- Continue to utilize the Pandemic Protocol 36; approximately 30 calls per day. Additional questions are also asked in order to ensure front line workers stay safe
- The eight new hires have completed classroom training as of November 24 and are currently in the on-the-job training portion with a release date scheduled for mid-January 2021
- Completed a waiver for remaining TCI vacancies in the hopes of having another class started soon
- With winter upon us and the number of COVID cases expected to continue rising, the Directors, Tech Support and Ms. Bray have been working on measures to ensure that 9-1-1 calls continue to be answered immediately. This includes setting up the Training Room to handle live calls in the event we have members of our staff who are asymptomatic and need to quarantine.
- On January 15, 2021, new TC schedule will be implemented. The new schedule will eliminate permanent assigned shifts and will ensure a fair and equitable assignment to all TCs.
- Ms. Bray highlighted the work the PSAP Supervisors are doing. Supervisors must schedule their own call taking hours every month to maintain their skills as well as their EMD certifications. This year they have collectively logged 3,493 hours of call taking – an increase of 1,157 hours compared to this time last year. All of the Supervisors have stepped up and gone above and beyond, but there are 2 Supervisors in particular worthy of additional recognition for their call taking hours over the 11 month period:
 - Christine Lee = 322 hours
 - Brandon McGorry = 390 hours

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

1. CAD and Dispatch Center PC Upgrade Project
2. INdigital Ingress Network Refresh and Enhancements
3. Contract Renewal for CPE
4. GIS Infrastructure Upgrades
5. Cross Boarder Transfers
6. Supplemental ALI/AED Project

Tim Scott reported the following:

- The Network RFP was awarded to INdigital
- 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 center equipment is complete.
- Teleworking efforts are going well.
- Upgrading internet capability in Concord sometime in the spring
- Mr. Scott thanked Bill Pelchat, Matt White and Kenney-Lynn Dempsey for their efforts to get COVID-19 data out to all dispatch centers.
- Supplemental ALI and AED databases moving to a new enhanced platform to facilitate record maintenance. Thank you to Dale Twitchell and Joanna Drouin for their help in updating and validating all records.
- 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 includes integration of Mutualink console. Completed by end of 2020
- Design and improve connectivity and resiliency across 40 remote sites
- Completed 2020 statewide plug updates for all trooper and mobile radios.
- Interoperability SWIC office is very active in the statewide deployment with Mutualink.
- Prepared to support the Alternative Care sites and/or vaccination sites if needed.
- Communication Tech II position and the ESF-2 communications Specialist hiring is still on hold due to the COVID-19 budget restraints.
- Continue to focus on improving power, liability and gradual monitoring system maintenance on all sites to ensure up-times for the communications systems.

- 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 preparing radios as needed. Conducting monthly radio checks with Seabrook towns, FEMA and monitoring federal and state test calls. Also, continue to make resiliency improvements to the Emergency Alert System. Recent monthly test conducted through IPAWS, which fulfills FCC CAP compliancy.
- Continue to identify areas of improvement across the Emergency Alert System.

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

John Stevens reported the following:

- SIEC meeting held on November 20th and is due to meet again February 12th, 2021
- Continue to work in 2021 with AT&T and FirstNet on a quarterly basis
- December 9, 2020 a tower went online in the town of Bristol
- 107 communities around the state have at least one Band-14 tower
- In March of 2021, will have one year left within the five-year build for FirstNet and AT&T to accomplish its goal. Mr. Stevens has confidence in the completion.
- New Hampshire is the only state thus far in negotiation with FirstNet and AT&T to discuss years 6 through 10.
- FirstNet, AT&T and the State of New Hampshire have agreed in 2021 to meet in each County to determine cellular coverage needs.
- Fall of 2021 the FirstNet Executive Board will meet in New Hampshire
- State Police FirstNet/WAVE pilot project is in phase 2; this is an on-going project
- December 30th is the deadline for Mutualink to complete all 120 locations installations.
- Recognized John Stevens, Sean Goodwin, Art Durette, Dave Rivers and the Radio shop on their effort to get the Mutallink project to the completion date.

4. Commission Member-Representative Reports

a. Consolidated Communications

- i. Gave a brief description of what Consolidated is working on and how they are handling the COVID issues.
- ii. Jon Eon gave a brief description of 9-1-1 services that are provided by Consolidated

b. Mobile Telecommunications Carriers

- i. Gave a brief description of what mobile telecommunications carriers are working on and dealing with through this COVID issues.

c. Professional Firefighters of New Hampshire

- i. Discussed some concerns from the Dispatch Centers on 9-1-1 calls. Discussed how COVID is affecting fire departments.

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

1. Update on Bureau

- Enhanced cleaning protocols continue at all DESC facilities (IPOC/PSAPS/Radio Communications)
- Bi-weekly employee video conference meetings continue for a Q&A session with the Director regarding COVID-19 responses, Advisory Group discussion and protocol changes at DESC.
- Motorola P25 Project SUA being reviewed by Legal, which will include maintenance, upgrades and patches to the system for the life of the system.
- Radio Communications Team continues to work closely with DNCR to offer assistance to optimize the existing radio system at Hampton beach as well as their simulcast system throughout the state due to personnel shortages and life/safety concerns.
- Updated the Division's COOP plan; copies submitted to the Commissioner's office.
- The Supp ALI process continues; specifically refreshing the database and developing the process for ongoing maintenance.
- Cross border transfer discussion continues; agreements between ME, NH and VT are approved or in the approval process.
- Fall-Comm Interoperability Exercise participation by members of the Division – NHEDA recognized Jim Roberg (E9-1-1) as Supervisor of the Year for his work in formulating the Peer Support program. John Stevens (SWIC) recognized as an Honorary Member.
- Mutualink roll-out in full swing, approximately 60+ agencies have opted-in. Working with hospitals to determine level of interested entities.
- APCO awarded all their members the "Distinguished Service Award" this year for the response to COVID-19. All APCO members from the Division, including both PSAPs, were recognized.
- Over the past few weeks, Director Mark Doyle has awarded sixteen Division employees with their longevity pins. In total, these employees have worked in state service for 350 years! Thank you all for your hard work, loyalty and dedication. Congratulations.

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

1. Report on Network

Robert Brown reported the following:

- NENA ICE9 has been re-engaged
- Began installation of new equipment at the data center
- Coordination with both NH and VT teams in preparing for greater integration and information-sharing
- The "anonymous caller" and database tickets combine to be the bulk of the reported issues. Two of the three carrier tickets were for scheduled maintenance.

- During the report period, experienced a drive failure to one of the Manchester servers. This drive was replaced with zero effect for the overall system.
- 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 Kate Bailey and unanimously passed by those present.

The next Commission meeting is scheduled on March 12, 2021, location to be determined

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