

**NH ENHANCED 9-1-1 (E911) COMMISSION MEETING MINUTES**  
**March 12, 2021**

Due to the Covid-19 pandemic, the quarterly meeting of the Enhanced 9-1-1 Commission was conducted virtually via WebEx on March 12, 2021 at 11:00 AM.

**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
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
Henry E. Thomas Jr	NH Association of Fire Chiefs
James Valiquet	NH Association of Chiefs of Police

**Commission Members Absent:**

Amanda Cormier	Professional Firefighters of NH
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**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
Bill Pelchat	Info Tech Manager IV, NHDESC, DOS
Robert Brown	INdigital
Sheriff William Wright	Belknap County Sheriff's Department
Wanda Scott	Information Representative II, NHDESC, DOS

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

Chairman Szoc called for approval of the December 11, 2020 meeting minutes. Commissioner Hodgdon motioned to accept the minutes and Commissioner Kate Bailey seconded the motion. Those present unanimously approved the minutes.

**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.
- No concerns at this time
- 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:**

- The Administration Unit continues to support all of the Division and Bureaus with purchasing, process of invoices, auditing pre-paid receipts. Several of the Administrative team have stepped up to help at the 211-call center and the mass vaccination site. An amazing team effort.
- Worked on a number of RFP's and contracts and wanted to thank the team for all their hard work.
- Presentation of the FY22-23 budget and all full-time positions will continue to be funded in this new budget cycle however; all vacant part-time positions and two full-time temporary positions will not be funded.
- The hiring freeze was been lifted and we are working on posting several essential vacancies.

**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 days call volume
  - Daily 211/DPHS maps and call graphs
  - Dispatch Agency COVID case reports
  - First Responder Exposure maps and Reports
  - General Vaccine and Testing Site Maps as needed
  - NH Hospital bed and ventilator availability, morgue capacity maps and reports
  - Other on demand maps:
    - Alternate care sites
    - PPE delivery sites
    - PPE pickup sites
    - Funeral Homes
    - Medical Site Locations
    - RPAs (Req Public Asst) Status Maps
- Most recently, Special Projects created the Mass Vaccination Site Planning Maps for the NHMS event March 6-8, 2021.
- Special Projects performs a nightly task on the Geo-processing machine, which provides the PSAP and Dispatch Agencies with COVID19 Case Location Data.

- The NHVIEWW/ArcGIS Online System. This hosts the 'Communications Asset Management System' (CAM), with numerous online web applications and dashboards. This same system also hosts the 9-1-1 Data Operations web applications as well as other Dispatch Agency web applications.
- NH Public Vies ArcGIS enterprise Portal System hosts the locator/geocoder, geodatabase and map services for these and any other applications on AGO.
- Continue to support the Internal NHVieww System for State Police dispatch sites
- GIS support for the internal Public Safety Vieww ArcGIS Enterprise Portal system, the second of our two ArcGIS Enterprise systems that hosts the PSAP and Dispatch Agencies 9-1-1 Web Maps and Web Applications.
- Continue to provide support for Seabrook Radiological Emergency Preparedness Program (REP)
- Support and maintain Geo-processing Server and its 18 GIS Models and scheduled automated tasks.
- Support and maintain our interval ArcGIS Image Server
- Over the past three months, Special Projects has processed 213 cell panels and 6 new towers (TBD)

**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 693,064 addressable points
- Mapping Database contains 76,424 landmark points
- Mapping Database contains 56,553 building footprints
- Mapping Database contains 245,888 road segments
- Emergency Notification System has 61 communities participating
- There were 199 reported MLTS discrepancies – 77 MLTS discrepancies have been completed
- Operating in a 'work from home' mode successfully
- Helped getting SAU 28 Pelham School District set up with PS-ALI WebPBX through DESC database access
- Worked with West/Intrado on changing class for the calls from VoIP to Telematics so the calls would automatically plot using the XY coordinates provided with the calls
- Continue to work with West on getting new USCC cellular towers configured so they route correctly and provide valid ANI/ALI for cellular calls.

- Worked with Glove to correct their outbound 9-1-1 configuration, which was causing ANI failures.
- 9-1-1 Field Reps trained four new Liaisons: phone training, Webex/Teams, and some in person training
- Windstream Communications has now completed the migration of their TN's to Bandwidth VPC, which includes the University System of New Hampshire (USNH).
- Recently took over the AED data management from the community team after the initial rollout of the new AED collection effort
- Completed and delivered 3 town map books, with 28 ready for field checks/collection
- Focusing efforts on maintenance as new construction is soaring
- Plan for moving forward and have identified a large number of errors to be corrected in the next couple of weeks
- Special thanks to the entire DataOps team for stepping up and diligently working the 2-1-1 Call Center, ESF2, Surge and NHMS vaccination event in addition to their continued support to deliver daily data to the State's dispatch agencies

**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 four Telecommunication Specialists I & II vacancies. There are 52 Telecommunication Specialists in total, as well as 4 part time TCs who supplement staffing needs
- 9-1-1 call volume for January & February 2021 has decreased compared to last year
- Status quo on the use of the pandemic protocol. We averaged close to 20 protocol cases per day for January and February. Continue to ask additional safety questions (covid-related) for all calls as needed to ensure responder safety.
- Newest group of trainees completed the training program at the end of January. They were placed in the schedule rotation in February. We have a new group of six scheduled to start classroom training on March 26<sup>th</sup>.
- Working closely with RI 9-1-1 at the request of their Director, David Smith.
- Telecommunicator, Jonathan DuBois, is a member of the Maine National Guard. On March 7, 2021, his unit mobilized for active duty in support of 'Operation Enduring Freedom' in the Horn of Africa. His deployment is approximately 400 days. Please keep Jonathan and his family in your prayers.

**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:**

- INdigital project is anticipated to begin on April 5<sup>th</sup>.
- Coordination with AK continues. The hardware refresh begins as close as possible to the completion of the INdigital project
- COVID data continues to be updated and the data files delivered to our dispatch center partners.
- Door access control upgrade for Concord and Laconia is moving forward
- SupALI and AED projects are ongoing. Existing SupALI records have been validated and a new method was developed to track and manage the data in the interim.
- About to go live with a new AED solution utilizing PulsePoint, which is a free AED registration service.
- The IT team has been working on configuring new firewalls.
- Training room and trailer have been reverted to their primary purpose.

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

1. Update on Radio Communications Maintenance

**Sean Goodwin reported the following:**

- Statewide land mobile radio system remains stable
- Major punch list items related to the Concord and Laconia failover configurations have been resolved and tested successfully
- Mutualink console interrogation has been configured and now working on operational implementation.
- Continuing to develop a system wide monitoring and preventive maintenance capability to include UPS battery testing and status reporting.
- Continue to support operation maintenance of the DNCR radio infrastructure and assisting them with a design for a state wide planning system replacement
- Supporting statewide vaccination sites with more than 150 portable radios and corresponding interoperability channels for sites with specific communication abilities.
- Worked with the Web EOC operators and staff with Grafton County Sheriffs, to implement an Interoperability Channel Usage board inside Web EOC, which has been populated with all vaccine sites with interoperability utilization. Any group with access to Web-EOC should be able to see those.

- Many command vehicle deployments:
  - Presidential inauguration activities
  - Vaccine sites around state to provide interoperability utilization
- Thanked Dave Rivers for all of his service as he retired in February. Dave was instrumental in achieving our goal coordinating 99 physical mutual link installations by the December 31, 2020 deadline.
- Completed converting the legacy T-1 connections that carry the Seabrook Station's phone and cyber controls between IPOC and Seabrook stations to IP.
- Resolved two major operational issues on Hyland Hill and Mt. Keararge
- All generator remote sites the DESC controls, which includes DNCR generators, are on a weekly schedule loaded test to report a success or failure.
- Deployed some creative maintenance activates on Mt. Washington this winter involving Bondo and Flex Seal, which has enabled us to keep critical B-top microwave links in operation without dropping any services.
- Active this quarter performing physical on-site maintenance and monitoring as well as ensuring spare equipment is ready to go.
- Implemented a proactive battery replacement plan across our forty remote sites with DC power plants to ensure a reliable and a future staggering replacement schedule.
- ESF-2 currently continues to stay active in state of emergency operation support. Data Ops field reps have been instrumental in augmenting ESF 2 staffing responsibility in this long duration event. Special thanks to Kenny-Lynn Dempsey and Merissa Jones.
- We have expanded our communications testing to include mutual link testing and training facilitation.
- 20-21 imagery fly-over approved by Governor and Council. DOT is working through scheduling for a planned flight within the month. Anticipate project completion which will give 6-inch resolution imagery refresh by end of calendar year.

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

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

- Continue to work in 2021 with AT&T and FirstNet on a quarterly basis
- 163 communities around the state have at least one band-14 tower. Danbury on top of Ragged Mountain, Antrim Center Conway have been activated.
- Continue to meet with AT&T team on a quarterly basis. The next meeting is scheduled on May 4, 2021.
- Working Groups continue to meet on a monthly basis
- On April 13, 2021, AT&T will demonstrate its Compact Rapid Deployable (CRD) in Hanover NH.
- FirstNet & AT&T have stated that New Hampshire has become a model for the rest of the country regarding the collaboration between the state of New Hampshire and FirstNet and AT&T.

- November 8 through November 10, 2021, FirstNet Executive Board will meet in New Hampshire to talk to public safety and get an on-site view of how creative New Hampshire has become in the development of the FirstNet and AT&T network.
- July 19 – 23 Com-T class
- September 13-17 Com-L class
- May and June drive testing that will be documenting coverage issues and successes through the state.
- State Police FirstNet/WAVE pilot project concluded in February. Favorable outcome in some areas, but some areas will require attention.
- Mutualink is an encrypted, statewide carrier-agnostic network that dynamically bridges a myriad of agency radio and voice communications systems. There is no doubt that New Hampshire is the most connected state in the country. Initially we are in 68 major dispatch centers around the state and Hospital and critical assets around the state.
- Mutualink training will continue through the month of March with an exercise every Friday at 1:00pm.
- Next SEIC meeting will be held on May 14, 2021

**5. Commission Member-Representative Reports**

- a. New Hampshire Association of Chiefs of Police – Commissioner James Valiquet sent out a statewide message to NH police chiefs soliciting concerns/suggestions. He received zero responses. He made a suggestion regarding emergency equipment resources available to all NH towns. He recommended putting together a list of the interoperability/incident command resources along with instructions on how to request the resources. Circulate this list to NH Police Chiefs.
- b. New Hampshire Association of Fire Chiefs – Commissioner Henry Thomas, Jr sent out an invitation to all NH chiefs to solicit their concerns/suggestions about 9-1-1. He received two responses. First, was concern about 9-1-1 time delay from receipt of call to the time dispatch receives the call. After discussions with Deb Bray, it was determined most of the responsibility falls back on local dispatch because the CAD is available to them prior to 9-1-1 transferring the call. Second, a concern was expressed about 9-1-1 not notifying FD on no personal injury MVA calls. It was determined that each jurisdiction would have to set their own internal policy/agreement with PD to tone out FD. Chief Thomas will follow up with these two concerns. All said and done, Fire Chiefs Association has no issues with 9-1-1. In fact, collectively they are pleased with the service 9-1-1 provides to our communities.
- c. New Hampshire Emergency Dispatcher’s Association – Commissioner Doug Hackett reported that there are 650-700 public safety professionals in the state. He believes the consensus amongst dispatchers is that the relationship between them and 9-1-1 “has never been stronger.” NH 9-1-1 has become very involved with NHEDA. For example, a 9-1-1 supervisor serves on their EBoard, 9-1-1 often contributes to the NHEDA newsletter, 9-1-1 educated the dispatch community on Protocol 36 card, reinstated the CAD user group, NH 9-1-1 worked to get sanitizing sprayers into



dispatch center, etc. In short, NHEDA membership considers DESC as a “member of our team.”

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

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

- Recognized Dave Rivers for his last day with E9-1-1 before retirement in the PSAP. We wish Dave all the best in his future.
- MutuaLink rollout completed – Phase 1. Over 113 sites were installed, including 16 portable laptop units for the ACS/Vaccine sites. Phase 2 in motion.
- Division members are assisting with 2-1-1 call center for call-taking needs
- Grant planning for the 9-8-8 (3-digit) 2022 rollout has moved to next steps.
- Virtual presentations made by the Director to CRTC (Concord High School) re: 9-1-1 capabilities and technologies including interaction with Public Safety Agencies
- Met with Chief Goldman, Sheriff Wright (Belknap County), RE: inclusion of public safety dispatchers and Telecommunicators into group II retirement. More discussion among the group to follow.
- Assisting at the 2-1-1 call center: We’re very proud of the number of our employees who have stepped up to help out with the call volume
- Working with DNCR to provide guidance regarding their Capital Radio project to assist in the purchase of the maintenance of their radio system in support of Parks, Forests & Lands
- Met with members of the Governor’s Task Force on School Safety regarding Division-related updates on the recommendations made in the report.
- Director provided an interview to the New Hampshire Latino Network on ‘Enhanced 9-1-1 and how 9-1-1 works behind the scenes.’
- Working with Chief Valiquet (Bradford PD) on creating an asset inventory of equipment available to all Public Safety Agencies that the Division has at its disposal.
- Assisting with HSEM to provide communications support – portable radios at vaccination sites and other communications support for NHNG and staff
- HSGP committee met to discuss upcoming Grant allocations and application guidelines for the upcoming year.
- Director attended both the NHAFC and NHACOP monthly meeting in February – provided E9-1-1/Emergency Communications updates to their respective memberships.
- Discussion has started with EAS Advisory committee regarding updating of equipment and governance.
- Wanda Scott is working on a newsletter project – received suggestions from many staff members to facilitate Division activities to employees
- Monthly TEAMS meetings with Division members continue to update on Department wide updates (COVID, HR, Policies)

- Participated in the monthly NASNA meeting and the FCC presentation on the 9-8-8 Suicide Helpline rollout.
- Employees of the month:
  - January – Shaine Young (PSAP)
  - February – Kate McCarty (PSAP)
- Special thanks to Robert Erskine for all his hard work in the Radio section and Thomas Audesse in the IT section.

## **7. Contractor's Report (Robert Brown, INdigital)**

### **1. Report on Network**

#### **Robert Brown reported the following:**

- NENA ICE9 occurred February 22 through March 5. The event unfortunately lost its Cyber focus and rather focused on the increasing requirements and demands of content-rich emergency calling.
- Coordination with both NH and VT teams has progressed for greater integration and information sharing.
- The number of tickets in this report is comparable to previous reports. The “anonymous caller” and database tickets still combine to be a high percentage of the reported issues.
- During the report period, experienced a delay in correcting troubled T1s. On 2/6, TDS opened a ticket with the INdigital Help Desk referencing two T1s in trouble at the Manchester data center. It was resolved on February 12.
- The overall system(s) continues to operate in excess of 99.999% of availability.

## **8. Legislative Committee Report**

### **1. No Report**

## **New Business**

### **1. Correspondence**

### **2. Next meeting and adjournment**

Chairman Szoc called for a motion to adjourn at pm. The motion was seconded by Commissioner John Stone and unanimously passed by those present.

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

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William H. Wood, Secretary

