

**NH ENHANCED 9-1-1 (E911) COMMISSION MEETING MINUTES**  
**June 11, 2021**

The NH Enhanced 9-1-1 Commission meeting was held at the Incident Planning Operation Center, Concord, NH.

**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
Kathryn Bailey	NH Public Utilities Commission
Scott Brooks	NH Telephone Association
Doug Hackett	NH Emergency Dispatchers Association
Patrick Robinson	Mobile Telecommunications Carriers
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
William Wright	NH Sheriff's Associations
Amanda Cormier	Professional Firefighters of NH

**Commission Members Absent:**

George Valliere, Vice Chairman	NH Police Officer
Sandra Teti	Governor's Commission on Disability
James Valiquet (Excused)	NH Association of Chiefs of Police

**Participants:**

Sherry Baker	Administrative Secretary, NH Division of Emergency Services & Communications, (NHDESC), DOS
Mark Doyle	Director, NHDESC, DOS

Robert Lussier	Assistant Director, NHDESC, DOS
Paul Amante	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
Thomas Andross	Grafton County Sheriff Department
Brandon McGorry	Assistant PSAP Supervisor, NHDESC, DOS

**1. Approval of the minutes from the March 12, 2021, NH Enhanced 9-1-1 Commission meeting**

Chairman Szoc called for approval of the March 12, 2021 meeting minutes. Commissioner Kate Bailey motioned to accept the minutes and Commissioner John Stone 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 as well as 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:**

- Completed the 2020 FCC fee report and submitted to Director Lavoie

- No cost MOA with FBI Boston for the use of frequencies and licenses of the State of NH by the FCC.
- June 30, 2021, a structural analysis contract for tower locations will be sent to Governor and Council.
- Contract with Binnie Media for generator sharing at one our tower locations.
- Medical Director Contract will be going to Governor and Council in July.
- Hiring freeze has been lifted. The candidate for the Administrative II position will report at the next meeting.
- Changes have been made to a vacant Administrative II SJD; it is with HR and DOP for review.
- Reclassification of the Chief of Emergency Management Specialist position to a Technical Support Specialist position.
- Technical Support Specialist III has been posted externally
- Technical Support Specialist V SJD is with HR and DOP for review
- System Development Specialist has been posted
- Two Cartographer positions are vacant; one in the IAC and is posted internally and the other in Mapping. A candidate for the latter has been selected and background check is in process.
- Data Control Clerk III has been posted
- Data Processing Supervisor candidate has been selected. The background check is in process.
- Great progress filling all vacant positions.
- Congratulations to Director Doyle on his four year anniversary with the Division of Emergency Services

**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:**

- COVID19 activation level at the SEOC has changed from full to partial activation as of Monday, June 7.
- DESC COVID related mapping products for the SEOC has been significantly reduced; continue to produce the following:
  - Daily 211 Call Maps and Graphs, month of March 2021, 81207 calls, avg. 2,620 per day, on track for about 11,200 calls for June 2021.
  - Civil Air Patrol Aerial Imagery Map Products
  - COVID Vaccination Status Maps and Online Products
  - Mass Vaccine Site Planning and Traffic Control Maps as needed

As of May 19, 2021, production of COVID19 case location data has ceased. This data had been provided daily to the PSAP and Dispatch Agencies across the state.

- The Special Projects Team:
  - The NHVIEWW/ArcGIS Online System - Hosts the communications asset management system (aka CAM) and numerous other Online Web Applications and Dashboards including the statewide Drug Monitoring initiative known as DMI. This same system continues to host the 9-1-1 Data Operations Web-Based Mapping Application as well as any SEOC required online web applications or interagency online web applications.
  - The 9-1-1 locator/geocoder, map services and geodatabase for these and any other applications on AGO are hosted from our NHPublicView ArcGIS enterprise Portal System.
  - The internal NHVieww System for State Police Dispatch sites that hosts the internal Dept. of Safety State Police and Marine Patrol Dispatch web applications composed of various 9-1-1 map data layers and web services; including Automated Vehicle Location Verizon service, aka AVL map service.
  
- Along with the above systems we provide:
  - GIS support for the internal Public Safety View ArcGIS Enterprise Portal System, hosting the PSAP and dispatch agencies' 9-1-1 web maps and web applications.
  - Continue to provide support for Seabrook Radiological Emergency Preparedness Program (REP) which traditional map products. They are updated annually and with REP web applications hosted on our NHVieww AGO and Portal Systems.
  - We continue to provide daily mapping support for the IAC and any statewide special event mapping as needed, and mapping support for any SEOC activations.
  - The REP traffic survey is being conducted and all REP map products will begin being updated starting the month of June.
  - Geo-processing Server is currently running 18 GIS models and scheduled automated tasks.
  - Continue to maintain our internal ArcGIS Image Server and expect new imagery to available for hosting this year.

**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 537,504 records
- Partial address conversions have occurred in the city of Epping, affecting 8 customer records
- Mapping Database contains 695,265 addressable points
- Mapping Database contains 76,893 landmark points
- Mapping Database contains 57,624 building footprints
- Mapping Database contains 248,247 road segments
- Emergency Notification System has 65 communities participating
- There were 181 reported MLTS discrepancies – 139 MLTS discrepancies have been completed
- May 10, 2021 transitioned from the work-from-home model back into the Laconia Office. Continue collecting, implementing, and generating 9-1-1 addressing and mapping for all structures and roads.
- Androscoggin Valley Hospital – conveyed guidance for their RFP for a new phone system and 9-1-1 requirements which included Kari’s Law/Ray Baum Act and the NH Regulations for PS-ALI.
- Cheshire Medical Center – upgrading their phone system to meet the requirements of Kari’s Law & Ray Baum Act. Their new system will cover all of their off-site locations and will be able to relay the correct address and ERL.
- Clear Choice MD – Working with them to correct customer name field, which is being delivered as a phone number and not the business name.
- DESC Field Reps trained 17 new 9-1-1 town liaisons. The trainings were administered over the phone, through Webex/Teams, and some were done in person, while maintaining all CDC guidelines for such meetings.
- P-ANI ranges have been loaded into the ALI Database for Massachusetts to assist in providing better ALI information for the PSAP in the event an out of state wireless or VoIP call is received.
  - Massachusetts, Maine, and Vermont are now loaded
  - Massachusetts wireless P-ANIs data had 46 duplicate records that we are waiting on verification information
  - Total number of VoIP and Wireless P-ANIs for all three states ended up being around 20, 000
- The University System of New Hampshire, whose 14,750 TNs/DID’s had migrated to a VPC, has changed service providers and they are beginning to move their TNs back into the State of New Hampshire’s E9-1-1 ALI Database.
- Address verification work is in progress for AED locations, through the PulsePoint Registry, throughout the state.
- Generated 87k data points

- Completed and delivered 3 town map books with 24 more ready for field checks/collection (the final step before printing)
- Focusing efforts on maintenance and testing out our new process of data collection, utilizing the tablets and Field Apps we have acquired.

**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:**

- A class of six hired on March 26. They began their on-the-job portion of training on May 7 and have a projected release date of July 2, which will bring some much-needed reinforcements in time for the summer season. Currently have six Telecommunication Specialists I & II vacancies. There are 50 Telecommunication Specialists in total, as well as 4 part time TCs who supplement staffing needs.
- Rebecca Desrochers and Timothy Locke were promoted to PSAP Supervisors.
- Call volume through May has seen an increase of just over 10k compared to the same timeframe last year.
- Pandemic protocol was activated on March 20, 2020; from March 20 through May 19, 2021, the protocol was used to screen COVID-related illnesses on 11,210 calls. The protocol was deactivated effective May 20, after a consultation with the Police Chiefs & Fire Chiefs. We will keep in place the interrogation of flu or COVID exposure and will continue that interrogation until further notice.
- Thanks and recognition to Robert Dunn for collecting the cumulative protocol 36 data and pushing it out on a display map throughout the pandemic; his hard work is appreciated.
- National Public Safety Telecommunicators Week was celebrated in April and was a great success. The Team had an opportunity to have some fun and Management Team a chance to recognize all of their hard work.

**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:**

- Tim thanked Matt White and Bill Pelchat for all their hard work throughout the pandemic
- Everyone is back in the office. It took a few days to collect and inventory all the equipment.
- We are fully engaged with INdigital and AK Associates on the upgrade projects
- We are improving and updating the call delivery network. All equipment has been delivered. Working with Bob Brown to set dates for the INdigital techs to be on site to finish the configurations.
- Some items to discuss regarding interconnection between our networks as well as redundancy. No end date as of yet, but project moving forward.
- The Training Department is doing ConEds on Texty. PSAP staff will all be trained before going live.
- AK Associates completed a two-day upgrade in the PSAP to prepare for the new equipment.
- CAD meetings will continue as a hybrid model going forward.
- Door Access Control Project is almost completed. Still working on radio towers, more equipment is needed.
- AED Mapping Project is going well and continues to move forward
- The final goal for handling Supplemental ALI will be a public web-site

**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. Completed two successful system-wide software patches events and planning an upgrade to version 82020 for the end of this calendar year with Motorola. This will improve visibility into remote site operations and improve resiliency and posture.
- Continue to support operations and maintenance for DNCR radio systems infrastructure and working with them to develop a long-term remote sites management plan.
- Completed the facilitation of the Seacoast Lifeguard Radio System build out supporting all lifeguards at the seacoast state beaches.
- Staff has completed 3 of the 5 interoperability consolettes site installations at Hyland Hill, Warner Hill and Belknap. Providing 2 VHF, 2 UHF and 2, 780mgz antennas, which

will support more than 300 unique public safety channels in addition to the statewide interoperability channels that everyone accesses. These installations provide statewide monitoring, situational capabilities and emergency use if needed on the statewide core network.

- Slowing down on our support for the vaccination sites.
- Very active spring with the super vaccination sites at the New Hampshire Motor Speedway. Supported all communications and video situational awareness to unified command. Preparing to use this same model for the NASCAR race in July.
- Successful collaboration with Capital Area Fire Mutual Aid and Lakes Region Fire Mutual Aid with establishing a robust microwave link between Mt. Kearsarge and Mt. Belknap to improve capability and resiliency between these communication agencies.
- Provided communication-planning system to Hillsboro County, Hudson School District and Pease Development Authority to navigate their future purchases.
- Incident Command Trailer has been deployed to Laconia in support of Bike Week
- Hired a new Communication Tech II
- Looking forward to implementing generator replacement plan at the beginning of the next fiscal year.
- Emergency Alert system on mountain tops components replacement is in the works.
- ESF2 Communication and Alerting continues to remain active. Preparing now for the next Seabrook Station Graded Exercise.
- Primary and secondary nuclear alert system phones are now accessible on the P25 communication consoles.
- Continue to conduct the monthly test with Seabrook planning area EOC and remain available for mutual link testing.
- Recognized Josh Mann for greatly improving communications capabilities of the statewide radio network. Specifically, in the State EOC Communications Room with many EOC-specific integration into P25 consoles. Josh continuously finds ways to improve our capabilities.
- 2020 Imagery fly over has ended for this year.

Commissioner Rick Bailey stated the Radio Maintenance Team has made great improvements as Sean was talking about, but they have also taken the emergency response video capabilities from effectively zero to something that has inspired the New Hampshire Speedway to figure out they needed better video to manage their events. This is on top of their regular duties. Josh and the whole Team did a great job.



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

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

- An active year when it comes to interoperability
- Received confirmation that the Federal Government will allow Federal instructors to travel at the end of June, which will make for a very ambitious schedule for the next 5 months.
- Continue to work in 2021 with AT&T and FirstNet on a quarterly basis
- 169 communities around the state have at least one band-14 tower. The expectation is to have installed 40 more by March of 2023.
- Continue to meet with AT&T Engineer Team on a quarterly basis.
- Viewed the Compact Rapid Deployable (CRD) that are now being provided by FirstNet.
- 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
- August an ICS300 class
- September 13-17 Com-L class
- October 5 – 7 Com-U exercise
- The end of June the drive testing that regarding AT&T coverage will take place in Cheshire, Sullivan and Grafton Counties. 851 miles will be driven, tested, and data will show gaps for coverage in those areas.
- State Police FirstNet/WAVE pilot project concluded. Analysis wrapped up and provided to the Department of Safety for review.
- 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.
- Mutualink training will continue through the month of March with an exercise every Friday at 1:00pm. Over 200 individuals completed the training in Mutualink. We will continue to provide it on a need or request basis.

#### **5. Commission Member-Representative Reports**

- a. NH Telephone Association – Commissioner Scott Brooks** – represents all the incumbent Local Exchange Carriers in the State of NH who provide local exchange service and has the responsibility as a provider of last resort. We are required to serve all customers in our service areas so that they have access to emergency services among other things. The ILECS in the State are Bretton Woods Telephone Company, Dunbarton Telephone Company, Granite State Communications, TDS Telecom and Consolidated Communications. The smaller RLEC's are still definitely linked to the 9-1-1 Commission as they have been since the establishment of E-9-1-1 services and the sharing of our customer database information. We often point out

to our customers the advantage that exists when 9-1-1 is dialed from their landline for an emergency. We remind them that their name and address displays at the 9-1-1 Call Center, which contrasts with 9-1-1 being dialed from a cell phone. Most of our companies provide fiber-to-the-home 1G broadband. The bottom-line is wireless carriers cannot function without the wireline carriers, as we are interdependent on one another to bring robust 9-1-1 services to all customers in New Hampshire no matter what the mode of communication is.

**b. Comcast 9-1-1 in New Hampshire – Commissioner Christopher Hodgdon -**

- Comcast 9-1-1 operations in the State of NH are running smoothly
- Have not experienced issues. Currently, have no concerns with our ability to partner with the State's Public Safety teams in order to deliver 9-1-1 calls to the correct PSAP with ANI/ALI using a highly available, highly redundant network.
- Comcast continues to leverage a dynamic ALI solution (NENA i2) to deliver information to the PSAP (like other VoIP providers)
- Comcast certified a Next Gen 9-1-1 IP interconnection to NH 9-1-1 on April 2017
- This connection currently delivers all 9-1-1 calls over two diverse IP links to the State ESInet
  - Manchester (77 Sundial, Manchester NH) and
  - Laconia (50 Communications Dr Laconia NH)
- In the event of a failure impacting our primary and secondary routes, we can deliver emergency calls with full ANI/ALI through a third call path supported by one of our VPC vendors.
- There has only been one 9-1-1 affecting service outage in NH over the past 17 months. It lasted 20 min and was related to an issue in one of the national transport provider networks.
- LIFT America Act introduced on March 11, 2021 could provide \$15 billion in federal funds to pay for 9-1-1 centers nationwide to be upgraded to IP-based, Next Generation 9-1-1 technology.
- The 9-1-1 industry agrees funding is critical. Currently key national 9-1-1 organizations (APCO, NENA, NASNA) have differing concerns with the proposed language that needs to be addressed.
- General area of concern across our national footprint.
- While we already connect via IP links to 9-1-1 in New Hampshire and future changes that may impact location, routing etc. the timing can create technical impact to Comcast and other originating service providers.
- Strong coordination and sufficient notice are key to manage changes.

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

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

- Welcome aboard, Asst. Director Paul Amante!
- Attended NASNA (National Association of State 9-1-1 Administrators) Touch-Base meetings during May and April.
- 9-8-8 Suicide helpline Planning Coalition “9-1-1 & Law Enforcement” subcommittee kick-off via Zoom. Discussing Core Considerations re: Behavioral Health, services rendered by L.E. as well as 9-1-1 role
- Met with Chief Sitar of Tilton-Northfield Fire, re: discussion related to FCC’s NPRM’s on 4.9 GHz; 911 fee diversion; and also the LIFT America” Act focused on NG911 funding.
- Radio Communications support led by Josh Mann and Jed Jackson, was provided at NHMS for vaccination super sites – the team supported interoperable communications between local public safety, public health entities including NHMS staff, state agencies such as DHHS, HSEM, FMO, DNCR, DOIT, DESC, the Governor’s COVID Task Force, as well as the Department of Safety Commissioner’s office. Other DESC staff assisted in data entry, traffic control & vaccination support.
- Deployment of the NG9-1-1 upgrade of our call delivery network and customer premise equipment is underway. It should take the remainder of this month and into next month to complete.
- During National Public Safety Telecommunicator Week, DESC directors and DOS Commissioner Robert Quinn announced Bronwen Smith as the Telecommunicator of the Year.
- Met with Motorola to discuss integration of county radio systems into our new P25 Core and what that would entail.
- TERT (Telecommunicator Emergency Response Taskforce) rally was scheduled for 5/21, at the NH Fire Academy ARFF.
- Motorcycle Week preparations are underway – assisting with provisioning of communications assets requested by NHSP and Laconia PD.

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

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

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

- Began installation of new equipment at the Manchester data center and both PSAP’s
- During this reporting period, our edge device at the Laconia Date Center was compromised. The incident was quickly mitigated and had no adverse effect on any call delivery or call handling functionality. The issue was contained to only that edge device.

- Texty – this system will replace the current Comtech Gem911 SMS solution. This solution will allow SMS to be transferred to those dispatch agencies who have chosen to participate and have a local installation of Texty.
- The National NENA Conference takes place later this summer in Columbus, OH, July 24-29<sup>th</sup>
- Regarding the “anonymous caller” troubles, Granite State Communications made the necessary changes to provide the ANI and completed testing on 4/14/21. There were 10 identified anonymous caller tickets - six occurred prior to this date and four occurred after. It is too early to tell at this point if this fix action will dramatically decrease the number of anonymous callers.
- The overall system (s) continues to operate at 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 September 10, 2021, 110 Smokey Bear Blvd, Situation Room, Concord, NH**

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