

**NH ENHANCED 9-1-1 (E911) COMMISSION MEETING MINUTES**  
**September 10, 2021**

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

Commission member's recognitions (Recognizing the service of members who have served on the Commission for their tenure)

- Kathryn Bailey 2001-2021
- Sandi Teti 2011-2021
- David Caron 1995-2019
- Sheriff Michael Moyer 2017-2020

**Commission Members Present:**

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
James Valiquet	NH Association of Chiefs of Police
Scott Brooks	NH Telephone Association
Patrick Robinson	Mobile Telecommunications Carriers
John Stone	Consolidated Communications
Cecily McNair	Public Member
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:**

Paul Szoc, Chairman	NH Federation of Mutual Aid Districts
Doug Hackett	NH Emergency Dispatchers Association
Chris Hodgdon	Comcast

**Participants:**

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 VII, 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	Administrator II, NHDESC, DOS
John Letson	Supervisor III, NHDESC, DOS
Bronwen Smith	Telecommunication Specialist I
Darrin Lescarbeau	Supervisor III
Sherry Baker	Administrative Secretary, NHDESC, DOS

**1. Approval of the minutes from the June 11, 2021, NH Enhanced 9-1-1 Commission meeting**

Due to lack of quorum, approval of the June 11, 2021 minutes were deferred to the next 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.
- 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 (Brandon McGorry, Administrator II)**

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

**Administrator McGorry reported the following:**

- The Administration section has been working diligently since July 1<sup>st</sup> processing procurement requests and processing invoices with the start of the new State Fiscal Year.
- The Maintenance Team completed fleet prep for annual state inspections.
- Assisted with Mutualink deployment for the NASCAR event in July
- Audited wireless accounts (Verizon and FirstNet) and deactivated the COVID-19 devices that were brought online to assist in fighting the pandemic.
- In August, Asst Director Lussier, Brandon McGorry and SWIC John Stevens attended two Mutalink trainings.
- Completed the Binnie Media Generator Sharing, completed RFP for Tower Mapping and Structural Analysis of radio towers. Work continues with Dartmouth-Hitchcock for the DESC Medical Director contract.
- With the help of DOS HR we have been successful in filling many of our vacant positions. We continue to fill other open positions.
- August Employee of the Month was Casey Gordon from our Database Operations section.
- We have resumed in person tours to the IPOC building. Most recently, Wanda Scott provided a tour to Concord Girls Scouts; Commissioner Quinn stopped and chatted with the girls in the hallway.

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

1. Status on NHVIEWW
2. Status on the Communications Asset Manager
3. Information on DOS GIS Assistance

**William Pelchat reported the following:**

- The Special DOS and NHVIEWW
  - The NHVIEWW/ArcGIS Online System – this platform hosts our E911 Data Operations Web Application serving our latest production map data layers to staff in the office and field. The database hosting the map data for this and other similar applications resides on our internal portal system.
  - This same platform also hosts the Communications Asset Management system, aka CAM, with our NHVIEWW map databases supporting these and other NHVIEWW applications that are updated nightly from an automated process.
  - This system hosts a geocoder service integrated with the AGO platform and is shared across all applications running on our AGO system.
  - Along with our AGO public facing system, we continue to support our internal ArcGIS Enterprise Portal system. This system hosts the PSAP and

dispatch agencies. 9-1-1 web maps and geocoder service generated monthly by 911 Data Ops.

- This same system hosts the Incident Locator Web Application
- The incident locator application currently provides direct access to over 2,417 school maps as .pdf file attachments.
- Continue to provide support for the Seabrook Radiological Emergency Preparedness Program (REP) with traditional map products that are updated on an annual basis, accompanied with supporting map services and application on our NHVIEWWW AGO and Portal Systems.
- Support and maintain our geo-processing server currently running 19 GIS models on scheduled automated tasks.
- Support and maintain our internal ArcGIS image server
- GIS support for New Hampshire Information Analysis Center (IAC) and for the State Emergency Operations Center (SEOC), which includes any activations, special scheduled or unscheduled events, or incidents throughout the year.
- Weekly provide a map data package derived from our production map databases which integrate with State Police CSI CAD system.
- Over the past three months, we have processed 535 cell panels and five new towers.

**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 554,968 records
- Mapping Database contains 696,478 addressable points
- Mapping Database contains 77,071 landmark points
- Mapping Database contains 58,721 building footprints
- Mapping Database contains 250,400 road segments
- Emergency Notification System has 65 participating communities
- There were 161 reported MLTS discrepancies – 87 MLTS discrepancies have been completed
- The Sheriff of Grafton County and Hanover Dispatch agencies have assumed responsibility for the areas previously covered by NHDOT Lancaster and Weeks Memorial Hospital Lancaster for public safety dispatching.
- Assisted Waterville Valley Resort with reconfiguring their outbound dialing configuration for outside lines. In addition, provided detailed addresses associated with their ski resort building.

- Parkland Medical Center has configured their Nutfield Medical Office Building at 44 Birch Street, Derry. The calls from this location would continue to show the main address for the Hospital. There were discrepancies dating back to 2012.
- Cheshire Medical Center system upgrades for their offsite locations have been delayed due to the ongoing pandemic. Work anticipated to begin in April 2022 and completed in September 2022. Until then, they have installed emergency POTS lines at each location dedicated for 9-1-1 calls.
- Scheduling for charter and private school phone testing has resumed. To date, contacted 15 schools to check the status of their own premise equipment and requested floor plans – four visits are scheduled.
- University System of New Hampshire - 14,750 TNs/DIDs had migrated to a VPC changed service providers and are expected 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.
- Focusing efforts on maintenance and working out the new process for data collection.
- Staff promotions: Tom Wainwright to Data Processing Supervisor II and Mike Zegarelli to a Cartographer III.
- Field Reps continue to support the ESF-2 desk 1-2 days per week
- Congratulations to Field Rep Casey Gordon for August Employee of the Month recognizing his work on the NHDOT and Weeks Memorial dispatch changes which take effect on Monday.

**D. Report on PSAP Operations and Report on Emergency Medical Dispatch: (Deb Bray, Supervisor VII)**

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 Telecommunications Specialists were hired on March 26 - five have successfully completed their training.
- A new Telecommunication class will begin on October 22, 2021
- Currently have eight Telecommunications Specialists I & II vacancies. There are 48 Telecommunication Specialists in total and an additional three part time TCs to supplement staffing needs.
- Call volume through May has seen an increase compared to the same time frame last year.
- Pandemic protocol is status quo. Flu/COVID exposure interrogation will remain in place and continue until further notice.

- Two PSAP supervisors were promoted out of the PSAP to DESC positions in other sections.
- Training Manager Allison Reopel resigned from her position. She has taken a position within the Division of Personnel. We are very proud of the work she accomplished since her hire in 2015. We wish her well.
- 9-1-1 Processing Presentation (John Letson & Bronwen Smith)

**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 Border Transfers
6. Supplemental ALI/AED Project

**Tim Scott reported the following:**

- We are fully engaged with INdigital and AK Associates on the upgrade projects
- Gone live with Texty, part of the INdigital contract.
- Improving and updating the call delivery network. All equipment has been delivered.
- AK Associates and Solacom will be on site on Sept 20<sup>th</sup> and Oct 3<sup>rd</sup> to work on the servers and deploy new workstations.
- AED Mapping Project is going well and continues to move forward
- The final goal for handling Supplemental ALI will be a public website
- When all projects are complete, we will be working to replace the backbone of our system.

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

1. Update on Radio Communications Maintenance

**Sean Goodwin reported the following:**

- Statewide land mobile radio system remains stable. Preparing for site installation at Pats Peak in Henniker.
- Continue to support operations and maintenance for DNCR radio systems infrastructure and working with them to develop a long-term remote sites management plan.
- Seacoast Lifeguard Radio System improved over the past year. There is more work to be done.
- Staff has completed five interoperability console site installations at Holden Hill in Stewartstown and Mitchell Hill in Haverhill. These installations provide statewide monitoring, situational capabilities and emergency use if needed on the statewide core radio network.

- Radio system is stable and we are able to evaluate cover issues with the Motorola engineers in the southwest and north sections of the state for improvement opportunities.
- Continue to work with Grafton County as they develop their radio system upgrade plan.
- Assisted Hillsboro County, Pack Monadnock and Pease Development Authority with equipment evaluation of programming assistance.
- Incident Command Trailer deployed to Pease along with multiple cameras for the Air Show.
- Continue to assist DNCR with their statewide radio system upgrade, which will also leverage the radio core.
- Josh Mann promoted to Admin II. He will be serving as the Chief of Communications & Operations.
- Regular maintenance activity continues to occur with contracted services on generators and HAVC units at our remote sites.
- All remote site buildings that the state owns now have electronic access controls.
- Monitoring and proactively replacing our UPS generators batteries and DC power plant batteries on a planned maintenance schedule.
- Building an inventory of spare and replacement parts for the radio core network

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

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

- Had opportunity to meet with AT&T Engineer Team on a quarterly basis about FirstNet process.
- AT&T advised that over the past three years they have invested \$150 million dollars in the infrastructure development in NH. This is in combination with 350 plus tower sites that AT&T has throughout the state.
- AT&T states that 99% of the state's population coverage has already been achieved. The position of our Committee is to accept this information, but verify all information.
- The drive testing that took place in June for the AT&T coverage in Cheshire, Sullivan and Grafton counties was completed. The final report to be complete in three weeks.
- 174 communities around the state have at least one band-14-tower. More projects in process by the end of this year.
- Seacoast issues - North Hampton residents were vocal about not having a new tower in their community. AT&T approved to have nine C-Notes installed on telephone poles in North Hampton allowing for additional coverage.
- The 5-year Build Plan will end on March 2023, but AT&T stipulated that the Build Plan would be completed well before the deadline.
- FirstNet has yet to advise AT&T regarding their investment they will make with AT&T for the six to 10 year Plan.
- Continue to have conversations with FirstNet about the summit planned in NH May 2022.

- Monthly meeting with Mutualink regarding the status of installations.
- Mutualink successes; Hampton Public Safety Community Life Guards, Hopkinton Fair and Merrimack County Sheriff's Office.
- The SWIC's office continues to promote Mutualink and the ability for NH first responders to interconnect on voice, text and video as the most connected state in the country.

Commissioner McNair stated she had a five-minute training on Mutualink at the Hopkinton Fair. She said she was able to use it successfully and feels the system is simple to use. She encourages other agencies to learn the Mutualink system before an emergency arises.

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

- Sheriff William Wright – New Hampshire Sheriff's Association
- Provided a brief statement about his background
- Spoke about the Sheriff's Association
- Stated how highly knowledgeable the Enhanced 9-1-1 Commission seems to be.
- Advised "we are all connected and anything the Sheriff's Association can do please let him know"

## **6. NH Division of Emergency Services and Communications (Mark E. Doyle, Director)**

### **1. Update on Division**

- The NH Emergency Dispatchers Association (NHEDA) Board presented a special recognition award to the DESC administration to recognize NH Enhanced 9-1-1 team members and the entire Division for their incredible ability to adapt to the ever-changing landscape during the 2020 pandemic. The award was presented at the Laconia PSAP Tuesday, June 15, 2021.
- 9-8-8 Coalitions' "Law Enforcement / 9-1-1 Subcommittee" meetings continue to be held to build the 9-8-8 plan.
- 9-1-1 Telecommunicator Brittney Elliott received a Letter of Commendation for a call she handled on March 2, 2021. TC Elliott answered a call for help from a woman whose husband was not conscious and had uncertain breathing.
- TC Kevin Chaff received a Letter of Commendation for his calming techniques, life-saving care, determinations, and effort for a call he handled on April 23, 2021.
- Director Doyle, Matt White and Kelly Teeter met with members of the Towns of Amherst and Bedford Public Safety to discuss addressing conflicts.
- Spotlight on Chris Boivin, Cartographer III, and the work he does with OHRV, Snowmobile trail intersection mapping in collaboration with the NH Trails Bureau.
- Announcing Brandon McGorry as the newly hired DESC Administrative Manager, Brandon has been with the agency since 2013. His DESC career has been in the PSAP as a Telecommunicator and Supervisor. Congratulations!



- 9-1-1 Telecommunicator Jay Scarborough was awarded with a certificate and Letter of Commendation for a call he handled on May 28, 2021.
- Director Doyle attended the bi-annual virtual meeting of NASNA (National Association of State 9-1-1 Administration). Discussed matters of mutual interest including updates from the FCC, NHTSA and CISA.
- 9-1-1 Telecommunicator Jennifer Huckins received, a Letter of Commendation for a CPR save in Keene.
- Recognized that 26 years ago this past July 5th NH E9-1-1 “turned the key” to start receiving 9-1-1 calls at the statewide PSAP
- New employees of NH Homeland Security and Emergency Management toured the Concord 9-1-1 call center today. The New Hampshire Department of Safety encourages interagency training.
- Commissioner Sandi Teti, long time member of the E9-1-1 Commission and Governor’s Commission on Disabilities passed away in July.
- 9-1-1 Telecommunicator Emily Milligan received a Letter of Commendation for a call she handled on June 11<sup>th</sup>.
- Director Doyle attended the National Emergency Number Associations (NENA) Conference in July.
- October 24, 2021, everyone will be required to dial 10 digits (area code + telephone number) to place a phone call.

## **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
- The Texty migration scheduled for 8/21.
- Voice migration to the new equipment is awaiting cross connects from the new network, functionality testing and failover testing. Once this is completed, migration will begin to the new NGCS service and hardware
- During the period since the last report there have been 28 support tickets
- The majority of the trouble tickets relate to “Anonymous Caller” troubles. There seems to be an increase in the number of “robo-dialers” dialing the fail-safe number.
- 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**

Vice Chairman Valliere called for a motion to adjourn at 1.50 pm. The motion was seconded by Commissioner McNair and unanimously passed by those present.

**The next Commission meeting is scheduled on Friday, December 10, 2021, 110 Smokey Bear Blvd, Situation Room, Concord, NH**

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