

NEW HAMPSHIRE ENHANCED 911 COMMISSION MEETING MINUTES

September 15, 2023

11:00 AM

The NH Enhanced 911 Commission meeting was held at the Richard M. Flynn Fire Academy, Classrooms 1&2, Concord, NH.

Commission Members Present:

George Valliere, Chairman	NH Police Officer
E. Douglas Hackett, Vice Chairman	NH Emergency Dispatchers Association
William Wood, Secretary	NH Division of Fire Standards and Training & EMS, DOS
David Stack	NH Municipal Association
Cecily McNair	Public Member
Henry E. Thomas, Jr.	NH Association of Fire Chiefs
Keith Gilbert	NH Federation of Fire Mutual Aid Districts
Steven Lavoie	NH Department of Safety (DOS), Asst. Commissioner
Scott Brooks	Consolidated Communications
Art Nicholson	NH Telephone Association
William Wright	NH Sheriffs Association
Patrick Robinson	Mobile Telecommunications Carriers
Tim Wilkerson	N.E. Connectivity & Telecommunications

Commission Members Absent:

James Valiquet	NH Association of Chiefs of Police
Chris Hodgdon	Comcast Communications
Paul Kasper	NH Department of Energy
Paul Kelley	Governor's Commission on Disability
Amanda Cormier	Professional Firefighters of NH

Presenters:

Sherry Baker	Administrative Secretary, NH DOS DESC
Mark Doyle, ENP	Director, NH DOS DESC
Robert Lussier, ENP	Assistant Director, NH DOS DESC
Brandon McGorry, ENP	Chief of Administration, NH DOS DESC

Debbie Bray
Timothy Scott, ENP
John Stevens
Robert Brown
Matthew White
William Pelchat

Chief of Operations, NH DOS DESC
Technology Manager, NH DOS DESC
Statewide Interoperability Coordinator, NH DOS DESC
INDigital
Data Operations Manager, NH DOS DESC
Special Projects Manager, NH DOS DESC

Joshua Mann
Jocelyn Sy-Santiago

Chief of Radio Communication Maintenance, NH DOS DESC
Administrator IV, NH DOS, Division of Administration

Guests:

Thomas Andross
Doug Eggiman
Jarod Guay
Sean Goodwin
Philip H. Sisk, ENP
Vanessa Stephen

Grafton County Sheriff's Department
INDigital
Technical Support Specialist VI, NH DOS DESC
Communications Administrator, NH DOS DESC
Mission Critical Partners
Business Administrator, NH DOS DESC

Chairman George Valliere called the New Hampshire Enhanced 911 Commission meeting to order at 11:08 am.

1. Approval of the minutes from the June 16, 2023, NH Enhanced 911 Commission meeting:

Chairman Valliere called for approval of the meeting minutes from the June 16, 2023 meeting. Motion to accept the minutes by Commissioner Stack and Commissioner McNair seconded the motion. The Commission members approved the minutes except for Commissioner Wilkerson, Commissioner Robinson, and Commissioner Brooks abstained.

2. FY22 Surcharge Receipts

A. Financial Reports (Jocelyn Sy-Santiago, Administrator IV)

Discuss year-to-date expenditures & Surcharge:

- Assuming the spend rate of 92% of the appropriation, we are projecting at ending under budget.
- No concerns related to regular operating expenditures at this time.
- The Administrative Rules require us to maintain an operating reserve equal to 50% of our current year's operation budget, which we are currently below.
- The fund remains healthy and able to support the existing level of service and delivery.

3. DESC Division Reports

A. PSAP Operations (Deb Bray, Chief of PSAP Operations)

1. Update of PSAP Operations
2. Agency Call Statistics Report
3. ACE Performance Standard Report
4. Update on Training Section

Chief Bray reported the following:

- Our call volume through July continues to see an increase compared to the same timeframe last year.
- Memorial Day weekend saw over 7,700 calls from Friday through Monday, an increase of 2,000 calls compared to last year! There were no calls that queued during the weekend!
- August & September, already seeing call volume slow down, still busier than last year, but compared to June/July it's manageable.
- The plan was to wait until the Fall to start a new class. However, the Training Manager reevaluated that decision in late July and moved it up. We currently have a class of 6 new hires in the classroom portion of the training.
 - 6 new hires started on August 25th.
 - Hit the PSAP mid-October.
 - Complete Training beginning of December.
 - Have a second class of (7) new hires starting on October 6.
 - Hit the PSAP beginning of December.
 - Complete Training mid-January
- Monica Russo, a 3-year veteran of DESC, was promoted to Supervisor III.
- 31 TCIs with 11 vacancies, *this will increase in October 41 TCI with 4 vacancies. 9 TCIs with 1 vacancy, 13 Supervisors and 4 PT TCs.
- Increased participation in exercises around the state with HSEM. These range from active assailant to terrorist threats. Lots of positive feedback from our partners, giving them a lot of information and resources, they didn't know was available to them. So far, we have attended 4 since June and are scheduled for 3 more through November.

B. Administration Section (Brandon McGorry, Chief of Administration)

1. Update of Administration
2. Emergency Communications Command Vehicle Event List
3. 9-1-1 Outreach, Education, and Social Media Report

Chief of Administration reported the following:

- Pleased to report the Genesis contract has been approved by the Governor and Executive Council. Genesis will officially take over as our new Emergency Notification System (ENS) provider starting on January 1, 2024. We are currently working with the vendor to have the system built and customized for the needs of New Hampshire.
- Currently, we are in negotiations with Mutualink to extend our contract for an additional 3 years.
- We are also continuing to work with Vertical Bridge and the DOS legal unit for renting space on Vertical Bridge's tower in Errol to enhance communications in the Troop F coverage area. A lot of back and forth because Vertical Bridge does not have a contract that is for government entities. They have only dealt with private businesses, so there are a lot of various languages the State is unable to agree to in the contract due to the various State statutes.
- Chairman Valliere asked how far along are you in the negotiation with Vertical Bridges?
- Chief McGorry reported about a year now with having different language and different types of monetary charges they would want to assess, and we are unable to agree due to the statute that would require Governor and Executive Council to approve any appropriations, so it has been a very long and time-consuming process.
- Chairman Valliere asked do you think it will come to fruition?
- Chief McGorry replied after the meeting we had this past week; I really think we will get the approval. I don't think Vertical Bridges realized it was for emergency communication purposes because when we were on the phone with the lawyers, they kept mentioning 'so this is for emergency communication use?' They seem to understand this is just to enhance the coverage for Troop F and the surrounding areas.
- BTOP Memorandum of Maintenance Agreement with DOS, the Department of Transportation (DOT), and Department of Natural and Cultural Resources (DNCR) was approved by Governor and Executive Council in July for an additional two years. After these initial 2 years, we have 7 renewal options, and each renewal option would be for 4 years.
- Working with DNCR to renew the agreement that we have in place for the rented space on Mount Washington for our equipment. This is a DNCR contract, so once there is an agreement signed, DNCR will have to work with the Governor and Executive Council for retroactive approval.
- Our Public Outreach & Education Team has been working with our contacts with the Department of Education to assist us about getting the message to school administrators and educators about the 911 education materials that we have and the presentations that we do, so we can try and get back into the school now that schools are back in session.
- We have started reaching out to the retirement communities as well to focus on that demographic. As well as the regular information 911 can provide for them; we can also use this as an excellent opportunity to educate them on the new updated 911 CARES program that replaced Supplemental ALI.
- Patrick Cavanaugh attended the National Information Officers Association Conference in Tennessee with Assistant Commissioner Paul Raymond from the Department of Corrections. Patrick Cavanaugh reported the training sessions were excellent in helping

him enhance his PIO skills. This week Patrick Cavanaugh is also attending virtually the FEMA Advanced PIO Course. We are excited to have Patrick continue his training in the capacity of our PIO Officer for our Division.

- The Concord PSAP reopening happened on August 14th from our summer renovations. We had quite a few visitors turn out from across state government! Thank you to the Commission members that were able to stop by on that day or a few days before. Our telecommunications staff appreciate it when you folks stop by. After the meeting today, if any Commissioners have time and have not seen it yet, we would love for you to stop by to take a look and visit our telecommunicators as the nature of their work does not allow them to come over to these meetings. Our IT team is currently in the process of building the video wall. Should be completed soon waiting for a few more parts. Waiting for the furniture vendor to install the new cubical for the administrative work on the Supervisor's bridge.
- I would like to also take this opportunity in front the Commission to again send many thanks to the DOS facility maintenance team, especially Tom McCoo and Sean Gilpatric. Sean was the true MVP of this project for being able to get the alcoves painted since the Department of Administrative Services and our contracted vendor were not able to get that area completed. Sean and Tom were able to rig up a system to get in there and get the job done! Without them – I don't think we would have been able to get that area completed – we are grateful for their hard work and dedication. I would also like to thank to the Radio Communications Team, General Services, Assistant Commissioner Steven Lavoie, and Vanessa Stephens for their commitment to this project. Also thanking Assistant Robert Lussier as the project sponsor because there were plenty of days, I wanted to pull my hair out and he got me back down to sanity.
- Vacancy report for the Division - our vacancies are the lowest we have seen in a long time. 1 vacancy in the office of director, 3 vacancies in radio, 1 vacancy in IT, and as Chief Bray mentioned a few minutes ago, 12 vacancies in the PSAP.

C. Information Technology (Timothy Scott, Technology Manager)

1. INdigital Ingress Network
2. AK Associated CPE
3. Cross Border Transfers
4. CARES
5. Core Network Update
6. Radio IT Integration Status

Technology Manager Scott reported the following:

- INdigital: we continue to coordinate the Laconia move, there have not been a lot of changes on that. We continued conversations about preparing for the move.
- AK Associates update in our logging software is in progress and another is Cyber Security front we now have Crowd Strike installed in

every PSAP machines and servers this is through SolaCom. So, they can monitor from their area, but complete a critical cyber security piece.

- NH 911 CARES has been running this soft rollout for a couple of months. Just to make sure all processes are working correctly. One thing that happened this month is we finally have records that are going to expire. We are ready for a full public announcement that we are live and available.
- Emergency Notification System (ENS): Contract was awarded to Genasys, Matt White and his team will handle the roll out for all the municipalities and dispatch centers. Information Technology will handle the other state agencies.
- Mutualink – Information Technology has been involved with finalizing the Cyber Security efforts. Sean Goodwin has taken over some of the work with the dispatch centers and hospitals to make sure installation is secure. Because we don't know if it is or not until we go out and verify and document it and this will be the completed first phase. The second phase of the project will be when Mutualink products are upgraded with the new router. At this point, we will have a system in place to fully document that all configurations are complete. This project is going well.
- Josh Mann and I have started to collaborate on the BTOP project. We are having issues with a vendor to help us with a redesign. We have done our due diligence. We are almost at the point of breaking this project into two parts. Radio and IT will each stand alone. This is an ongoing project.
Atom Group Cyber Security deadline has approached, and the final scan is running right now anticipated to finish Sunday into Monday morning. So, we will get that report when completed. I sent them my final report with all the updates. Cyber Security will be on-going. We are going to look to do a contract with them, coming back every six months to do a scan and review the system and advise going forward. We are waiting for a proposal on this.
- We purchased and installed a new robust monitoring system called Netmon Inc for Radio. The documentation arrived this week and will begin configuring it.
- Installed a secondary fiber between Concord and Laconia PSAP's for more redundancy. This is now integrated into the system. We now have 3 different paths from Concord to Laconia. We have a dedicated dark fiber, we have an EPL which means it is running over a carrier

network and we also have our microwave, so we have increased our redundancy and tolerance between sites.

- CAD has been going well. We have Valor CAD in the clouds running well.

D. Special Projects (William Pelchat, Special Projects Manager)

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

Special Projects Manager Pelchat reported the following:

- The Team continues to support NHVIEWW/ArcGIS Online System and connected enterprise portal platform, hosting web applications and services for the support of 911 Data Operations, Incident Analysis Center, SEOC and the Communications Asset Manager (aka CAM).
- Significant efforts were made to upgrade our Enterprise Portal and ArcGIS Servers to version 11 this year. As part of that upgrade project were moved to the SQL Server Enterprise Geodatabases for the NHVIEWW portal system to a new Virtual machine requiring the migration of the databases and republishing of connected services. With the migration of CAM database finished this week, the project is now complete.
- During the last quarter, and prior to the database migration, the CAM database design modifications were completed, these were changes made to support current and future workflows and migration from the ESRI Collector to the ESRI Field Maps App, which are used for field collection workflows related to CAM.
- The team also provides support for the ESRI ArcGIS image server which provides several imagery services utilized by our DESC cartographers. During the previous quarter, with help from our IT folks we upgraded the image server to Version 11 for security enhancements and to support ArcPro. With delivery last week of our 2021-2022 state over Ortho imagery, preparations are now being made to build out our new drive array, deploy the raw imagery and then process it into an Ortho mosaic dataset for publishing as a new service on the image server. GIS Support for the New Hampshire Information Analysis Center (IAC) and the State Emergency Operation Center (SEOC) for any activations, and any scheduled or unscheduled events or incidents throughout the year.

- There were several events supported by the Team over the summer, most notable being the New Hampshire Motor Speedway NASCAR event, Rainbow Family Gathering and the upcoming Thunder Over New England Air Show at the Peace Trade Port.
- The Team responded to one activation over the summer providing mapping support to the SEOC and HSEM for the significant flood damage caused throughout the state in July.
- The Special Project Unit continues to work with the New Hampshire Trails Bureau to maintain Snow-Machine, OHRV and Hiking trails data and related Trail Maps.
- 450 panel submissions were processed from June to August with no new towers.
- The team provides the software development and support for the NH 911 CARES internal administrative site and the public facing web site and has deployed one new version over the last quarter for the public facing CARES site.
- As of April 2023, the special project team reached full staffing levels.

E. Data Operations (Matthew White, Data Operation Manager)

1. Update on Mapping and Database activities.
2. Update on MLTS Discrepancies and Resolutions
3. AED Project & NH 911 CARES Projects
4. Naloxone Discussion with DHHS

Matthew White reported the following:

- The telephone database contains approximately 473,236 records.
- Three partial address conversions were completed, in 3 communities, affecting 40 records.
- Mapping Database contains 712,900 addressable points.
- Mapping Database contains 78,288 landmark points.
- Mapping Database contains 62,280 building footprints.
- Mapping Database contains 262,731 road segments.
- There were reported 119 MLTS discrepancies – 170MLTS discrepancies have been completed.
- ENS currently has 77 communities participating, with 569 authorized users.

- NH 911 CARES has added 72 new records, with a total participation is now 876.
- Our new Emergency Notification System (ENS) vendor has been announced and the team at Genasys was awarded the contract. We began the project with a kick-off meeting yesterday and will have more information on our social media channels and directly with our POC's for our current ENS. The current contract with OnSolve ends before the new year.
- We've had three good discrepancies cleared up this quarter thanks to Supervisor Mike Kelleher's diligence: 1) Exeter Hospital – new VOIP provider has corrected the issues we've had since it was installed last October (80+ calls); 2) Premier Rehab & Healthcare (Nashua) – They were showing the emergency response locations (ERL) in the customer's name field which was affecting our call processing. Working with their Administrator and the VOIP vendor this was corrected within hours of us being alerted to the issue; 3) Genesis Healthcare – two co-located facilities have been generating discrepancies between themselves since 2011. Mike has been engaged with them since 2014 to correct these MLTS issues with no success. Finally in 2021 he was able to make traction with a Senior Telecommunications Engineer and together they upgraded their service with Windstream and Consolidated services to be on the same PRI. Test calls were made, and the issues appear to have finally been resolved.
- The soft launch of NH 911 CARES went smoothly, and we are in the early stages of planning stage of doing a full launch to the public. User counts have been added to our metrics sheet and we have gathered almost 900 patients' information so far. Additionally, the NH Special Olympics has reached out to let us know they will be urging their athletes and families to register with 911 CARES.
- August 2023, spanning a three-week period, the Data Operations Team meticulously surveyed every street and validated all addressable structures within the City of Concord. The Team contributed by either adding new addressable points or revising nearly 5,000 data points.
- A complete data collection for the city of Portsmouth will start mid-October.
- We have installed the ESRI Address Data Management Solution (ADMS) in our test environment and have been designing the schema and testing out the new Branch Versioning needed to edit this solution. This is our initial step into NG911 for our GIS data.

- We hired our new Cartographer II, Mandeep Chauhan. He comes to us from Wisconsin and obtained a master's degree in GIS from Northeastern University and with his hiring, we are now fully staffed.
- Special thanks to:
 - Casey Gordan (911 Field Rep) and Darren Lescarbeau (PSAP) for their attendance and representation at the National Night Out event in Lincoln.
 - Darren Lescarbeau (PSAP) and Zach Branscom (911 Field Rep) for their participation in the Tilton Touch-a-Truck event on September 1st.
 - Kenny-Lynn Dempsey (911 Field Rep) for her work in the EOC for ESF 2 during the NASCAR/Flooding event in July.
 - Scott Timmins for being Employee of the Month for August, an honor he shared with Amy Reardon from Special Projects, for their innovative base map design, which has reduced the size of the file significantly and the speed at which it is generated.
 - Three 911 Field Reps: Kelly Teeter, Kenny-Lynn Dempsey, and Casey Gordon received unsolicited kudos from our customers, and I would like to make sure you all know what great work they and our Team do in serving the citizens of New Hampshire.

F. Communications Maintenance (Joshua Mann, Chief of Radio Communications)

1. Update on Radio Communications Maintenance

Joshua Mann reported the following:

- Statewide radio system is operational and stable.
- Completed the removal and repair of a 600 lbs. ice guard on Mount Washington, and then the reinstallation of the ice guard and a new redone cover for the Holden Hill microwave shot.
- The new Pat's Peak radio site has been completed and is operational, providing a new radio receiver location for State Police Troops B and D. This site can also be used as a transmitter if primary locations are off the air or mission requirements dictate the use of the alternate sites.
- Additionally, Pat's Peak serves as a redundant microwave path for the radio system backhaul to reach from the IPOC, through Pat's Peak, and ending at Pack Monadnock in Peterborough, further hardening the radio system.
- Two ELINES from Consolidated Communications have been installed and activated between Moose Mountain in Etna, Claremont PD, and

NHSP Troop C barracks. This eliminated three “dead ends” in the backhaul network, hardening the system and allowing for maintenance work that does not bring communications sites off the air.

- Our generator replacement project is underway with Oak Hill in Loudon being the first site. Supervisor Jedediah Jackson is leading the effort. This project replaces three 20-year-old generators with new units. The other two sites are Moose Mountain and Hyland Hill in Keene.
- Replacing the 10-year-old HVAC units at three locations: Holden Hill, Whittier Mountain, and Oak Hill.
- All DOS owned shelter roofs have been replaced.
- Getting propane filled where needed and doing final service visits on existing generators and HVAC units as the winter approaches.
- In planning stages for Troop F Coverage Enhancement project.
- Working with Motorola Solutions and their local vendors on the integration of county radio systems into the state core. Belknap County is the current active project, with Cheshire, Hillsborough, Strafford, and Rockingham all in the pipeline to be joined in at some point.
- The Motorola Unified Event Manager project that Supervisor Jed Jackson was leading as part of his Certified Public Manager Program is largely complete. We are doing a final go around to the sites and checking for anything additional that can be added to the system and any final work. I am pleased to report that the monitoring is working extremely well and is providing great information to us.
- ESF2 and our deployable asset operations, headed by Deputy Chief Erskine, we have supported the Merrimack Rib Fest, Hopkinton Fair, Thunder over New Hampshire Air Show, The Manchester Sky Show, the NASCAR race, weekly tests, Seabrook Station exercises, and many deployable signboard requests across the state.
- Peter Boulton was promoted to Communications Supervisor I in charge of field operations. Peter has an extensive background in construction, tower work, and rigging operations that will serve him and the Division well in his new position. We have a few openings that we are working on hiring to get back up to full staff.

G. Statewide Interoperability (John Stevens, Statewide Interoperability Coordinator)

1. Update on Statewide Interoperability

John Stevens reported the following:

- Over the last few months starting in May there has been increased interest in the Northern Border regarding conductivity and interoperability.
- On May 23rd we had a meeting in Pittsburg with about 50 attendees and we walked out of the meeting with 13 different goals and objectives regarding what we say as the possibility for a solution into increasing this conductivity and Interoperability in the northern borders.
- Since that time the Northern Boarder has had the Governor and US Senator Sheehan showing interest.
- There was a meeting in Pittsburg last week with Senator Sheehan.
- There was a meeting just two days ago up in Grafton County with Tom Andross and Grafton County Sheriff Dept with us and the Vermont SWIC.
- Following the meeting that will take place on October 17th to follow up on the goals and objectives. We have come to realize to accomplish some that are on the table that we need to address but that has taken a particular amount of time, and I will say this in regard to the Northern County compared to where we were 5 years ago, we are light years in regards to communications that does not mean that there isn't more work to be done.

4. NH Division of Emergency Services and Communications Update (Mark E. Doyle, Director)

1. Update on Division

Director Mark Doyle reported the following:

- Laconia Facility Update: A&E Design firm selected via the RFP from DAS; Timeline puts us in the new building in summer 2025; Harriman Corp to begin the scoping process with us and the 911 Commission members we convened with last year design.
- NASCAR Planning and execution went well, including adapting to the delay – Radio Communications Team received the “Employees of the Month” for their outstanding work.
- Troop C enhancements completed – Troop F planning is almost complete.
- John Stevens, Sean Goodwin, and I met with CISA on updating our interoperability statewide “Markers.”
- Participated in the National Community of Practice to create best practices for 911 and 988 call centers around the country and developing Technologies; Decision Trees; and Risk management.

- Assistant Director Lussier and I participated in the after-action process (interview) by “Tidal Basin” regarding our Division’s role and response during the Covid Pandemic (HSEM project).
- Tour of the Laconia PSAP for members of the subcommittee to study Dispatcher and Telecommunicator training conducted on September 11th.
- Sean Goodwin attended the North Country Border Alliance discussion with Sen. Shaheen and her staff in Pittsburg to discuss Border issues and communications challenges.
- Attending the CISA 911 resilient cybersecurity symposium with Assistant Director Lussier and IT Manager Tim Scott September 18-20.
- Employees of Month
 - (June):
 - Mike Zegarelli – Data Operations
 - (July)
 - Jed Jackson – Radio
 - John Marcel – Radio
 - Zachary Powell – Radio
 - Peter Boulton – Radio
 - Jacob Melia – Radio
 - Israel Ewing – Radio
 - Mike Cadorette – Radio
 - Marc Jolin – Radio
 - Nick Poulin – Radio
 - Kenny-Lynn Dempsey (Community Relations/Field Rep)
 - (August)
 - Scott Timmons – Mapping
 - Amy Reardon – Special Projects
- Legislative Update:
 - 106-H:14 – Amend language to restrict release to ONLY the caller or subject of the call...ambiguous language suggests that the call may be release to the “recipient.”
 - Chapter/Title 106 – Sweeping language change to “Definitions” and language referring to “Bureau” throughout the Chapter to “Division of Emergency Services and Communications.”
 - 016-H:16 – ENS – Changes to the statute to remove references that are no longer applicable.

5. Contractor’s Report (Robert Brown, INdigital)

1. Report on the 911 Network

Robert Brown reported the following:

- Attended National APCO in August and we will attend the upcoming Atlantic Chapter APCO conference in Albany NY.
- The average number of calls was 1,359 per day, which is significantly higher than the last reporting period of 1,314 by the average of 45 calls per day. This is attributed to the higher call volume trend comparing June 2022 through August 2022 to this reporting period's months.
- During the period since the last report, we have had 19 support tickets.
- Regarding the Texty problems during the reporting period –
 - The first instance was due to a failing network device in our core network.
 - The second instance was slowness on login and sluggish response. There was a service on one of the servers that was suffering from a mem cache error. So, the function was delayed as logins and functions were failing over to the second server. This was fixed by resetting the web services of the troubled system. To help this to not happen in the future we established additional monitoring with threshold alarms that should help to identify this before it occurs next time.
- The overall system(s) continues to operate at 99.999% of availability.

6. New Business

- None

7. Next Scheduled Meeting

- Chairman Valliere announced that the next New Hampshire Enhanced 911 Commission meeting is scheduled for December 08, 2023, at The Richard M. Flynn Fire Academy, Dormitory Classrooms 5 & 6, Concord, NH.

8. Adjournment

- Vice Chairman Valliere called for a motion to adjourn at 12:45 pm. The motion was seconded by Commissioner McNair and was unanimously passed by those present.