

**Approved Minutes**  
**Enhanced 911 Commission Meeting**  
**April 4, 2003**  
**Department of Public Safety**  
**1111 Country Club Road**  
**Middletown, Connecticut**

**Commission Members**

Ernest Herrick  
Gordon Shand  
Mike Stemmler  
Jeff Vannais  
Lee Vincent

**Representing**

Volunteer Fire Service  
Office of Emergency Medical Services  
Connecticut State Police  
PSAP Representative  
Connecticut Conference of Municipalities

**Staff**

George Pohorilak  
Jerry Zarwanski  
Anne Finn

OSET  
OSET  
OSET

**Others in Attendance**

Janet Ainsworth  
Frank Aiudi  
Brian Benito  
Larry Cole  
Jeff Costanzo  
Carol Crisanolo  
Dinah Ghirardi  
Rob Howley  
Delman Lebel  
Paul McNamara  
Tyler Millix  
Carl Sawyer

DFEBS  
DOIT  
CSP  
SBC/SNET Telecommunications  
Cingular Wireless  
AT&T  
Groton ECC  
Cox Communications  
Business Electronics  
Cox Communications  
Tolland County Mutual Aid Fire Service

**Call to Order**

Chairman Herrick called the meeting to order at 9:15 a.m.

**Approval of E911 Commission meeting Minutes of January 9, 2003**

The approval of the minutes is postponed until the next meeting due to a lack of a quorum.

**Correspondence**

A letter from Jeff Vannais regarding cellular hang-ups was discussed. The committee talked about increased hang-up calls and getting additional information from wireless carriers. The semi-annual update of the 7X24 contacts for all telephone carriers list will be done soon.

The committee also discussed a letter from the Town of Deep River indicating that the Deep River public safety answering point will be closing. George Pohorilak has not been notified as to where Deep River and Chester's

9-1-1 calls will be received. The possibilities are Valley Shore ECC, Colchester ECC, Old Saybrook or Clinton.

### **Public Comment**

There was no public comment.

### **Staff Reports**

#### **Training Program**

Sue Vaughn reported on behalf of Wayne Maheu. The transition of the OSET public safety telecommunicator training program to the Office of Education and Data Management (OEDM) is completed.

Sue reported on the status of the Public Safety Telecommunicator Training Program. Ms. Vaughn indicated that the training budget for Fiscal Year 2003/2004 has been submitted to OSET. She also indicated that 8 classes have been conducted and 166 students have been trained and certified.

It is the intention of the Office of Education and Data Management to revise the curriculum and test bank. Test bank development has commenced and curriculum revision is planned for this coming fiscal year. A week of developing test questions to develop the exam will be scheduled. There will be a textbook for telecommunications classes. A review group is looking over questions.

A mailing was sent to all instructors. Twenty-one instructors were re-certified. Four new ones were certified.

An evening class is being held at headquarters. There are thirteen people attending the evening class. We have budgeted for eight classes for the next fiscal year. Instructor hourly rates have increased to \$35 per hour. Funds have been set aside for the potential of offering evening classes. The public safety telecommunicator training budget for fiscal year 2003 through 2004 is \$111,000.

### **EMD**

George Pohorilak reported that 34 PSAP's have formally adopted the EMD program. Several more will be submitting request for approval in the next few weeks. The deadline for implementation is July 1, 2004. Commencing July 1, 2003 OEDM, at the direction of OSET, will no longer present an EMD module with the training program. This date is one year from the date that all PSAP's must comply with the EMD requirements. Students seeking certification will, as they do now, present documentation that they have received training from an approved EMD provider. OSET subsidizes EMD training for all EMD approved PSAPs.

### **Unfinished Business**

#### **Wireless Phase II**

George Pohorilak reported that at this time Cingular is fully Phase II compliant delivering latitude and longitude with cellular 911 calls. Cingular provides a network solution, that allows for all 911 calls from Cingular customers to display an x-y coordinate. Cingular has been working on the issue of accuracy of the location. John Benedetto reported for Don Richardson who was not able to attend. John Benedetto reported that testing and adjustments for accuracy continue with Cingular's vendor, True Position. George Pohorilak asked that a meeting be set up, between Cingular and OSET, to discuss the issue of accuracy. Dinah Gihardi indicated that tests conducted by Groton showed accuracy errors.

AT&T and Sprint are in a testing mode at this time. Carriers experienced problems with their delivery of class of service. We are working with SNET and the carriers' third party provider of Phase II, INTRADO, to resolve the problem. Verizon has been delayed in testing. NEXTEL and T-Mobile have not moved forward with testing.

### **GIS Implementation Progress**

The Office of Statewide Emergency Telecommunications has completed negotiations for the street centerline data. This will be Enterprise License that will allow all state agencies and municipal entities access to the statewide street centerline data. The contract provides for semi annual updates of the data. This piece of the GIS equation is critical, because without a base map, the hardware and software are of no value.

The GIS application software and hardware requirements have been developed. We are having discussions with SBC/SNET regarding the possibility of providing this functionality as an upgrade under the current provisions of our contract. OSET and DOIT purchasing as well as SBC are investigating this avenue. A SNET solution would provide for reduced equipment at the PSAP as well as the continuation of the single point of contact for maintenance. We will have a clear picture of where we can go with this over the next week.

### **Focus Group Planning Meetings**

George Pohorilak reported that we are on hold pending the determination of dates and locations.

### **Time Synchronization System Implementation**

Jerry Zarwanski reported on the status of the BEI contract for time synchronization. As of this date 96 PSAP's have had the equipment installed. Forty-two have been accepted as complete by OSET and payment is being processed. The nine remaining PSAPs will be completed within the next week. Eight of the sites need additional equipment and an amplifier. One PSAP has an asbestos problem, which is hampering the installation. Of the 105 installations, site visits have been conducted at three, Valley Shore ECC, Old Saybrook and East Lyme ECC. Additional site visits will be done over the next several weeks.

### **Fiscal Year 03/04 Budget**

George Pohorilak reported on the FY 03/04 budget, which was submitted to the DPUC, as required, on March 31<sup>st</sup>. The budget requirements for next fiscal year include funds for the GIS project and projected money for an Emergency Notification System (Reverse 9-1-1). If the General Assembly passes legislation requiring the implementation of a statewide emergency notification system, funding from the 911 fund, will amount to \$1.8 million, which has been included in the proposed budget. If the legislation fails, that amount will be removed from the fund. Regional Center funding is down slightly from the previous year due to a decrease in call counts.

### **Annual Report to the General Assembly**

The annual report to the General Assembly has been submitted. Copies were mailed to all commissioners.

### **New Legislation**

Legislation regarding Reverse 911 and an increase to the surcharge cap from 50 cents to 75 cents are pending at the General Assembly. The increase in the cap is anticipated for the increase in cost due to EMD. It is staff opinion that there is not significant increase in cost associated with EMD.

### **EMS Data Submission**

First quarter 2003 data is beginning to come in. It is due by April 10, 2003. Compliance is still low.

### **SNET E9-1-1 Performance Report**

Jerry Zarwanski reported on the SNET E911 Performance Reports, which were mailed to all Commissioners and distributed at the meeting. He indicated the data is submitted by SNET on a monthly basis and compiled by OSET. The first item was E911 System Trouble Report. The Palladium Software appears to be the most troublesome quarter to quarter with Vision Switch Hardware following second. All the data that is tabulated is followed by a graphical representation below.

The second item was E911 System Performance Report, which shows weekly ALI Retrieval Attempts and the number of records not found. He indicated that the number of records not found are primarily due to moves, adds and changes (MAC) in SNET's customer database.

Next item was the Service Order Performance Report which by Regulation require all service orders to be processed within 3 days, SNET met the requirement based on the sampling. It was brought to SNET's attention that the sample number was very small compared to the total number of records that were processed. Larry Cole, SNET representative, indicated he would look into this.

The next item was E911 calls blocked from each network tandem. The New Britain tandem meet the P.01 grade of service. However, the Norwalk tandem failed the grade of service the week of 12/23/02, which is a four week moving average with P.0683. Larry Cole indicated that a carriers' technician had caused the problem. The next section provides the call volume, wireline and wireless by PSAP. The final section showed E911 reroutes for the quarter.

### **CLEC E9-1-1 Performance Report**

Jerry Zarwanski reported on the CLEC E911 Performance Report. Regulations were adopted and beginning January 1, 2003, CLEC's were required to report their E911 network performance and service order performance. Of the 15 facility based CLEC's in Connecticut, only three have reported. They are Cox, ATT/Comcast and Worldcom. The reports were reviewed, and Cox had met all the requirements. Worldcom and ATT/Comcast met the network requirements, but did not process all their service orders within three days.

A list of non-compliant CLEC'S was passed out to all present at the meeting. George Pohorilak indicated a letter would be drafted and sent certified to all non-compliant CLEC's.

### **New Business**

George Pohorilak gave results on the report conducted by consultant Arthur Kraus. The intent of the report was to evaluate the network and database functions for Connecticut's E911 network. Director Pohorilak indicated that an executive summary would be developed, and that OSET has started to review the recommendations in the report. Staff would bring this subject to the Commission at the July Commission meeting. Some of the topics covered in the report were related to GIS and network standards.

### **Public Comment**

No public comment.

### **Adjournment**

A motion was made by Ernest Herrick, seconded by Gordon Shand and unanimously approved to adjourn the meeting at 11:22 am.

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Ernest Herrick, Chairman

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Date