

Approved Minutes
Enhanced 911 Commission Meeting
January 7, 2005
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Alfred Dudek
Ernest Herrick
Richard Jackson
Donald Richardson
Gordon Shand
Mike Stemmler
Jeff Vannais
Lee Vincent

Representing

Municipal Fire Chiefs
Volunteer Fire Service
Council of Small Towns
Cingular Wireless
Office of Emergency Medical Services
Connecticut State Police (CSP)
Public Service Answering Point Representative
Connecticut Conference of Municipalities

Staff

George Pohorilak
Jerry Zarwanski
Mike Guerrera
Carey Thompson
Anne Finn

Office of Statewide Emergency Telecommunications (OSET)
OSET
OSET
OSET
OSET

Others in Attendance

Andrew Champion
Peter Christensen
Larry Cole
Carol Criscuolo
Rick Darin
Joe DelBuono
Michael Dolhancryk
John DonFrancisco
David Driscoll
Alan Gawel
Dinah Ghirardi
Shaun Goguen
Rich Grocki
John Gustafson
Wayne Maheu
Tyler Millix
Bernie O'Donnell
Jeff Otto
Ed Pass

New Haven 911
Northwest CT Public Safety Communications Center
SBC
AT&T
Valley Shore Emergency Communications, Inc.
Newtown ECC
City of Norwalk
Quinebaug Valley Emergency Communications
Conversent Communications
Litchfield County Dispatch
Groton ECC
Conversent Communications
Colchester Emergency Communications
CMED New Haven
Director, Division of Fire, Emergency and Building Services
Tolland County Mutual Aid Fire Services
Department of Information Technology
Quinebaug Valley ECC
SBC

Roy Piper
Steve Savage
Sue Vaughn
Tina Waring

Office of Emergency Management
Northwest CT Public Safety Communications Center
Office of Education and Data Management (OEDM)
Cox Communications

Call to Order

Chairman Herrick called the meeting to order at 9:11 a.m.

Approval of E911 Commission meeting minutes of October 1, 2004

At 9:11 a.m. there was no quorum due to inclement weather. Ernie Herrick announced that six commission members must be present for a quorum. Mr. Herrick delayed voting on approval of the minutes.

Correspondence

George Pohorilak, Office of Statewide Emergency Telecommunications (OSET), distributed a letter from Catherine A. Kennelly and William Teel, Ph.D. of the Department of Public Health (DPH). The letter discussed the MOU regarding 911 Telecommunications Fund (Public Act 00-151). It contained information from the cumulative expenditure report for state fiscal year 2004, which also included training of EMS providers, and associated costs for equipment.

Ernest Herrick discussed the letter from Department of Public of Health. He said the money was not intended to provide for training.

Final approval of E911 Commission meeting minutes of October 1, 2004

With the arrival of a sixth Commissioner, a quorum was achieved. Donald Richardson motioned to approve the minutes of October 1, 2004 and Richard Jackson seconded the motion. The minutes were approved.

Public Comment

There was no public comment.

Staff Reports

Training Program

Sue Vaughn reported. During the last quarter of 2004, the Office of Education and Data Management (OEDM) trained 72 telecommunicators and tested 72. A total of 62 passed the exam. OEDM did not do any re-certifications of telecommunicators. OEDM certified 5 telecommunicator instructors and re-certified 2 telecommunicator instructors.

The success of the telecommunicator educational seminar that was run in late October was noted. OEDM is joining forces with those planning the Telecommunicator Awareness Day Seminar to have a shared benefit of the resources to provide for additional seminars.

The commission was updated on the curriculum development project.

George Pohorilak distributed copies of the memo he sent to staff at all PSAPs. The memo is a calendar of events for the Division of Fire, Emergency and Building Services (DFEBS) for 2005. It

lists dates and locations for all meetings related to public safety emergency communications in 2005 including Public Safety Telecommunicator Training sessions.

EMD Report

Carey Thompson reported on the status of EMD implementation for the state.

A total of 932 students attended training. Of the 932 students, 104 students participated in continuing education in the one-day course.

Since implementation of July 1, 2004, the number of reimbursement requests has diminished. During the last quarter, twenty-one towns forwarded EMD calls to a regional or private agency. One town is still in discussion regarding who will take their EMD calls. To date, a total of \$84,429.85 was spent in fiscal year 2004/2005.

George Pohorilak stated that 25 PSAPs have opted to transfer EMS calls to other organizations.

VoIP

George Pohorilak discussed the VoIP Report To The E9-1-1 Commission he mailed to commission members in December 2004. The report discusses, in detail, the background, call projections, rulings in other states, the three phases of implementation, service in Connecticut and Rhode Island, and other information the commission needs to know about VoIP. This issue is still evolving. The Commission will be updated. The Commission asked that OSET bring this issue to the attention of the Attorney General's Office.

Unfinished Business

DPH Report – EMS Data Report

John Gustafson, Chairman of the DPH Data Committee discussed details from the EMS Data Collection Report distributed at the meeting.

John Gustafson discussed the progress of Department of Public Health including deployment of the PC computers, Collector Software, and the value of data globally and locally were discussed. Discussion followed regarding the value of the data.

E911 Funding Sub-committee

Sub committee Chairman Lee Vincent reported on the Report To The Enhanced 9-1-1 Commission Concerning A Review Of Funding For Connecticut's 9-1-1 Emergency Telecommunications Program. The committee met eight times, all of the meetings were well attended. Lee Vincent discussed all the varied interests that were addressed by the committee. The recommendations presented in the report mention the surcharge to higher ranges and could possibly cause the surcharge to exceed the 50-cent cap. George Pohorilak stressed that this probably would not occur, if at all, until the out years of the projected six-year cycle.

The nine recommendations were:

1. Change the existing formula to provide for a **b** value of 1.5 increasing by .1 each year for a six year period until the **b** value is 2.0.

2. Create a capital expenditure account at the rate of 12.5 percent of the sum of the amounts given the funded regionals and cities. This fund would provide a dollar for dollar match from local funds. Change the definition of what is allowable under capital expenditures to allow for building changes, architectural services and restoration services to accommodate new equipment. Change the definition of capital expenditure to \$5,000 for durable goods.
3. Expand the eligibility for funded cities to include those municipalities with populations greater 40,000.
4. Provide funding to the Connecticut State Police at the rate of \$1 per 9-1-1 call.
5. Create a new category of funded entities called a multi-town PSAP (two towns/cities) and fund those entities using the new formula.
6. Increase the CMED credit to 30 cents per capita.
7. Provide for transition grants at a rate of no more than \$250,000 per grant.
8. Provide a training subsidy to all towns and cities at the rate of 10 cents per capita.
9. Provide for support for a public safety communications data network.

In response to a question from Commissioner Dudek, George Pohorilak said any money the fund gives to the Connecticut State Police must be used for the E911 purposes.

Fred Dudek motioned that the recommendations of the report be accepted by the Commissioner. Jeff Vannais seconded the motion. All were in favor.

Gordon Shand, Office of Emergency Medical Services, complimented Lee Vincent and his committee for the well-presented package.

Wireless

Wireless Phase II Deployments

Mike Guerrero reported that all six wireless carriers are Phase II compliant with the cutover of T-Mobile at the end of 2004.

Phase II Accuracy Testing

George Pohorilak stated that two retired state police troopers are performing the Phase II accuracy testing. Testing is expected to be completed this year and a report of the results of the report will be distributed to the committee when it is completed.

PSAP Issues

Customer Premise Equipment (CPE) Upgrade

George Pohorilak reported that OSET is waiting for a revision of the Palladium software package. OSET has requested some new GIS positions to be added. This may happen by the middle of the year.

EMS Data Report

Mike Guerrero reported on EMS data submissions for the third and fourth quarters of 2004. During the third quarter of 2004, OSET received 71 EMS reports from PSAPs. Guerrero stated that submissions have improved due to a letter that was sent to the chief elected officials of the town's served by PSAPs with poor EMS reporting history. Due to the change, out of the E9-1-1 CPE during the third quarter of 2004 many of the reports included only partial data.

E9-1-1 Performance Reports

Mike Guerrero discussed the performance reports submitted by SBC. A correction in the number of records reported that took more than four days to update was discussed.

Manual Queries

Mike Guerrero reported that only 193 (36.21%) of the total of 533 Manual Queries made were reported to OSET during the quarter.

911 Call Counts

George Pohorilak discussed the three 911 Call Counts reports distributed at the meeting. There was a report for each of the last three quarters. Each report contained a list of PSAPs and all wireline and wireless calls for each month of each quarter.

These numbers are important because this data becomes part of the calculation for next year's budget.

CLECs

Mike Guerrero reported on the CLEC performance reports. Paetec and Choice One Communications had not submitted reports at that time.

Homeland Security

George Pohorilak reported that the 911 representative from the Homeland Security Department was not present. Roy Piper, Office of Emergency Management, said the new Commissioner is James Thomas. The Office of Emergency Management and the Division of Homeland Security merged into the Department of Emergency Management and Homeland Security. Ernie Herrick requested that the Commission be informed of all changes, from Homeland Security, that directly involve emergency telecommunications.

Public Comment

Mike Guerrero said some of the CLECS send in their reports after the Commission meeting. More reports will be coming over the next few weeks.

Andy Champion asked where the 10 digit numbers come from for VoIP. George Pohorilak said OSET has been asked to supply the numbers, however OSET is redoing their survey, which is done every six months, to be sure the numbers are valid. PSAPs change their numbers on a regular basis.

Andy Champion suggested the EMS call data be updated so that all incoming calls that must be coded can be coded by the time the next call is ringing and handled by the dispatcher.

Alan Gawel commented on the data report. The collection is not accurate. The concept is great, but it needs to be resolved. He suggested a sub committee be formed to address these issues.

Alan Gawel also commented on the GIS mapping system and suggested OSET get GIS staff. It is very inaccurate out in the rural areas. George said he spoke with one elected official and was told the Regional Planning Organization may be involved in some areas. A letter went out to officials.

Jeff Otto complimented the chairman and Commissioner Shand on the suggestion that the staff follow up with the Attorney General on the EMS/GIS issue. In three months, there are three or four other areas that the E911 Commission needs to discuss.

George Pohorilak said we have pricing from GDT for three years. We're at year 1.5 now. By the end of the year, a decision will be made whether to stay with this or go to another product. At that point, we will have gathered all the information in terms of corrections we have identified, OSET will have staff in place that will be proactively seeking corrections, and OSET will be in a better position to determine whether we want to continue with the GDT Atlas product or go to another product.

Wayne Maheu thanked the Funding Sub committee and its chairman, Lee Vincent. He mentioned he was impressed with all the members that were on the committee and all the good dialogue back and forth at the meetings. Wayne also thanked all the members of the E911 Commission for their dedication and the brief time frame in which they operated.

Adjournment

A motion was made by Fred Dudek and seconded by Gordon Shand and unanimously approved to adjourn the meeting at 11:31 am.