

**Approved Minutes**  
**Enhanced 911 Commission Meeting**  
**January 6, 2006**  
**Department of Public Safety**  
**1111 Country Club Road**  
**Middletown, Connecticut**

**Commission Members**

Alfred Dudek  
Ernest Herrick  
Richard Jackson  
Paul Jakubson  
Roy Piper  
Donald Richardson  
Gordon Shand  
Jeff Vannais  
Lee Vincent

**Representing**

Fire Chiefs  
Volunteer Fire Service  
Council of Small Towns  
Connecticut Police Chiefs Association  
Office of Emergency Management  
Cingular Wireless  
Office of Emergency Medical Services  
Public Service Answering Point Representative  
Connecticut Conference of Municipalities

**Absent**

Jeff Morrissette  
Michael Stemmler

State Fire Administrator  
Department of Public Safety

**Staff**

George Pohorilak  
Mike Guerrera  
Jerry Zarwanski  
Carey Thompson  
Anne Finn  
Rosa LaChance  
Sue Vaughn

Office of Statewide Emergency Telecommunications (OSET)  
OSET  
OSET  
OSET  
OSET  
OSET  
Office of Education and Data Management (OEDM)

**Others in Attendance**

Andy Champion  
Carol Criscuolo  
John Bairos  
Larry Cole  
Dinah Ghirardi  
Rich Grocki  
John Gustafson  
Yvonne Lewis  
Tyler Millix  
Ed Pass  
Jeffrey Otto  
Gary Wiemokly  
Steve Savage

New Haven E911  
ATT/TCG  
Comcast  
SBC  
GECC  
CEC  
CMED New Haven  
CFPC  
TCMPFS  
SBC  
Quinebaug Valley Emergency Communications  
Department of Public Health  
Northwest CT Public Safety Communications Center

**Call to Order**

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:04 a.m.

**Approval of E911 Commission meeting minutes of July 1, 2005**

Richard Jackson motioned to approve the minutes of October 7, 2005 and Roy Piper seconded the motion. The minutes were approved.

**Correspondence**

George Pohorilak, Office of Statewide Emergency Telecommunications (OSET), discussed the letters from Vonage, the VoIP company congratulating Governor M. Jodi Rell and the state for helping Vonage to provide E911 service.

**Public Comment**

John Gustafson, CMED New Haven, mentioned the Board of Directors of CMED New Haven passed a new policy in December about EMS activation. The time the service or unit has to be enroute after dispatch is three minutes from time of dispatch.

Ernie Herrick, Volunteer Fire Service, introduced Paul Jakubson of the Connecticut Police Chiefs Association. Paul Jakubson is the new commissioner representing the municipal police chiefs. He is from the Town of Madison.

**Staff Reports**

**Training Program**

Sue Vaughn of Office of Education and Data Management (OEDM) reported. In the 4<sup>th</sup> quarter of 2005, OEDM trained 53 telecommunicators, tested 49 of them and 46 of the original 53 passed. A total of 22 individuals were certified.

OEDM re-certified 17 telecommunicators, didn't certify any new instructors, and did re-certify 5 instructors.

The total trained during 2005 was 201 individuals. The total tested was 187. The total passed is 181. The total certified is 102. The total re-certified was 176, the total number of instructors certified is 34 and a total of 9 instructors were re-certified.

Curriculum development is 60% to 70% complete. The instructor manual and student guide was given to George Pohorilak for review. September 2006 is the target completion date.

Jo-Lynn VanWart sent out a solicitation to currently certified instructors asking them to seek instructors in order to increase the instructor pool for the state.

**EMD**

Carey Thompson, Office of Statewide Emergency Telecommunications (OSET) reported. OSET continues to reimburse for EMD. During 2005, OSET reimbursed over \$18,000 for training. Since 2002, over \$300,000 has been reimbursed for card sets and training. To date 1300 students have taken the training.

APCO, Powerphone and Medical Priority are the vendors used. Most PSAPs use Medical Priority for training.

### **Wireless Accuracy Testing**

George Pohorilak reported. OSET is finished with the wireless accuracy testing program. OSET is currently working toward completing the report, and when the report is complete, OSET will meet with each of the carriers to go over results found during testing.

### **EMS Data Report Q3 2005**

Mike Guerrero, OSET, reported. A total of 63 PSAPs submitted EMS Data Reports for the third quarter of 2005. Fewer than 9,000 calls were tagged. OSET continues to receive less than a good response from the PSAPs in regards to compliance with this mandate.

### **Public Education**

Carey Thompson reported. A new group has convened following the non-sustaining commercial announcements. The charge of this group is to develop a program that PSAPs can take on the road. Current personnel in the PSAPs would handle the training.

The group divided the curriculum into school age appropriate groups. The group will create a program for seniors and adults at a later date.

The program for pre-K and grade 1 includes coloring books, stories, songs, hands-on activities. Topics include how to dial 911, how to dial 911 on different phones, what information do you need to provide, and to be able to explain clearly what is going on and why did you make the call. In the older grades OSET will introduce crank calls and how these create problems. OSET is trying to purchase additional simulators and puppets for demonstrations.

The group extends an invitation for new members and ideas. Send the information to Department of Public Safety, Attn: Carey Thompson, OSET 3-C, 1111 Country Club Road, Middletown, CT 06457. The next meeting is January 18, 2006.

### **Legislation/Regulations**

George Pohorilak reported. The new regulations were distributed. The proposed legislation submitted to address the PBX problem with 911. The bill is moving through the state process. By the next commission meeting OSET will know if the bill is going to move forward or not. The proposed legislation would amend our regulations and would require anybody who has PBX switch to maintain a database so location of phones can be determined.

Regulation review committee will review and pass judgment on that regulation on January 24. This regulation implements all the provisions of our E911 Commissions' funding sub-committee report.

### **Software RFP**

George Pohorilak reported. The RFP Committee decided to go forward with an RFI. The language has been drafted, and it has been sent to Department of Information Technology (DOIT). Once the RFI is in the street, information will become available, and the committee RFP will be drafted.

## **Department of Public Health EMS Data Status Report**

George Pohorilak introduced Gary Wiemokly, Department of Public Health, who reported on the EMS Data Status report. The EMS Data Collection software is a couple of weeks from the second phase of data testing. The first phase was very successful. The software was rough and has been tweaked to make it more efficient.

Testing is being done on the ease of the data entry, the accuracy of the data collection, and the ability to produce a tangible acceptable hard copy for the hospital as well as a data dump to a PC.

A secure email line will be used to do the data dump to DPH. After the data dump to the patient care record, it will go to the sponsor hospital, the DPH collector and the billing agent simultaneously. Commission members expressed concern about the progress of DPH on the EMS data project and the issue of 911 funds being used for this project.

## **E911 Regulations**

Chairman Herrick mentioned this was covered earlier and the commission should move to Verizon.

## **Verizon Wireless Audio Blanking Issue**

Mike Guerrero reported. There is a problem with 911 calls from some Verizon cell phones communicating with the callers due to an audio blanking problem. Verizon Wireless uses a chip in some of their handsets to communicate with satellites for GPS information for latitude and longitude and to transmit the audio portion of the call. Every two seconds, there is a switch to the use of the frequency so the audio portion of the call is interrupted with dead air. This has been problematic because 911 callers may think they are not connected and hang up.

George Pohorilak said inquiries will be made to the FCC. Many existing phones will have this chip.

## **VoIP**

George Pohorilak reported. George referred to the correspondence from Vonage with congratulatory remarks on the VoIP E911 implementation in Connecticut. OSET will continue to work with other VoIP carriers. The next challenge is to get Vonage to pay into the 911 fund. Vonage indicated they will pay. OSET will negotiate with Vonage.

## **PSAP Issues**

### **Palladium Software Upgrades**

Larry Cole of SBC reported. SBC is finished with their updates. Issues with mapping have been resolved. The next update will be another map update.

George said a new map version has been deployed with that update. OSET is continuing to work with all the municipalities to retrieve corrected street address information from the municipalities. The information will be packaged and sent to TeleAtlas to get it into a new version of the map.

## **Map Update**

George Pohorilak reported. OSET is following the postal service standard for suffixes and prefixes. The state is moving forward in standardizing the GIS terminology. OSET is making the MSAG

consistent with the map, which was consistent with what OSET was doing with microdata. The change did cause problems for some PSAPs CAD systems.

### **E911 Performance Reports**

Mike Guerrero reported. The details of the E911 System Trouble Report were discussed.

### **SBC**

Larry Cole reported. On November 8, 2005 from 12:23 a.m. to 12:50 a.m., there was a partial outage of the links from the tandems to the databases. SBC links are spread over WilTel and Broadband. We lost 4 links to Dallas from New Britain and Norwalk.

No calls were lost. Only 8 to 15 calls that were ESN look-ups were affected. Calls were delivered, just not to the correct PSAP. Wireless calls were routed to Litchfield, and Wireline calls were routed to default routing. This outage lasted only 27 minutes. No calls were lost. SBC discussed the outage with WilTel and Broadband to find out what caused the problem, how was it corrected, and how to make sure it never happens again.

### **911 Call Counts**

Mike Guerrero reported. The report covers 2005 through to November. Details of the report were discussed.

George Pohorilak said the call counts are used to calculate the funding levels for the cities and regional centers. This information will be packaged and sent to the cities and regional centers so they know how much funding to expect.

### **CLECs**

Mike Guerrero reported. Details of report were discussed.

### **Data Network**

George Pohorilak reported. OSET is moving forward with the public safety services data network project. A sub-committee has been formed. The sub-committee has developed a scope of services to have a consultant or a specialized network firm develop an infrastructure to address data connectivity for all public safety services.

The project was presented to Diane Wallace, Chief Information Officer of the State of Connecticut, several weeks ago. The discussion included the next steps in developing the public safety services data network. Three million dollars were budgeted for this task.

### **Homeland Security 911 Report**

Gary Stango of Homeland Security reported. The PSAP must become NIMS compliant in order to access Homeland Security monies.

### **New Business**

George Pohorilak introduced Rosa LaChance, Clerk Typist, of OSET to the commission members.

**Public Comment**

George Pohorilak mentioned the SBC Maintenance Report distributed at the meeting. The report is self-explanatory and shows what problems occurred at PSAPs each month. The problems documented in this report can help OSET become more proactive.

George Pohorilak commented that Language Line reports will continue in the future. It takes PSAPs only seconds to dial into Language Line for assistance.

Jeff Vannais requested a summary of the scope of service of the public safety data network. George Pohorilak commented that they identified the node points that would be on a public safety services data network. OSET is gathering information about locations for emergency management operations, firehouses, and PSAPs. The scope of service would provide for the consultant to finish the identification of all nodes and look at existing networks and technology to determine what would be needed to improve our network.

**Adjournment**

A motion was made by Jeff Vannais and seconded by Paul Jakobson and unanimously approved to adjourn the meeting at 11:20 a.m.

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Ernest Herrick, Chairman

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Date