

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

Commission Members

Fred Dudek
John Elsesser
Ernest Herrick
Paul Jakubson
Jeff Morrisette
Don Richardson
Gordon Shand
Mike Stemmler
Jeff Vannais
Lee Vincent

Representing

Connecticut Fire Chiefs
Council of Small Towns (COST)
Volunteer Fire Service
Connecticut Police Chiefs Association
State Fire Administrator
Wireless - Cingular
Department of Public Health – OEMS
Connecticut State Police
Public Safety Answering Point Representative
Connecticut Conference of Municipalities

Staff

George Pohorilak
Mike Guerrera
Jerry Zarwanski
Dan Czaja
John Masciadrelli
Carey Thompson
Anne Finn

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

Others in Attendance

Andy Champion
Carol Criscuolo
Larry Cole
Joseph DelBuono
Rich Grocki
John Gustafson
Rob Howley
Joshua D. Hughes, Esq.
Frank Kiernan
Deb Montanaro
Jeff Otto
Ed Pass
Steve Savage
Terry Schnure
Gary Stango

New Haven E911
AT&T
AT&T
Newtown ECC
CEC
South Central Regional ECC New Haven
Cox Communications
Hughes and Cronin Public Affairs Strategies
Meriden Emergency Communications
Cox Communication
Quinnebaug Valley ECC
AT&T
Northwest CT Public Safety Communications Center
Office of Policy and Management
City of Hartford

Call to Order

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:03 a.m.

Approval of E911 Commission Meeting minutes of July 7, 2006

Jeff Morrisette motioned the minutes be approved. John Elsesser seconded the motion. The minutes were approved.

Correspondence

George Pohorilak, Office of Statewide Emergency Telecommunications (OSET), discussed the two pieces of correspondence regarding prepaid wireless phones that were distributed to the Commission. T-Mobile is seeking refunds for funds paid for prepaid wireless phones.

Correspondence from the Department of Public Health was also distributed.

Public Comment

There was no public comment.

Unfinished Business

Training Program

George Pohorilak reported in Sue Vaughn's absence. Office of Education and Data Management (OEDM) revised the curriculum. Carey Thompson, OSET, mentioned all trainers will be trained in the new program.

A seminar was held recently by OEDM with the theme of dealing with difficult people. It was well received by all who attended.

Grants and Reimbursements

Training

Carey Thompson said the reimbursements for training funds are coming into OSET at a fast pace. Reimbursements are for memberships, conferences, training, overtime, backfill, and training materials.

Twenty-one PSAP's have received reimbursements. OSET has an additional 20 that are pending. During the 06 / 07 fiscal year thus far, five PSAP's have submitted for training fund reimbursements.

EMD

OSET has reimbursed for over 1500 students in EMD for EMD training. There was a discussion of Quality Assurance Training, Powerphone, and Medical Priority Dispatch. Classes are currently being held for both vendors.

Capital Expense Grants

Quinnebaug Valley ECC requested capital expense grant money for new software, control stations, and EMD software. Tolland County requested capital expense grant money for VHF radio equipment and digital voice recorder.

Jeff Vannais requested that more training programs for EMD Quality Assurance be held. He indicated that the mail distribution of the notice of the classes went out late and as a result, our attendance was lower than expected.

Language Line

Carey Thompson discussed the handout that was distributed. There is a slight increase in costs from last year, however usage remains fairly stable. The Spanish language translation is the most requested translation and accounts for approximately 85% of costs and requests. The next most requested translations are Mandarin, second, and Polish, third.

Public Education

Carey Thompson said the public service announcements ran this year. The announcements were filmed in Norwalk with Connecticut Chief of Police Association president, Chief Harry Rilling as the spokesperson. This announcement included a Spanish interpretation and closed captioning.

The Olly Octopus puppets have arrived for use in public education classes. Coloring books went to print. A total of 1500 will be printed.

E9-1-1 Software RFP

George Pohorilak reported. The RFP is moving forward. There is more work to be done prior to release.

Geographic Information System (GIS)

George Pohorilak introduced Dan Czaja formerly of the Capitol Region Council of Governments. Dan is coordinating the mapping in OSET. He is also working on the update to the Tele Atlas map project. Dan showed two maps to the Commission. One map displayed the updated PSAP's boundaries, and the other map displayed the call volumes by PSAP for August.

George Pohorilak said OSET will be interviewing for the second GIS position next week. When the new hire arrives, the GIS team will be complete.

There are 4 more multi-town PSAP's. As a result of the change to the 911 regulations, towns with a borough now count as Multi-town PSAP's and receive 911 funding under the formula. Those newly funded Multi-town PSAP's are Old Saybrook, (Borough of Fenwick), Stonington (Borough of Stonington), Newtown (Borough of Newtown), and Milford (Borough of Woodmont).

DPS 9-1-1 Call Data Report

Mike Guerrero reported that EMS data changed so that calls don't get tagged. Seventy-five PSAP's that have hard drive tracking installed. Reports were only received from 75 PSAP's.

A fly over must be done. Department of Transportation (DOT), Department of Environmental Protection (DEP), and Department of Public Safety (DPS) are using orthophotos. DEP needs orthophotos the most.

Orthophotos will be discussed at length at the next E911 Commission meeting.

George Pohorilak said more information is needed regarding calls and call volume.

Wireless Issues

George Pohorilak reported. We will be requesting the DPUC open a docket to see how many prepaid wireless phones are out there. Find out what the callers are doing with prepaid wireless phones and how this affects legislation.

We have no intention of giving T-Mobile money back.

Alltel accuracy testing report. Mike Guerrero said we made test calls in Litchfield counties. They do not meet the higher requirements of 150 meters. Results are available for those who want to see them. He said wireless calls are transferred between PSAP's. Some callers have changed their names. The 911 system doesn't recognize the changed names. Scripts have to be changed.

Ed Pass, AT&T, said when doing a rebid, the scripts need to be standardized in order to work. George Pohorilak said OSET is negotiating on paying for Phase I cost.

Mike Guerrero said some of the wireless calls are counted twice. Some centers get additional funding.

PSAP Issues

George Pohorilak reported. OSET continues to have PSAP update meetings. Carey Thompson is still visiting all PSAP's. The visits are good for those who cannot go to E911 meetings.

E911 Performance Reports

AT&T

Guerrera discussed the AT&T performance Reports, Manual Query Reporting by PSAP's, and PSAP Maintenance visits by AT&T.

Guerrera reported New Britain has been contacted regarding their high number of unreported manual queries.

Mike discussed the types of maintenance problems reported by AT&T and reasons for the AT&T visits.

911 Call Counts

Guerrera reported that the data on the 911 Call Counts report details the action at the PSAP's accurately. He stated that some calls are being counted twice and this issue was being addressed by AT&T.

CLECs

Guerrera reported Global Crossing was the only one that did not present a report.

Data Network

George Pohorilak said the draft report is being reviewed by Department of Information Technology (DOIT) now. Two consultants are on the OSET staff now and are expected to finish their work in

the next few weeks. A presentation to the Commission would be held at that time regarding the study conclusion.

Power Study

Jerry Zarwanski, OSET, said at the July 2006 Commission meeting, Commissioner Shand motioned and the commission approved that OSET develop a mechanism for determining the power viability for all PSAP's. There are a good number of PSAP's on an annual basis that are struck by lightning which impact the PSAP and then there are PSAP's that lose power. The E911 battery back-up provides power for two-hours but then PSAP generators fail and the PSAP reroutes. The RFP has been developed but still is in a draft form. The RFP will look at the electrical service at the entrance all the way to the dedicated outlets provided for the E911 equipment. It will include all the components for power back-up, generators, transfer switches, battery back-up, etc. In addition, it will determine whether the PSAP is properly grounded and bonded.

Potential vendors include AT&T, Northeast Utilities and electrical contractors. The RFP is a minimum requirement in which the chosen contractor will provide a written evaluation back to OSET. OSET will review the results and contact the PSAP if problems are found.

Commissioner Shand requested a "live load test" be conducted. Jerry Zarwanski responded "that the integrity of the PSAP may be impacted during such a test and such a test is not recommended". Director Pohorilak indicated that we would look into it.

Homeland Security 911 Report

Gary Stango reported the latest details. During the last meeting in New London, the committee was given a tour of the States' mobile MASH Army Hospital. MASH Army Hospital is an excellent facility, and the State is privileged to have the hospital.

George Pohorilak reported the reverse 911 capable type program is coming out of Homeland Security. The RFP committee assigned to handle the emergency notification system completed work, scored, and selected a single vendor. DOIT has been handling this for the last month, and is negotiating a contract for the selected vendor. Once they negotiate a contract, the vendor that has been selected will be announced.

New Business

George Pohorilak introduced John Masciadrelli, OSET, Telecom Engineer I. John will handle the GETS and WPS cards. The GETS and WPS cards were design by the NCS (National Communication System). The cards provide nationwide priority calling, for use in times of emergency or crisis, when all PSTN (Public Safety Switched Telephone Network) circuits are busy. The GETS card essentially works just like a standard calling card, but provides the capability to overcome network congestion or disruption and give your call a 90% + call completion rate. These cards have been proven to work during the 9/11 disaster and Katrina.

A GETS call costs about 7 to 10 cents per minute, depending on the carrier. The WPS cards are billed an activation fee, a monthly fee, and each call is billed a fee per minute. Currently, we are putting together a list of personnel to receive these cards.

2007 Commission Meeting Schedule

The 2007 E9-1-1 Commission meeting dates are:

January 5, 2007

April 13, 2007

July 13, 2007

October 5, 2007

Public Comment

Jeff Vannais mentioned the website, www.E911institute.org. The purpose of this website is to educate the public about E911. It keeps people updated regarding E911 with articles and other new information.

John Gustafson mentioned there should be medical monitoring of EMD.

Jeff Otto complimented OSET on the quality of the Tele Atlas maps.

Adjournment

The next E911 Commission meeting is Friday, January 5, 2007. Al Dudek motioned to adjourn the meeting. Paul Jakobson seconded the motion. The meeting adjourned at 10:27 a.m.

Ernest Herrick, Chairman

Date