

Approved Minutes
Enhanced 911 Commission Meeting
April 4, 2008
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Alfred Dudek, Jr.
John Elsesser
Ernest Herrick
Paul Jakubson
Roy Piper
Don Richardson
Gordon Shand
Jeff Vannais
Lee Vincent

Representing

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

Office of Statewide Emergency Telecommunications (OSET) Staff/OEDM

George Pohorilak
Mike Guerrero
Charles Fuller
Dan Czaja
Carey Thompson
Jodie Brinley

Others in Attendance

George Cummings	AT&T
Joe DelBuono	Newtown ECC
John DonFrancisco	QVEC
Joel Estes	Bristol PSAP
Denise Frascona	AT&T
John Gustafson	South Central Regional ECC New Haven
Josh Hughes	Hughes & Cronin
Frank Kiernan	Meriden Emergency Communications
Yvonne Lewis	CFPC
Marty Lillis	LCD
Tyler Millix	Tolland County Mutual Aid
Kurt Mirakian	AT&T
Ed Pass	AT&T
Sue Webster	Northwest CT Public Safety Communications Center
Gary Wiemokly	Department of Public Health

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 January 4, 2007

John Elsesser motioned the minutes be approved. The motion was seconded and the minutes were approved.

Correspondence

George Pohorilak noted the correspondence from the mayor of Middletown and an email from Paul Derdeyn, Connecticut Valley Hospital will be discussed later, during the agenda item specified for Connecticut Valley Hospital.

Public Comment

There was no public comment.

Unfinished Business

Grants and Capital Expense Grants

Capital Expense Grants

Carey Thompson, Office of Statewide Emergency Telecommunications (OSET), reported that there were 3 capital expense grant requests. Two requests are from New Haven; one for \$14,451 for radio enhancements and one for enclosures for radio and microwave equipment. The third request is from Groton for \$17,185 for upgrades to 911 equipment/communications tower.

George Pohorilak stated that the budget was submitted to the DPUC on March 28th.

George Pohorilak noted that Lebanon changed from the Willimantic Switchboard to Colchester ECC effective July 1st.

The surcharge is expected to increase to 47 or 48 cents for this coming year, which would be effective June 1st. A docket hearing on the proposed budget will be on April 22nd. After the hearing the DPUC commission will rule on the surcharge. George Pohorilak also indicated that the national average surcharge is approximately 75-80 cents. Don Richardson noted that some states have double taxes.

Transition Grants

There is nothing pending for transition grants.

Training

George Pohorilak reported for the Office of Education and Data Management. He reported that there were 2 classes in the January-March period. OEDM trained 68 individuals, 3 exams were given, 60 passed, and 7 failed. There were 7 E911 Telecommunicator classes held and 39 individuals were trained in E911. There were 9 classes held for Connecticut State Police Trooper training, 307 troopers were trained, 9 exams were given, 155 passed and 19 failed.

EMD Report & PSAP Training

Carey Thompson reported that letters were sent to the chief elected officials and the PSAPs reminding them that the training fund is available. 51 PSAPs have requested training funds, 10% of those used over 80% of their funding resulting in total reimbursements of \$85,000. Backfill and overtime still account for almost half of the reimbursements, 20% for conferences 7% for

memberships and 32% for training classes. George Pohorilak indicated that OSET is looking into sponsoring supervisor training.

EMD Report

Carey Thompson reported that 23 PSAPs requested EMD reimbursements totaling \$29,000 including one Quality Assurance Training last quarter.

Legislation

George Pohorilak reported on the act concerning the enhanced 911 service database (File No. 52). This legislation will allow OSET to distribute the E911 database to 911 centers for use with emergency notification systems. There is a small cost to this to be paid to AT&T for downloading the database on a monthly basis. The centers need to sign an MOU regarding the use and confidentiality of these numbers. Also, this legislation will be modified to reflect the emergency notification systems be provided by OSET. This will be done on a regional basis statewide, approximately 25 systems for the entire state. Roy Piper indicated that if some centers have an existing service, they need to insure that there is an exit clause if the state adopts a statewide service.

House Bill No. 5647, File No. 303 is a bill that provides for any fire department with an Insurance Service Office rating of class 1 that their funding shall not be reduced based upon the department's use of a secondary answering point for emergency telecommunications services. George Pohorilak testified against this bill. Milford is the only entity that falls under this category. Milford's funding had been reduced because they transfer their calls. If this bill passes, Milford's funding will be restored to the full level.

House Bill No. 5751, File No. 197 calls for the establishment of an aggressive driving hotline. Commissioner Danaher testified against this bill because of the possibility that people may be confused as to what number to call, 911 or the hotline number. This bill will be going to the Public Safety Committee next week. Paul Jakubson motioned that a letter be sent to the Public Safety Committee indicating the commission's position opposing this bill. Roy Piper seconded the motion. The motion passed.

Public Education

Carey Thompson indicated that the contract with Connecticut Broadcasters Association has been finalized and approved. The announcements will be aired for 6 months. These announcements can not be aired on Public Access because they are considered a competitor. However, the announcements will run through Cox Cable and possibly Comcast.

American Legion Auxiliary requested 4000 education packets for over 70 towns and burrows. Nationally, April has been designated 9-1-1 education month – Resolution 537. This year's annual Telecommunicator Appreciation Day conference will be held April 14th at the Crowne Plaza in Cromwell. The cost is \$65.00.

E9-1-1 Software RFP

George Pohorilak reported that OSET is in the middle of the RFP review process. The process should be completed in a couple months.

Emergency Notification Systems

George Pohorilak noted that \$1.4 million was put into the OSET budget for ENS. Legislation for ENS is expected to be passed. Mike Guerrero discussed the reverse 9-1-1 system at UCONN. They use text messaging to alert the students. Apparently, when sending a high volume of text messages, there may be “choke points” that can delay the receipt of the message. High priority modifications have been made to correct that issue. Gordon Shand expressed concerns with the limitations that the vendors have and the reputation of 9-1-1. Don Richardson suggested looking at current systems to determine what works and what doesn’t work.

GIS

Dan Czaja reported. Dan indicated that over the past three months, OSET has processed 1300 updates. OSET GIS staff has begun updating the State Police street map update. Also, over the past 7 weeks, GIS has been assisting the U.S. Census with the Local Update of Census Addresses project (LUCA). There were 101 towns that OSET GIS assisted with the updates. George Pohorilak indicated that the Governor’s office requested that OSET GIS staff assist in the U.S. Census. OSET hired two consultants to assist and to complete the updates by today, April 4th. GIS continues to work with the State Addressing Sub-Committee on developing an address point database.

PSAP Total Call Count Report

Mike Guerrero, from OSET, reported that OSET achieved 100% submittals in PSAP total call counts. There is one change in the reporting form. Call answering response time is now measured in 0-10 seconds to reflect the state standard. There were 5 PSAPs that did not meet the 90% of the calls answered within 10 second call threshold, 3 State Police troops and 2 cities. A PSAP alert memo was sent out notifying PSAPs that when submitting their reports to be sure to use the first day of the next month/quarter as the end date to ensure that the last day of the reporting period is not eliminated.

Wireless Issues

George Pohorilak indicated that OSET is working closely with Sprint to initiate a contract that would allow for reimbursement of Phase I connectivity costs. Sprint currently is reviewing the contract.

PSAP Issues

George Pohorilak reported that Connecticut Valley Hospital has been inappropriately directing their 9-1-1 calls from the campus to their own center and not to the PSAP in Middletown which is a direct violation of the Connecticut statute. Connecticut Valley Hospital completed an application to become a Private Safety Answering Point. This application requires a signature from the City of Middletown. However, the mayor indicated that he would not comply with the request from CVH, citing that CVH’s services were not equal to or better than the services provided by the City of Middletown. CVH requested that this subject be removed from the agenda for this commission meeting and indicated that there will be correspondence from them forthcoming. George Pohorilak indicated that once the agenda had been established and distributed that the request for removal could not be honored.

E9-1-1 Performance Reports

Mike Guerrero indicated that the biggest problems reported by AT&T for each month was Palladium Software and Vision Switch. The Maintenance Problem report gives a detailed report of the specific reasons for each maintenance visit. Most of the Vision Switch problems are because of Vision Phone issues. The success rate for the ALI retrievals was over 99%. Approximately 52% of the manual queries done by PSAPs were unreported. Letters have been sent to PSAPs notifying them to comply.

George Pohorilak indicated that Mike Guerrero has been doing a study regarding call counts. The results of this study may encourage smaller towns with PSAPs to regionalize because of their low call count.

CLEC's

Mike Guerrero reported that there was 100% compliance this quarter. There were no blocked calls.

Data Network

George Pohorilak reported that OSET is meeting with fiber optic vendors and determining the best approach for the PSAPs. Phase I should be completed within one year. Fiber already exists in most areas. If a 60 cent 9-1-1 surcharge cap that is currently being discussed passes, there will be a need to raise the cap again in a few years. Jeff Vannais reiterated the importance of the data network and that the future of 911 is based on this data network. John Elsesser suggested that the legislation state that the surcharge be raised to 60 cents now and in two years increase to 75 cents.

DPH

EMS Data Collection

Gary Wiemokly reported for the Department of Public Health. The week of 4/27/08 COLLECT will go live. DPH is preparing to submit another grant seeking funds from the National Highway Transportation Safety Administration for \$310,000 which will be used for an additional 100 Toughbook computers.

Homeland Security 9-1-1 Report

George Pohorilak reported for Gary Stango, City of Hartford. The pending \$6.9 million grant requires the state to have an interoperability coordinator. There will be two Emergency Telecommunication Managers, one in OSET and the other in DEMHS. These positions will fulfill that requirement.

New Business

George Pohorilak reported that Governor Rell reissued Executive Order Number 30, regarding the reduction of paper use to all state agencies. OSET will e-mail documents/reports to commission members and attendees who supply their email addresses to reduce the amount of paper used. George Pohorilak also reported on Wayne Sandford's suggestion to implement a study group to discuss regionalization issues and that committee will be formed and will meet soon. The intent of this committee is to discuss ways to encourage regionalization.

George Pohorilak reminded the commission that some appointments will be up in June. The Governor's office will be sending correspondence.

Jeff Vannais reported on the seminar “911 Goes to Washington”. He will be mailing/emailing a report, The Health of the US 911 System, dated March 5th.

George Pohorilak thanked Jeff Vannais for meeting with 911 Director from Tennessee to move the issue of the non-initialized phones forward with the FCC.

Public Comment

No public Comment

Adjournment

Alfred Dudek motioned to adjourn the meeting. The motion was seconded. The meeting adjourned at 10:33a.m.

Ernest Herrick, Chairman

Date