

Approved Minutes
Enhanced 911 Commission Meeting
October 2, 2009
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Peter Boynton
John Elsesser
Ernest Herrick
Jeff Morrissette
Richard Mulhall
Don Richardson
Jeff Vannais
Lee Vincent
Gary Wiemokly

Representing

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

Office of Statewide Emergency Telecommunications (OSET) Staff/DFEBS

Robert Ross
Steve Verbil
George Pohorilak
Charles Fuller
Mike Guerrera
Carey Thompson
Bonnie Becker
Gerald Werner
Jodie Brinley

Others in Attendance

Les Bowman	AT&T
Joe DelBuono	Litchfield County Dispatch
Andrew Campion	New Haven 911
John Gustafson	DEMHS
Frank Kiernan	Meriden Emergency Communications
Todd Miller	Rave Wireless
Kurt Mirakian	AT&T
Scott Nuterangelo	New Haven 911
Ed Pass	AT&T
Steve Savage	NW CT Public Safety
Gary Stango	Hartford
Michael Tersmette	Plant CML
Katy Vecellio	West Haven 911

Call to Order

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:00a.m.

Approval of E911 Commission Meeting minutes of July 10, 2009.

Jeff Vannais motioned that the minutes be approved. The motion was seconded by Gary Wiemokly. The minutes were approved.

Correspondence

Ernest Herrick announced that Gary Wiemokly, Department of Public Health and Commissioner Peter Boynton, Department of Emergency Management and Homeland Security, have been appointed to the E911 Commission by Governor Rell.

Public Comment

There was no public comment.

Unfinished Business

Grants and Capital Expense Grants

Steve Verbil indicated that there are no new grants and capital expense for the PSAPs. However, OSET received notification on September 25, 2009 from the National Highway Transportation Safety Administration that Connecticut is a recipient of a grant that OSET applied for in regards to aid to 9-1-1 programs in the amount of \$792,125.65. The original application was for \$500,000.00. The performance period ends 2012. The needs that were identified in the grant application were; acquisition of equipment or training that is related to the implementation of IP services for 9-1-1. This grant money will be applied toward the replacement of the PSAP workstations as part of the Next Generation 9-1-1 rollout. There is a possibility that additional money will be awarded. A requirement of the award was to certify that the state had not conducted a raid on the 911 funds within 18 months of the application or anytime during the grant period (2012).

Training Program

Carey Thompson reported that for FY 08/09, 50% of the budgeted amount was spent, 60 PSAPs utilized their training funds and approximately 50% is being used for backfill.

EMD Report & PSAP Training

Carey Thompson reported that 46 PSAPs and State Police troops have used EMD training funds for the 08/09 fiscal year totaling \$52,000. To date, for fiscal year 09/10, 9 PSAPs have used EMD funding. Currently, there are 4 openings for the OSET/CSP sponsored training for crisis intervention on October 22nd.

Legislation

Steve Verbil indicated that OSET is working with the legislative liaison for the next session. The priority will be to raise the surcharge cap. Steve Verbil and Jerry Werner discussed the Broadband grant application. To provide high speed data services beyond Phase 1, the surcharge cap will need to change. John Elsesser inquired if VoIP is included in the surcharge. Steve Verbil stated that it is and was on a per line rate. John Elsesser suggested that the need to use 9-1-1 text messaging (next generation) be used as an example/reason to increase the surcharge cap. John Elsesser also stated that the Governor put together a Broadband Advisory Committee to review grant applications and he has been asked to serve on that committee. Steve Verbil indicated that he does not know what the final Broadband grant award will be for the state of Connecticut. Chairman Herrick thanked those involved with convincing the legislature that it would be in violation of federal regulation to raid the 9-1-1 fund. Steve Verbil clarified that the emergency notification system 911 database can

be used for life-threatening emergencies only. The emergency notification system can be used, without using the 911 database, for non life-threatening or routine situations. The use of the emergency notification system for non life-threatening situations is encouraged so that the administrators will be familiar with the use of the system if there is a life threatening situation. Jeff Vannais inquired about the intent to pursue legislation regarding the multi-line telephone system. George Pohorilak stated that the bill has been raised by OSET in the past and it will be raised again. It has failed to pass because of the potential cost to businesses and to state agencies.

Jeff Vannais motioned to strongly encourage the Department of Public Safety to include the previously drafted Multi Line Telephone System legislation as part of its legislation package. Donald Richardson seconded the motion. The motion passed.

Jeff Vannais also would like to remind legislatures that the diversion of funds will deeply affect efforts to obtain grant funding. Steve Verbil discussed the ComCare initiative, allowing communication between locations. Jeff Vannais emphasized that 9-1-1 initiatives are no longer local; but, global and would like to support the ability for travel within OSET to attend and participate in conferences. Ernie Herrick asked that if any commission members, or PSAP would like to propose an issue to the legislature, to inform himself or OSET first.

Emergency Notification Systems

Mike Guerrero discussed that the intent of this system is for public safety alerts. Everbridge is the vendor that has been selected to implement a statewide emergency notification system. There are three types of databases that can be accessed by the emergency notification system; the 911 database, the white pages database and the opt-in database. A survey was sent to all PSAPs for their input as to what type of non-life threatening alerts they would like to see within the opt-in page (i.e. Amber Alerts, broken water mains). Municipalities can purchase the Everbridge system for their use to notify citizens about non public safety issues such as, trash pick-up, school closings, firework displays, etc. The cost to the municipality would be 81 cents for year one and 49 cents per year thereafter. Mike Guerrero discussed the process that was used to select Everbridge. He indicated that OSET was given authority to buy off the GSA. OSET received custom pricing from four vendors; Code Red, Everbridge, Rapid Reach, and Cooper Notification. Everbridge had the best system at a low cost and provided unlimited messaging. The Everbridge emergency notification system does not limit how many messages can be sent. Mike Guerrero distributed a map that shows the towns that have committed to the Everbridge system. There are 6 towns that have Code Red. Two towns have Connect CT. Bethel has Alert Now. To date, eleven PSAPs have not committed to the Everbridge system. The Everbridge system allows the PSAP to send messages to their employees, police officers, fire fighters and other town employees if needed. There was a test conducted in Waterford on Wednesday, October 7, 2009. There were 2,482 households called. 90% were reached within 4 minutes, the total were reached within 7 minutes. 20% of the people who received calls, actually answered the phone or confirmed that they received the call. Two thirds of the 20% (353 phones) actually hit the number one to confirm that they received the message. 40% of the calls that went out were answered by answering machines. In September there was system methodology training to instruct people how to write messages. The October training for organization leaders has been postponed until November. Don Richardson inquired as to why some towns would not commit to Everbridge. Mike Guerrero stated that some towns may have a new contract with another vendor and it would not be economically feasible to break/cancel that contract. Mike Guerrero confirmed that the Waterford test was land based lines only. Steve Verbil noted that OSET is in the process of developing a MOU regarding the distribution of the 9-1-1 data base to non-Everbridge users. Because of the high percentage rate of unreported manual

queries, it is a major concern that the data base could be misused. The PSAP compliance visits may result in investigations if the data base is not used appropriately. Jeff Vannais introduced Todd Miller from Rave Wireless. He is available to speak to anyone regarding an additional opt-in data base. Mike Guerrero also stated that the Everbridge system was offered to the state university system; however, they currently have their own system in place and have chosen not to go with the Everbridge system at this time. Steve Verbil indicated that Everbridge is not able to provide location based messaging but will be capable in the future.

Public Education

Carey Thompson stated that the public education initiatives will be focused on public awareness of the emergency notification system. The governor will be the spokesperson for the public service announcements. Printed materials will be distributed at the state agencies and local level. Jeff Morrissette asked if education was provided to the multi-line system users. Carey Thompson stated not at this time. Ernie Herrick stated that the federal government was looking to pass a federal law regarding driver texting.

E9-1-1 Software RFP

Steve Verbil stated that the process to re-create the RFP to replace the 911 system has begun with OSET using the NENA standard and using PSAP input. This is now a systems development methodology project (SDM project). There are many procedures that must be satisfied required by the state. OSET is in the first stage – business issues phase. This phase identifies the fact that the current 911 system is outdated. The SDM project identifies; the people involved in the project, how the project will happen, timeline, funding, executive sponsor (Commissioner Danaher), and the project manager (Mike Guerrero). Mike Guerrero indicated that the business issues phase will be completed on November 27, 2009. There are several more phases and the projected completion date is October 2011. Steve Verbil stated that Connecticut will be the first state to have a completely IP 911 system, running on a state provided network. Jeff Vannais discussed the consortium that NENA proposed regarding Next Generation 911. Steve Verbil stated that OSET is required to do a SDM because OSET is within an executive branch agency. John Gustafson stated that the SDM process is designed to avoid wasting money on projects. Steve Verbil stated that the SDM process ensures that each stage happens within the allotted timeframe. Jerry Werner stated that a monthly progress report is generated, exposing timeframe requirements, which keeps the process moving forward.

GIS

Steve Verbil reported on the GIS mapping report. The broadband mapping grant was an undersubscribed grant submission and OSET should be learning soon if the grant was awarded. If the grant is awarded, these funds will be used for a new street center line addressed location and parcel location map for the entire state of Connecticut.

PSAP Total Call Count Report

Mike Guerrero, from OSET, reported that all 107 PSAPs submitted a report for the 2nd quarter of 2009. CSP Troop H and Waterbury PD did not meet the state standard requiring that 90% of the 9-1-1 calls be answered within 10 seconds. The statewide average for all PSAPs in the second quarter of 2009 is 95.8%.

Wireless Issues

Mike Guerrero reported that activity for new cell sites has diminished, however, still getting new sites for AT&T, Verizon, Pocket, and Metro PCS. There is new type of service known as,

femtocell, for customers with poor service within their home. Receivers are used to connect to the internet which takes wireless calls and feeds them through to the 911 network. There have been some issues with T-Mobile-To-Home. Their class of service was coming in as VoIP and they were trying to use the 511 numbers for routing. OSET has issued some VoIP numbers series for this service. On-Star has implemented a service where their call center will forward an emergency call to a PSAP via their call center.

PSAP Issues

Steve Verbil stated that installation surveys with PSAPs have begun as part of the Fiber Tech roll out. It is a requirement that the vendor visits each of the PSAPs. There are three teams conducting the visits. Each team consists of an OSET employee, an individual from Fiber Tech and an employee from DOIT. The visits should be completed by the end of November.

E9-1-1 Performance Reports

Mike Guerrero discussed the report and stated that the biggest problem reported by AT&T was the Vision Phone which is directly related to the age of the system. The success rate was 99% for AT&T ALI retrievals. The service order performance report shows that 98.41% of the records were updated within 2 days. The manual query report shows that 58% of all manual queries were unreported. The maintenance problem report shows that Vision Phone is the biggest issue. This is preventing PSAPs from adding additional positions because of the lack of telephone hardware and AT&T is having issues maintaining the phones that are in the PSAPs. Ed Pass discussed what AT&T is doing to keep the system functional and the repairs that they are performing.

E9-1-1 Call Volume

Mike Guerrero reported that from January through September 2009, the wireline calls totaled 501,912; VoIP 14,723; Wireless 1,152,141; total calls 1,668,776.

CLEC's

Mike Guerrero reported on the CLEC Service Order Performance Report. AT&T-TCG did not report due to technical problems. Focal/Broadwing and Level 3 have the poorest performance on updating their records. One Communication did not submit a service order performance report.

Data Network

Gerry Werner, consultant for OSET, reported that the design phase has been completed and are now in the construction phase. The purchase order to Fiber Tech has been issued and the PSAP site surveys have begun. The surveys should be completed in mid-November. Actually bringing fiber into the buildings will begin in 2010 when weather permits. Gerry Werner will be issuing a monthly project status report as part of the SDM process. The preliminary non-production limited connectivity will begin in the second quarter of 2010 with full completion by the second quarter of 2011.

DPH

EMS Data Collection

Gary Wiemokly reported and there have been over 300,000 EPCR's uploaded for 2009. There are 24 services left to get their initial toughbooks. Although funds have been allocated there currently is a hold on purchases.

Homeland Security 9-1-1 Report

Gary Stango reported and submitted the September 16, 2009 minutes from the DEMHS Coordinating Council Meeting. Gary Stango formally introduced Peter Boynton, Commissioner of the Department of Management and Homeland Security. Commissioner Boynton stated that he is looking forward to working with the E9-1-1 Commission and the Department of Public Safety.

New Business

Lee Vincent discussed the potential need for Commission members and PSAP managers to meet as a committee regularly in regards to the Next Generation RFP. It was noted that special meetings could be held as long as the Secretary of State was given advance notification. Commissioner Boynton stated that he supports finding ways to encourage and engage stakeholder involvement. Jeff Vannais discussed the importance of technical training sessions for E9-1-1 commission members, which are stated in the OSET Goals and Objectives outline, specifically, section 14.1.f. Marc Bono, President of the Connecticut Chapter, NENA, stated that there will be a Next Generation 911 seminar on October 22nd at 1:00pm in the AT&T Executive Conference Center at 2 Science Park in New Haven. Ernie Herrick stated that if OSET feels the need to meet, he will call a special meeting. John Elsesser agreed that stakeholder input is important before the RFP is issued. Public information meetings could be held. George Pohorilak discussed the document, OSET Goals and Objectives. This is a draft document and revisions are welcomed. Chief Mulhall inquired about a motion at the July 10, 2009 commission meeting regarding the use of training fund money that is not utilized. Steve Verbil stated that this is still being looked into. Steve Verbil stated that there is no language in the RFP that refers to sending text messages/photographs to PSAPs. Network protection is needed in order to provide these features. Jeff Vannais noted that the RFP states that the system needs to be compatible with the current system and also be Next Generation 9-1-1 capable.

Public Comment

Frank Kiernan, Vice President, Atlantic Chapter of APCO stated that there was a discussion regarding the use of Facebook/text messaging by the younger generation and how would this type of communication being sent to a PSAP be documented and the information saved. Rob Ross thanked members of the OSET staff, John Gustafson and Dana Conover for their contributions with the Everbridge emergency notification system. Chairman Herrick announced that the 2010 E9-1-1 Commission meetings will be held on: January 8th, April 9th, July 9th and October 1st.

Adjournment

Lee Vincent motioned to adjourn the meeting. The motion was seconded. The meeting adjourned at 11:09 a.m.

Ernest Herrick, Chairman

Date