

Unapproved Minutes
Enhanced 911 Commission Meeting
October 1, 2010
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Ernest Herrick
Jeff Morrissette
Richard Mulhall
Don Richardson
Jeff Vannais
Lee Vincent
Gary Wiemokly
Paul Zito

Representing

Council of Small Towns (COST)
Volunteer Fire Service
State Fire Administrator
Connecticut Police Chiefs Association
Wireless – AT&T Mobility
Public Safety Answering Point Representative
Connecticut Conference of Municipalities
DPH/OEMS
Connecticut State Police

Office of Statewide Emergency Telecommunications (OSET) Staff/DFEBS

Robert Ross
Bill Youell
Jack Bardelli
Dan Czaja
Charles Fuller
Mike Guerrera
John Masciadrelli
Carey Thompson
Steve Verbil
Jerry Werner
Bonnie Becker
Jodie Brinley

Others in Attendance

Richard Bailey	DOIT
Joe DelBuono	Litchfield Count Dispatch
Carroll J. Hughes	CT Police Chiefs
Josh Hughes	CT Police Chiefs
Frank Kiernan	Meriden ECC
Jeff Otto	QVEC
Ed Pass	AT&T
George Pohorilak	Public
Gordon Shand	Public
Joseph Silverio	Southington Police Department
Mike Tersmette	Plant CML
Susan Webster	NW CT Public Safety
Randy Young	Positron

Call to Order

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:02a.m.

Approval of E911 Commission Meeting minutes of July 9, 2010.

Richard Mulhall motioned that the minutes be approved. The motion was seconded by Gary Wiemokly. Jeff Morrissette abstained. The minutes were approved.

Correspondence

There was no correspondence.

Public Comment

Frank Kiernan announced APCO will be hosting a training course “Communications Center Supervisor” at the Hartford Fire Department from November 8-10.

Unfinished Business

BTOP Grant

Bill Youell stated that the state of Connecticut is to receive a total of \$93 million in federal stimulus money to expand the broadband network for both public safety (\$64 million) and education (\$29 million). The public safety funds will be used to expand the public safety data network from the 112 sites to over 400 sites. Bill Youell thanked and recognized several individuals for their work. Rick Bailey discussed the grant application process and also thanked several individuals along with the E911 Commission for their support. There are 3 pieces to the granting process. The total sites to be connected are 667; 547 DPS sites, (274 fire departments, 112 PSAPs, 72 police departments, 57 DPS facilities, 26 tower locations, 3 tribal police departments, 2 college police departments, 1 hospital) 120 sites for the CEN portion (83 K-12 school systems, 29 libraries, 6 CPTV and 2 community colleges). The grant accepting process has been completed. Over the next 6 months there is an obligation to complete an environmental assessment. No work can be done in the build out of the network until the assessment is complete. The location list is currently being finalized. There are two contractors being utilized to support this project: FiberTech and EPLUS. Sixty percent of the infrastructure needs to be built at the 2 year mark. Also, a communication and outreach plan is being developed to keep entities and the E911 Commission informed and updated. John Elsesser also thanked DPS and DOIT staff. Jeff Vannais inquired as to whether the site locations are available. Rick Bailey stated that the sites are available through the DOIT website.

PSAP Consolidation Study

Chairman Herrick reported that the individuals chosen to serve on the Regionalization Committee were chosen due to their PSAP knowledge. The members of the committee are: Richard Mulhall, Jamie DiPace, Tyler Millix, Wayne Bartolotta, Tom Connor, Robert Labanara, Sr., John Elsesser, Sam Izzarelli, Ernie Herrick, Bill Youell, and Jack Bardelli. The current primary function of this committee is to develop a scope of work for the consultant. The funds for this study are in the 911 budget and the Governor did approve the utilization of these funds. After the consultant is hired, the meetings will be open to the public. The consultant will interview any interested parties who wish to voice their concerns. This is not a secret committee. There has been one meeting to date. At that meeting the intent of the legislation was discussed, which is to regionalize 911 PSAPs.

Grants and Capital Expense

Carey Thompson stated that OSET will not honor any new transition grants for the purpose of conducting studies, in lieu of the statewide regionalization study. There are two prior requests that are currently underway. They are Brookfield, Newtown and Bethel; their MOU has been approved, and North Haven, North Branford and East Haven. This MOU is currently being reviewed. Colchester has requested and received a capital expense grant in the amount of \$7,200 for computer equipment and software. Quinebaug Valley has received a capital expense grant for \$91,000 for restoration of a building they will be moving into.

DPUC Docket Re-opening

Carey Thompson reported that OSET requested a reopening of the docket which was granted by the DPUC. OSET expects that DPUC will raise the surcharge rate, however, the amount has not yet been determined. There could be significant budget problems by the end of the year because of the decline in access lines and the raise in the budget.

Training Program

Bonnie Becker reported for the Office of Education and Data Management. She stated that OEDM had 1 class last quarter and trained 25 students. Forty-five students were trained in the AT&T hands on equipment training. There were 55 new telecommunicators certified and 93 recertified. One new telecommunicator trainer was certified. The next class, which is filled, will be held in November. One additional class was added in December. This class will pilot the new condensed curriculum which is 4 days with an exam the morning of the fifth day. NIMS 100 and NIMS 700 are prerequisites for the training next year. An announcement will be sent to all PSAP directors indicating these changes for next year. In regards to the RFP for the new interactive training curriculum, it is under review and moving forward.

PSAP Training & EMD

Carey Thompson reported that since July 1st there have been requests for reimbursement from 5 PSAPs and 1 PSAP has used 100% of their funds. Half of the funding already used has been for overtime and backfill. OSET will continue to inform the PSAPs of their training funds available. There have been 3 PSAPs that have requested reimbursement for EMD training, totaling \$29,000 (includes State Police). PowerPhone is changing their protocol system. This will impact the OSET budget.

Public Safety Data Network

Jerry Werner reported that construction continues on schedule. He stated that ring 3 which is the core and touches many sites, has been completed and is currently being tested and verified. Ring 1A has also been completed and testing begins next week. The remaining rings will be completed by the end of December for the physical fiber implementation. Jeff Vannais stated that the companies assisting with this project have been very professional and that the contractors have commented that this project has been very organized.

NG 9-1-1 RFP

Mike Guerrero stated that the answer date to the RFP is Thursday, October 7th.

GIS

Dan Czaja reported on the GIS mapping report. OSET is currently processing street and address updates that have been provided by the towns. OSET is in the process of upgrading its GIS

software server. AT&T continues to train PSAPs in using their 9-1-1 Information Manager website, and 25 PSAPs have been trained to date. OSET continues to process updates from the State Police. The DPUC has received an additional \$1.94 million grant for years 3 through 5 of the Broadband Mapping project. There is a website, www.ct.gov/broadband that will test the speed of the internet connection. The State Addressing Subcommittee recently met with vendors of the Broadband Mapping project. Jeff Vannais inquired about OrthoPhoto flights. Dan Czaja stated that there is an RFI out for an OrthoPhoto flight that is due in next week. Also, the feds are doing a cooperative project with the state that the GIS council can possibly buy off of. The council is checking on the cost.

Emergency Notification System

Mike Guerrero reported. The CTAlert system has been active for just over a year. To date, there are 21,841 citizens that have registered their cell phone, email addresses alternate locations to receive alerts, etc. An after action review committee has been assembled to review all alerts. This committee has reviewed the first 65 alerts that have been sent (December - early September). There are an additional 14 alerts that have been sent that have not yet been reviewed. Out of the 65 reviewed alerts, 16 were weather related, 13 were flooding alerts, 14 were missing persons, 9 were informational, 5 alerts for power outages and lines down, 4 alerts regarding criminals, 2 alerts for dangerous animals, 1 alert for a closed road and 1 alert for a gas leak. Of those 65 alerts only 10 were determined to be questionable or inappropriate by the committee. A total population of 314,000 was alerted over that time period.

Carey Thompson reported on public education of the Emergency Notification System (ENS). Brochures and literature related to ENS were being distributed at the Big E. The public announcements are running, however, the political advertisements have filled many of the spots.

PSAP Issues

There were none to report.

PSAP Total Call Count Report

Mike Guerrero, from OSET, reported that all 107 PSAPs submitted a report for the second quarter of 2010. Two PSAPs did not meet the state standard requiring that 90% of the 9-1-1 calls be answered within 10 seconds; Waterbury PD, at 86.9% and Bridgeport ECC at 86.8%. The statewide average for all PSAPs in the second quarter of 2010 was 95.5%.

E9-1-1 Performance Reports

Mike Guerrero discussed the trouble report and stated that the biggest problems reported by AT&T were related to the Palladium software and the Vision Phone and Switch. The PSAP reroutes in the third quarter total 14 and are shown on the trouble report. Letters were sent to PSAPs in June regarding manual query reporting. The report shows, in June, unreported manual queries were 75%. After the letters were sent, the percent of unreported manual queries dropped significantly to 45.9% in July and August. The detailed maintenance problem report shows that in June, July August, the Vision Phone was the biggest issue followed by mapping.

CLECs

Mike Guerrero reported on the CLEC Service Order Performance Report. At this time, Cablevision Lightpath and One Communications had not submitted reports. Paetec continues to have grade of service issues on certain days.

Wireless Issues

Mike Guerrero reported that Pocket Wireless is going out of business in Connecticut.

E9-1-1 Call Counts

Mike Guerrero reported that from January through September 2010 there were approximately 1,705,886 calls. The total wireline calls were 458,077, VoIP calls total 19,734 and wireless calls total 1,228,075.

Ed Pass, AT&T, stated that currently there are no issues with the availability of Vision Phone equipment.

Donald Richardson inquired about reroutes and their affect on call counts. Mike Guerrero stated that transfers may affect call counts slightly.

DPH

EMS Data Collection

Gary Wiemokly submitted a written report. As of last week, all primary ambulance transport units have ToughBook computers in them. By the final quarter of this year, it is anticipated that there will be 100% electronic data submission from those units.

Homeland Security 9-1-1 Report

No report.

New Business

Mike Guerrero stated that OSET has been contacted by Mobile TREC. They will be marketing a service for the public to use cell phones with a panic button that will connect to a call center. The call center can contact emergency services if necessary. After discussions with Mobile TREC, OSET has determined that tests must be done in Connecticut before allowing the use with the 911 system. OSET will be looking for PSAPs to volunteer to assist in the testing of this service.

Public Comment

Jeff Otto questioned and Chairman Herrick confirmed that the regionalization meetings would be open to the public after the regionalization consultant has been hired. Chairman Herrick noted that members of the Regionalization Committee have been in contact with the sponsor of Senate Bill 312 from the Public Safety and Security Committee. Jeff Otto asked Jerry Werner to comment on the likelihood that the bandwidth on the new connections to police and fire stations will be approximately the same bandwidth that is anticipated on the high speed data network. Jerry Werner stated that the bandwidth available to the police and fire stations will be less than what is available to the PSAPs. Jeff Otto urged that the high speed data network connection to the two tribal nations be done quickly. Jerry Werner agreed, but stated that the environment impact studies must be completed first.

Joe DelBuono asked that PSAPs receive notification of when the PSAP regionalization meetings will be and how to obtain access to the meeting minutes.

Adjournment

Donald Richardson motioned to adjourn the meeting. The motion was seconded by Lee Vincent. The meeting adjourned at 10:00a.m.

Ernest Herrick, Chairman

Date