

Approved Minutes
Enhanced 911 Commission Meeting
April 9, 2010
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Fred Dudek
John Elsesser
Ernest Herrick
Jeff Morrissette
Don Richardson
Jeff Vannais
Lee Vincent
Paul Zito

Representing

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

Office of Statewide Emergency Telecommunications (OSET) Staff/DFEBS

Robert Ross
Steve Verbil
Dan Czaja
Charles Fuller
Mike Guerrero
John Masciadrelli
Bryan Pavlik
Carey Thompson
Jerry Zarwanski
Bonnie Becker
Jodie Brinley
Bonnie Guarnieri

Others in Attendance

Andy Champion	New Haven
Chief James Cetran	CPCA
John Gustafson	DEMHS
Tim Hale	Tiburon
Leon Malnoski	Plant CML
Joe Milanese	Carousel
Deb Montanaro	Cox
Kurt Mirakian	AT&T
Clayton Northgraves	New Haven
Jeff Otto	QVEC
Ed Pass	AT&T
George Pohorilak	Public
Steve Savage	NW CT Public Safety
Gordon Shand	Public
Joseph Silverio	Southington Police Department
Gary Stango	New Haven - CMED
Mike Tersmette	Plant CML

Others in Attendance (cont'd)

Lisa Tucker	Intrado
Katy Vecellio	West Haven 911
Kevin Webb	LCD
Susan Webster	NW CT Public Safety
Dan Worroll	Milford Fire
Bill Youell	Public
Randy Young	Positron

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 January 8, 2010.

Jeff Vannais motioned that the minutes be approved. The motion was seconded by Donald Richardson. The minutes were approved.

Correspondence

Steve Verbil stated that Gary Wiemokly will not be attending today's meeting, but has forwarded the monthly update from the Department of Public Health.

Public Comment

Lt. Andy Campion introduced Clayton Northgraves who will be taking over as the Director of Public Safety for the city of New Haven.

Unfinished Business

Grants and Capital Expense Grants

Carey Thompson indicated that there are no new capital expense grants pending. There is one request for transition grant money for the purpose of conducting a study for regionalization, from Newtown, Bethel and Brookfield. Copies of OSET's budget are available upon request. The proposed FY10/11 budget is \$26.2 million compared to \$24 million for FY09/10. The increase is due to money set aside for city subsidies in anticipation of the possibility of consolidation studies resulting in regionalization. Carey Thompson stated that OSET expects the surcharge to reach 50 cents this year. OSET has the budget hearing with the DPUC on April 29th. One town, Shelton fell below the 40,000 threshold, therefore, losing its subsidy.

Training Program

Carey Thompson indicated that approximately 25% of the training budget has been spent. It is anticipated that during the last quarter of FY 09/10, training reimbursements will increase due to several conferences being held. It is expected that 50% of the training budget will be used. Carey Thompson stated that the Annual Telecommunicator Conference that was sponsored by MECCA, OSET, NENA and APCO was very successful this year. Approximately 250 people attended. Jeff Vannais thanked individuals for their contribution toward that conference.

Bonnie Becker reported for the Office of Education and Data Management. There were 22 people trained in the March class at Canton, 25 individuals have enrolled in the May class in Berlin and 15 individuals in June. There will also be a class in New Canaan in July. Based upon feedback from instructors, participants and PSAP Directors, OEDM is in the process of condensing the curriculum.

EMD Report & PSAP Training

Carey Thompson reported that there have been requests from 30 PSAPs for EMD training. The total is over \$30,000 to date.

Legislation

Steve Verbil stated that legislation to raise the surcharge cap is not going forward this year. The Senate Bill 312 has passed in the Public Safety Committee with a 20 to 0 vote. The major requirement will be for PSAPs who are not regionalized with at least two other municipal partners by 2016 will loss funding. The sponsors of the Bill have asked DPS to require OSET to conduct a study to begin this fiscal year detailing what the optimal arrangement of PSAPs would be considering population/CMEDS/cost to the municipalities. There is a line item in the budget for the cost of a consultant to conduct this study. Ernie Herrick reiterated that this is proposed legislation. There will be further discussions in regards to assembling a steering committee to work with the consultant at a later date. Fred Dudek expressed concern in regards to the cost of subsidizing regionalization using the increase in the surcharge cap. Ernie Herrick stated that legislatures are aware of this and he feels that the regionalization issue along with the other E911 projects needed, will be taken into consideration when setting the cap amount. Jeff Vannais stated that the Bill was referred yesterday by the Senate to the Committee on Planning and Development.

Jeff Vannais motioned that the E911 Commission recommend to the Department of Public Safety Commissioner to move forward with the study regardless of whether the Bill is successful or not. Jeff Morrissette seconded the motion. Amended.... Contingent upon the DPUC approval of the OSET Budget for FY 10/11. The amendment was seconded. All were in favor. The amended motion passed.

Jeff Vannais discussed the federal legislation relating to the Enhanced 911 Act of 2004, now known as the Next Generation 911 Preservation Act of 2010. The Commission can show support of this act by contacting your Congressman/Senator and refer to House Resolution 4829 and Senate Bill 3115.

E9-1-1 Software RFP

Mike Guerrero stated that this project, known as the Next Generation Emergency Telecommunication System RFP, is a systems development methodology project (SDM project). OSET is in the business requirements phase. This project will encompass not only the call handling software but also, the database for the ALI information and all routing functions that will occur over the data network. The following has been completed; functional/nonfunctional and technical requirements workbooks; the draft of the technical requirements document; the first draft of the actual RFP document created; the selection of a review committee for the RFP and evaluations received. The following individuals are on the committee; Jeff Vannais, Maureen Will, Jeff Otto, Steve Verbil, Dan Czaja, Gerry Werner, and Mike Guerrero. The RFP should be on the street by May/June.

Steve Verbil stated that it is imperative that this RFP not be discussed with any vendors. All questions from vendors will be handled through the state RFP process to preserve the integrity of the process.

Jeff Vannais stated that Steve Verbil, Mike Guerrero and Charles Fuller attended the NENA conference recently, in Nashville, where Next Generation 911 was the primary topic.

Emergency Notification Systems

Mike Guerrero stated that Everbridge system has been in place since August of 2009. Since then, the Emergency Notification Working Group has met several times. At the last meeting in March, the group finalized the policy for system use and language to be used for citizen sign up page. This will be available in a couple weeks. There are approximately 99 PSAPs and Agencies that have access to the system. Additional training sessions will be held in May/June. Due to recent inclement weather the system was used successfully 16-18 times. John Elsesser thanked the state, on behalf of municipalities, for this system and asked for clarification regarding restriction on the use of information on the voluntary sign-up. Mike Guerrero stated that municipalities may use information supplied on the citizen sign-up page and white page information for emergencies and non-emergencies. The 911 data base may be used for emergencies only. Jeff Morrisette indicated that this system was used three times recently by his agency with great success.

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. The broadband mapping grant was awarded to the state of Connecticut in January 2010, in the amount of \$1.8 million. It is anticipated that the state should receive approximately \$1.5 million for broadband mapping and \$500,000 for planning. OSET GIS has completed the appeal process for the rejected addresses by the Census Bureau. That resulted in 65,000 addresses being inserted back into the 2010 Census. The State Addressing Subcommittee has sent an address guideline and address point survey to Connecticut's addressing stakeholders and has received forty responses back. John Gustafson thanked Dan Czaja and the Geospatial Council for their time and assistance with mapping out the flood zones during the rain storm last week.

PSAP Total Call Count Report

Mike Guerrero, from OSET, reported that all 107 PSAPs submitted a report for the 4th quarter of 2009. Three PSAPs did not meet the state standard requiring that 90% of the 9-1-1 calls be answered within 10 seconds; Troop H, who has recently installed a fourth position to help alleviate this problem, Waterbury PD and Redding PD. The statewide average for all PSAPs in the fourth quarter of 2009 was 96%.

Wireless Issues

Mike Guerrero reported that he has been told by a wireless carrier that there is a possibility that they may be changing from an HCAS to an NCAS deployment.

PSAP Issues

None

E9-1-1 Performance Reports

Mike Guerrero discussed the trouble report and stated that the biggest problems reported by AT&T from December 2009 to February 2010 were the Palladium software and the Vision Phone and Switch. The service order performance report shows that 90.86% of the records were updated within 2 days. The PSAP reroutes in the 1st quarter are shown on the trouble report. The manual query report shows that 52.7% of all manual queries were unreported. The maintenance problem report shows that in December, January and February, the Vision Phone was the biggest issue. Requests from PSAPs to add additional positions cannot be honored due to the shortage of phones. Steve Verbil stated that the Vision equipment is not available.

AT&T is using spare parts whenever possible for repairs. Mike Guerrero stated that the fourth position that was added to Troop H was only possible through the use of equipment from OSET that had been used for administrative and training purposes.

E9-1-1 Call Volume

Mike Guerrero reported that from January through March 2010 there were approximately 500,000 calls, with the majority being wireless, 368,000 calls.

CLECs

Mike Guerrero reported on the CLEC Service Order Performance Report. All CLECs reported. Broadwing and Level 3 take 5 days or more to update their records.

Data Network

Charles Fuller reported that the data network project is now in the construction phase. All timelines are being met. OSET has received the final cost figures. The procurement process has begun on lab equipment and submitted in February and received 40 bids for the racks and UPS. The vendors have been chosen for both.

DPH

EMS Data Collection

Ernie Herrick reported that the Monthly Update report is in the commission members' packet.

Homeland Security 9-1-1 Report

Gary Stango reported and discussed the investment justifications for homeland security and the totals for each investment; #1 - \$7 million in expanded regional collaboration, #2 – CTIC/Fusion Center/CIKR/JTTF - \$822,000, #3 - CBRNE Detection/IED Attack Deterrence, \$427,000 #4, Medical Preparation and Response,\$262,000 #5 – Public Outreach and Preparedness,\$329,000 #6 – All Hazards Preparedness Planning, \$128,000 #7 – Metropolitan Medical Response System, \$321,000 #8 – Citizen Corps Program, \$209,000 #9 – NIMS/ICS Training and Exercise Program, \$396,000 #10 – Interoperable Communications. Fact sheets are available on the DEMHS website. Gary Stango reviewed the informational items that include; CERT – Train the Trainer at Brainard Field will be April 17th, Initial Law Enforcement Response to Suicide Bomber Attack, April 22nd at Brainard Field, and CCM Conference, May 11th, in Cromwell. Gary Stango reported that he is now Executive Director of CMED, New Haven.

New Business

Bonnie Becker reported that she is open to any suggestions on finding meaningful consequences to noncompliance in regards to certification. Ernie Herrick suggested possibly tying that issue into the Regionalization Study.

Rob Ross announced that the interview process to select the new Director of OSET is underway and by the next Commission Meeting, there should be a new Director. Rob Ross thanked the OSET staff for their work in the absence of a Director and reported that Mike Guerrero recently received the Employee of the Month award, for the Division, for his work on the Emergency Notification System.

Public Comment

Jeff Otto stated that he and Rick Darin, representing RECCA, met with Senator Stillman and learned that Senate Bill 312 would be applicable to towns with population of 40,000 and under. Jeff Otto also reported that Senator Stillman is aware of the importance of raising the surcharge cap next year.

Adjournment

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

Ernest Herrick, Chairman

Date