

Unapproved Minutes
Enhanced 911 Commission Meeting
January 7, 2011
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Fred Dudek
John Elsesser
Ernest Herrick
Jeff Morrisette
Richard Mulhall
Don Richardson
Jeff Vannais
Lee Vincent

Representing

Connecticut Fire Chiefs
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

Office of Statewide Emergency Telecommunications (OSET) Staff/DFEBS

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

Others in Attendance

Joe DelBuono	Litchfield Count Dispatch
Paul Fahey	Plant CML
John Gustafson	DEMHS
Robert Howley	Cox
Josh Hughes	CT Police Chiefs
Kathy Ing	Verizon Business
Frank Kiernan	Meriden ECC
Yvonne Lewis	Office of Fire Prevention and Control
Jeff Otto	QVEC
Ed Pass	AT&T
George Pohorilak	Public
Steve Savage	NW CT. Public Safety
Gordon Shand	Public
Gary Stango	911 CMED
Mike Tersmette	Plant CML
Lisa Tucker	Intrado
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 October 1, 2010.

Richard Mulhall motioned that the minutes be approved. The motion was seconded by Jeff Vannais. The minutes were approved.

Correspondence

There was no correspondence.

Public Comment

There was no public comment.

Unfinished Business

Organizational Announcements

Rob Ross, Director of the Division of Fire, Emergency and Building Services, announced that Reuben Bradford has been appointed as the Commissioner of the Department of Public Safety and will begin March 15, 2011. Dan Stebbins has been appointed as Colonel. Also, Charles Fuller from OSET, was chosen as "Employee of the Month" for the month of January.

PSAP Consolidation Study

Bill Youell reported that a draft statement of work, to obtain a consultant, has been developed by OSET and coordinated by Jack Bardelli. An advisory committee has been established to provide input to the statement of work and act as a liaison to the various public safety entities. That committee met September 24th and November 23, 2010. The committee members were asked to review the statement of work and make any necessary revisions. The finalized draft was then forwarded to all PSAPs for their review and comments. The closing date for their remarks was December 6, 2010. The final statement of work was then sent to a state approved vendor. One meeting has been held with this vendor to answer any questions. The statement of work has also been sent to a second vendor for a quote. By the end of January a vendor will be selected. Bill Youell noted that one requirement of the statement of work is that the vendor must visit every PSAP. Once a consultant has been retained, the remaining readout meetings will be open to the public.

Grants and Capital Expense

Carey Thompson stated that there are two requests that are currently underway. They are: North Haven, North Branford and East Haven. This MOU is currently being reviewed. The feasibility study for Brookfield, Newtown and Bethel has been received.

DPUC Docket Re-opening

Carey Thompson reported that OSET requested a reopening of the docket which was granted by the DPUC. The decision was made in December to raise the surcharge to 50 cents effective January 1, 2011. Fifty cents is the statutory surcharge cap.

Training Program

Bonnie Becker reported for the Office of Education and Data Management. She stated, last year OEDM scheduled 13 telecommunicator classes and held 11. OEDM trained 232 telecommunicators, 230 people passed. Last year there were 26 AT&T classes and 152 people were

trained. There were 120 telecommunicators certified and 289 recertified. Three new instructors were certified and recertified 2 and 168 people in 7 Everbridge classes. There were 4 EMD classes with Powerphone and 81 troopers were trained. The first 4.5 day condensed training class was held and went well. NIMS 100 and NIMS 700 are prerequisites for the training in 2011. A contract has been signed with Learning Dynamics from Wallingford. This vendor will be visiting various PSAPs and a content committee will be formed.

PSAP Training & EMD

There have been 24 PSAPs that have requested reimbursement for EMD training; totaling \$50,000 (includes State Police). This total is higher than anticipated due to State Police training. Carey Thompson reported that since July 1st there have been requests for training fund reimbursements from 25 PSAPs. Most PSAPs utilize their training funds April through June. OSET has notified all PSAPs of their training funds available.

Public Safety Data Network/BTOP Award

Jerry Werner reported that all equipment installations have been completed with the exception of 6 sites that will be completed by the end of next week. Connectivity is slightly behind schedule due to construction issues at the University of Connecticut, reconfiguration of fiber to Troop B, and troubleshooting between rings 2, 4, and 5 in the eastern part of the state. There is also a temporary issue with some connectivity to the controller P25. This will be resolved by the end of March. Due to these delays the new completion date for this part of the system is April 2011. The security checks should be completed by the end of June 2011.

The BTOP core group has been formed. There will be a meeting with the PMO to determine how to combine the existing PSDN project with the BTOP award into a single project. All federal reporting guidelines have been met. Fuss and O'Neil have been retained for an environmental assessment that is required. The expansion should begin by the end of May. The award mandates that 67% be completed by March 2012 and total completion by August 2013. The actual site construction connections schedule of the number of sites has been determined. The order will be determined by mid April. As requested in a previous meeting, tribal connectivity will be a priority.

NG 9-1-1 RFP

Mike Guerrero stated that the RFP committee evaluated 6 proposals. Due to the high cost and complexity of the systems proposed, the Department of Public Safety has decided not to award this RFP. A revised RFP will be issued this year that will provide for a system within budget and a system that will allow for a future transition to a true next generation system. Six additional months have been added to the SDM business requirement phase. Richard Mulhall asked if this delay will have an impact on AT&T to supply replacement equipment. Steve Verbil stated that AT&T continues to repair Vision telephones. However, the teltronics 9-1-1 PBX switches are not replaceable. Meetings continue with AT&T to discuss steps to ensure that the current 9-1-1 system can be maintained. The new tentative date for implementation is now December 2012. Jeff Vannais encourages staff involved with the RFP to attend NENA conferences in order to stay current with standards and technology of the NG 911 system.

GIS

Dan Czaja reported on GIS mapping. GIS staff has completed setting up server hardware, installing SQL Server and installing ArcGIS Server. Database development has been completed. OSET continues to collect and process street and address updates that have been provided by the towns and PSAPs. Address data collected from the broadband mapping project has been very beneficial. OSET is in the process of creating metrics and reports for publications. AT&T continues to train PSAPs in using their 9-1-1 Information Manager website. OSET continues to process updates from

the State Police. Call volume maps were distributed. VoIP has increased significantly. The GIS staff continues to support the Everbridge system. The statewide orthophotography flight will most likely take place in the spring of 2011. The Connecticut Geospatial Council's Addressing Subcommittee's next meeting is January 18, 2011.

Emergency Notification System

Mike Guerrero reported. To date, the CTAlert system has been used 119 times to alert approximately 500,000 citizens. Out of the 119 alerts, 99 alerts have been reviewed by the After Action Review committee. The most common use of the system was for missing persons. Weather warnings, criminal issues and flooding concerns were other common uses. There were only a few occasions when the system was used inappropriately. The Emergency Notification System Working Group met in December and recommended that letters be sent to all PSAPs that issued alerts. The letter will address whether the alert was appropriate or not, the geographic area covered and whether or not an after action review form was submitted to the committee. The working group also suggested revisions to the review form and to send out partially completed forms to the agency that sent the alert to prompt them to complete this form. OSET will publish the use of the system and post information in the DEMHS monthly newsletter. Some citizens have requested that their number be removed from the 911 database to avoid receiving alerts. The ENS committee concluded that this cannot be done and the legal committee will draft a response to these citizens. Everbridge runs updates monthly using the AT&T 911 database which results in approximately 54,000 "no matches" that require OSET staff to geocode and send back to Everbridge. In the future, OSET will only submit additions, deletions and changes to Everbridge to reduce this number. OSET is working on geocoding issues with the opt-in database, due to conflicts with the 911 database and the information a citizen inputs. Currently, there are over 36,000 opt-in registrations. Mike Guerrero stated that some PSAPs with Centrex phone systems were being overloaded with calls when that PSAP sent an alert. This issue has been resolved by excluding specific Centrex numbers in use at PSAPs from the alert. This is being done on a case by case basis. Steve Verbil explained that some remote towns, such as Essex, have a remote central office, limiting the capacity with this type of system. This may cause "blocking" at the time an alert is sent out, resulting in incomplete calls. OSET and Everbridge are working with AT&T to conduct a test to resolve this issue. Ernie Herrick discussed an issue that the media reported, regarding an alert that was sent. Citizens of that particular town called the PSAP asking how they got their phone information. John Elsesser stated that it is possible for towns to access that information, other than from the 911 database. The importance of public education was reiterated. John Elsesser stated that the media may be confused as to how the system works. Also, John Elsesser commented that it would be beneficial if other state agencies could assist in promoting the Opt-in registrations by reminding citizens of the system through routine mailing/paperwork, for example, driver registration/license forms. OSET will look into that recommendation.

PSAP Issues

Steve Verbil stated that there is a performance issue with a PSAP that will be discussed later in the meeting.

E9-1-1 Call Counts

Mike Guerrero reported that from January through December 2010 there were approximately 2,275,494 calls. The total wireline calls were 602,680, VoIP calls total 30,993 and wireless calls total 1,641,821. This is a slight increase of total calls from last year. Wireless and VoIP calls continue to increase and wireline calls have decreased from last year.

PSAP Total Call Count Report

Mike Guerrero, from OSET, reported that all 107 PSAPs submitted a report for the third 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 85.5% and Bridgeport ECC at 86.7%. The statewide average for all PSAPs in the third quarter of 2010 was 95.4%. OSET will be meeting with Waterbury PD to help them resolve this issue.

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 Vision Phone and switch. There were approximately 600,000 ALI retrieval attempts for the September, October, November period. The success rate was 99.1%. The PSAP reroutes in the fourth quarter total 11 and are shown on the trouble report. The report shows that the number of unreported manual queries during the 3 month period was 55.49%. The detailed maintenance problem report shows that in September, October and November, the Vision Phone was the biggest issue. Jeff Vannais requested that the number of non-serviced initialized calls be provided.

CLECs

Mike Guerrero reported on the CLEC Service Order Performance Report. At this time, Paetec had not submitted a report. All CLECs are complying with the requirements as specified by regulation.

DPH

EMS Data Collection

No report.

Department of Emergency Management Homeland Security 9-1-1 Report

Gary Stango and John Gustafson reported that the web based software HURREVAC was tested and worked well. There will be more information forthcoming. DEMHS and DPS deployed portable radios to the transit security for rail incidents though the New Haven and Greenwich corridor. It is expected that this will be expanded in the future.

New Business

None

Public Comment

Frank Kiernan from Meriden spoke regarding the Emergency Notification System. He stated that the incident that Ernie Herrick discussed earlier in the meeting occurred in Simsbury and that he had a similar incident in Meriden. Apparently, if a PSAP doesn't send out a message correctly, some individuals that received an alert try to return the call by using the number that is displayed on their caller ID. The individual then receives a message stating that they have received an emergency message from their local PSAP. Subsequently, the individual calls the PSAP for the message which then overloads the PSAP. Meriden has set up a "dummy" number. This number will be displayed on the caller ID and when called, it is a voice mailbox that will repeat the emergency message. He also stated that when blocking Centrex system locations, the entire location is blocked, not just specific phone numbers within that location. Everbridge is working on this issue. Frank Kiernan also requested that forms, such as reimbursement and after action reports, be accessible on line, in a word format.

George Pohorilak from Southington stated that the emergency notification system is working well in Southington and the Department of Public Safety should take credit for that success.

Jeff Otto thanked OSET for the tribal nation's connectivity to the data network. Also, Jeff Otto asked for clarification of potential sites for inclusion under the BTOP2 connection to the network. Jerry Warner stated that the list has been reviewed and updated, and that the tower locations need to be finalized.

Gordon Shand suggested that administrators of the Emergency Notification System be notified immediately when an alert is sent. Mike Guerrero stated that the next release of the Everbridge software will incorporate that function.

Joe DelBuono of Litchfield County Dispatch and MECCA stated that the next Telecommunicator Conference is on April 12, 2011. Gordon Graham will be the guest speaker.

Adjournment

Lee Vincent motioned to adjourn the meeting. The motion was seconded by Jeff Vannais. The meeting adjourned at 10:17a.m.

Ernest Herrick, Chairman

Date