

Unapproved Minutes
Enhanced 911 Commission Meeting
April 1, 2011
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Ernest Herrick
Jeff Morrissette
Jeff Vannais
Lee Vincent

Representing

Council of Small Towns (COST)
Volunteer Fire Service
State Fire Administrator
Public Safety Answering Point Representative
Connecticut Conference of Municipalities

Office of Statewide Emergency Telecommunications (OSET) Staff/DFEBS

Robert Ross
Bill Youell
Steve Spellman
Dan Czaja
Mike Guerrero
John Masciadrelli
Steve Verbil
Jerry Werner
Bonnie Becker
Jodie Brinley

Others in Attendance

Aaron Abdelmaseh
James Cetran
Joe DelBuono
Paul Fahey
Bob Gojanovich
Cindy Guinta
John Gustafson
Gene Jopech
Carroll Hughes
Josh Hughes
Kitty Ing
Frank Kiernan
Leon Malinoski
Ed Pass
Philip Penny
George Pohorilak
Steve Savage
Michael Varney
Randy Young

Rave Wireless
CT Police Chiefs
Litchfield County Dispatch
Plant CML
TCS
AT&T
DEMHS
Glastonbury PD
Cassidian Communications
CT Police Chiefs
Verizon Business
Meriden ECC
Cassidian Communications
AT&T
Intrado
Public
NW CT. Public Safety
DOIT
Positron

Call to Order

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:05a.m.

Approval of E911 Commission Meeting minutes of January 7, 2011.

Because of the absence of a quorum, the minutes were not approved.

Correspondence

There was no correspondence.

Public Comment

There was no public comment.

Unfinished Business

Legislation

Bill Youell discussed several bills that could potentially impact the Office of Statewide Emergency Telecommunications. House Bill 5266, an act to supplement the membership of the 911 Commission with a representative of telecommunicators and a representative from the public. Senate Bill 888, which the Department of Public Safety opposes, is an act exempting certified police officers from telecommunicator training. Senate Bill 876, an act concerning Emergency Medical Dispatch (EMD) training designed to allow personnel at a PSAP to be exempt from EMD training if such PSAP has another entity providing its EMD. The Department of Public Safety opposes this bill also. House Bill 6327 is the bill to increase the surcharge cap from 50 cents to 75 cents. The language in this bill that referred to the surcharge has been eliminated and replaced with wireless prepaid point of sale language. Bill Youell listed some of the items funded by the surcharge; 7 regional centers, 22 cities with a population greater than 40,000, 9 multi-town PSAP, new regional centers, transition grants, capital expense grants, CMED subsidies, DPH subsidy, state police troop PSAPs, telecommunicator training, 911 network and equipment, next generation system, public safety data network, statewide emergency notification system, ortho-photography, public education and the P25 radio system. An increase in the surcharge is needed to sustain these initiatives. Nationally, Connecticut falls in the lower quartile as far as the current surcharge rate. OSET is currently researching entities to make sure they are compliant with the current surcharge rate. Attorney Steve Spellman, Legislative Liaison for the Department of Public Safety, spoke regarding this surcharge bill. He pointed out that the leaders of Connecticut are concerned about raising taxes and there is a misunderstanding as to, if and how much the wireless prepaid point of sale entities have been contributing to the fund. Preliminary numbers show that if this bill passed, with the current language, it would only generate an additional \$300,000. This amount would not be sufficient to sustain the current services. An increase in the surcharge cap would generate considerably more. Attorney Spellman recommended correspondence concerning this bill be sent to your own legislators, Senator Hartley, Rep. Steve Dargon, Rep. Ed Jutila, Senator Eileen Daily and Senator Andrea Stillman. The bill is currently in Finance, Revenue and Bonding. The place and time to amend this bill to its original language is on the floor. Jeff Vannais stated that many of the legislators are under the impression that the bill is requesting that the surcharge be raised to 75 cents. He stated that letters have been sent to all PSAPs to support this bill. To follow the bill status, go to www.cga.ct.gov. Carroll Hughes stated that there will be an alert sent to all Connecticut police chiefs to support this bill. Rob Ross discussed the following bills; 997, 1010, 1016 and 1017. These four bills could have an impact on the Division of Fire, Emergency and Building Services. Bills 997 and 1016 have language to pull OSET out of the Department of Public Safety and moved into a different agency. The Department of Public Safety's position is to leave OSET within the Department of Public Safety. John Elsesser stated that the potential reorganization involving OSET would not generate a cost savings.

PSAP Consolidation Study

Bill Youell reported that a consultant has been retained. The consultant is L.R. Kimball from Pennsylvania. There were 3 public meetings held in March in Niantic, Norwalk and East Hartford to meet staff from Kimball and understand their methodology. They have developed a PSAP survey that was sent to the PSAPs on Monday. The PSAPs have been asked to complete and return the survey within two weeks. Once the data has been received, Kimball will begin to meet with each PSAP, which is required by the contract. It is anticipated that the study will be completed by the end of August. OSET is working on a methodology to ensure input is received by all communities of interest. Kimball will identify clusters based on synergies. The towns identified within those clusters will need to obtain additional measures to consolidate (i.e. radio compatibility, etc). Kimball will be present at the next commission meeting to report on their finding.

Grants and Capital Expense

Bill Youell stated that a transition grant was approved for Torrington in the amount of \$250,000 to consolidate with Litchfield County Dispatch (LCD). The project includes moving the operations of LCD to Torrington Fire Headquarters. The new dispatch center will be approximately 2500 square feet and will house 8 dispatch consoles. The projected date of transition is July 1, 2011. The cost for the approved grant includes, AT&T labor and equipment to move E9-1-1 network, relocation of radio equipment and dispatch console equipment, labor and equipment for radio services including providing and installing 2 channel banks and a radio tower. The OSET annual budget is complete and has been submitted to the Department of Public Utility and Control. The total budget is \$27,834,645. Last year's budget was \$26,286,674, an increase of \$1.5 million. This increase is primarily due to the maintenance of the public safety data network. The town of Southington has consolidated all their service. OSET visited, reviewed and approved their plan to take on emergency medical dispatch (EMD). Southington is now eligible for full funding and the restoration of funds as allowed per regulation. OSET will review in 6 months to make sure the town is meeting the standards and has a quality assurance program in place.

Training Program

Bonnie Becker reported for the Office of Education and Data Management. She stated that during the first quarter of 2011, OEDM trained 22 students. OEDM certified 39 new telecommunicators and recertified 105 telecommunicators. Twenty-nine individuals attended AT&T equipment training. There are 16 individuals registered for a class in Cromwell. The training curriculum Content Committee has been formed. The members are: Maureen Will from Newtown, Sue Webster from Northwest Public Safety, Theresa Lockwood from Troop H, Joe Sastre from Groton and Clayton Northgraves from New Haven. Learning Dynamics has visited 5 PSAPs and attended both the January training class and the PSAP update meeting in Bridgeport. They have developed a skills matrix learning objective and drafted a training outline. On May 10, two lesson plans will be available for review by the content committee. Learning Dynamics will be attending the MECCA conference on April 12th to solicit information from the dispatchers.

PSAP Training & EMD

Bonnie Becker reported that 42 PSAPs have used all or a portion of their funds. Many PSAPs will use their funding during this last quarter for conferences including the MECCA annual telecommunicator, NENA (National Emergency Number Association) and the National Academy of Emergency Dispatch (aka Navigator Conference). The reimbursements to date are \$60,478. Approximately half of that was used for backfill and overtime, \$18,000 for training and the remainder for memberships, conferences and training materials. Thirty-six PSAPs have requested reimbursement for EMD training and recertification; totaling \$67,555 (includes State Police). The

contract value with Learning Dynamics is \$158,000 and it is a 3 year contract with a pilot run by the end of the year.

Public Safety Data Network/BTOP Award

Jerry Werner reported that Phase 1 is in its final stage. Successful disaster recovery tests have been completed. Network connectivity and COLLECT tests were successful. The testing phase, for Phase I, should be completed by April 22nd. The remaining ring implementations will start May 2nd. Phase 1 should be completed July 29th. With the BTOP funding, Phase I will be expanded to 440 additional locations, totaling 547 public safety and 120 Connecticut education network sites. This will begin after the environmental study has been completed and approved. The plan is to integrate 398 sites by the end of the year.

NG 9-1-1 RFI

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 decided not to award this RFP. Subsequently, an RFI was issued on 1/24/2011. The RFI process will allow for a dialogue with the vendors to ensure that they understand the needs of the state of Connecticut. Nine responses to the RFI have been received and are currently under review. Vendor meetings will be scheduled starting the fourth week in April. Bill Youell thanked the vendors for their work and feels that the RFI will benefit both the state and vendors because of the capability to exchange information. OSET is considering the option to obtain an outside consultant to assist with this process because of the complexity of NG 9-1-1. To search for a consultant, OSET has gone through the state professional services list, however, no one on that list has the specific NG 9-1-1 experience needed. OSET has solicited a proposal from the GSA list. This list has been received and is currently being evaluated. OSET has requested that the consultant be retained on a "blocks of hours" approach. This would result in a cost savings measure. The main objectives of a consultant would be to bring addition NG 9-1-1 knowledge, attendance at vendor presentations, assist in writing the RFP and analyzing the responses, and if necessary, contract negotiations with the vendor.

Jeff Vannais recently returned from the annual 9-1-1 Goes to Washington Conference where a bill that would provide funding for NG 9-1-1 was discussed. He will forward bill numbers, names, numbers and more information to the Commission members as they become available. John Elsesser recommended involving DOIT early with the RFI/RFP process.

GIS

Dan Czaja reported on GIS mapping. OSET continues to improve the geocoding match rate for the ALI database. As of March 1st, it has surpassed 95%. AT&T continues to train PSAPs in using their 9-1-1 Information Manager (911 IM) website. To date, AT&T has trained 52 PSAPs to use 911 IM. The GIS staff continues to support the Everbridge system. The statewide orthophotography flight will most likely take place this month. It will be a 12 inch resolution, statewide. The Connecticut Geospatial Council's Addressing Subcommittee's next meeting is May 10, 2011. Bill Youell acknowledged Dan's hard work and efforts arranging this fly-over.

Emergency Notification System

Mike Guerrero reported. To date, the CTAlert system has been used 163 times, (48 times so far this year, 111 times in 2010 and 4 times in 2009). The system has been used primarily for weather related issues, missing persons and criminal activity. Some PSAPs are slow in complying with the requirement to submit the After Action report. Judicial is interested in using the system for employee notification. There are 43,460 opt-in registrations. In regards to public education, OSET will renew the contract with the Connecticut Broadcasters Association for the public service

announcements and the Governor may be interested in being one of the spokespeople. OSET worked with DOIT to request that all state agencies include the link to CT Alert on their websites. If necessary, OSET will ask that the Governor make that request also. Some agencies have added the link, such as, the Department of Emergency Management and Homeland Security and the Department of Public Health. If approved, a one page insert explaining the opt-in process, would be enclosed with each state employee's payroll envelope the first pay period in June. This would result in reaching 60,000 – 75,000 employees.

PSAP Issues

Mike Guerrero stated that there is a service being offered in the state called EM Finders. This service offers individuals, with a disability, a bracelet. If needed, this bracelet can be activated to notify a call center and calls 911 which sends a pre-recorded message to PSAPs. That process is prohibited in the state. The statute however, allows OSET to approve such devices if they are for the physically disabled. OSET will be meeting with EM Finders next Friday. OSET has sent an alert to all PSAPs regarding this service.

PSAP Total Call Count Report

Mike Guerrero, from OSET, reported that all 107 PSAPs submitted a report for the fourth 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 87.3% and Bridgeport ECC at 88.7%. The statewide average for all PSAPs in the fourth quarter of 2010 was 95.8%.

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 and Palladium Software. AT&T has indicated that they have acquired an adequate number of replacement parts to address any issues with the Vision Phone. The report shows that the number of unreported manual queries for January 2011 was 75%. OSET continues to send letters to PSAPs requesting their compliance for reporting manual queries.

CLECs

Mike Guerrero reported on the CLEC Service Order Performance Report. All CLECs have reported. Broadwing and Paetec Communications had issues with completing their updates in less than 5 days.

Wireless Issues

Mike Guerrero reported. AT&T will be acquiring T-Mobile.

E9-1-1 Call Counts

Mike Guerrero reported that in January and February 2011 there were approximately 370,055 calls.

DPH

EMS Data Collection

No report. John Gustafson stated that Gary Wiemokly has resigned from the Department of Public Health.

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

John Gustafson reported. If any PSAP is interested in obtaining the web based software HURREVAC, please email him at john.g.gustafson@ct.gov. DEMHS and DPS deployed portable radios to the transit security for rail incidents though the New Haven and Greenwich corridor. DEMHS has acquired approximately \$1.2 million of unused transit security grant money,

to fund the extension of the voice radio system to all Metro North lines in Connecticut (including Waterbury, Danbury and New Canaan lines.) This project must be completed by June 30, 2011. The installation of the P25 switch is complete and working. The DEMHS Region 1 UASI has committed all their UASI grant funds to build a 700MHz trunk radio system. It is anticipated that this system will be completed by the end of the summer.

New Business

Jeff Vannais stated that there is a bill pending before Congress, in anticipation of many systems migrating to the 700 or 800MHz band because of resolution of the D Block issue and the spectrum within the 700MHz band would be available for public safety use. Also, April is National 911 Education Month. Jeff Vannais stated that at the “911 Goes to Washington” conference, individuals are honored for their heroic 911 calls. He requested that PSAPs submit any such 911 calls, received during the year, to him as a potential nominee of this award. Michael Varney stated that the King Bill calls for the re-harvesting of the UHF band, after the allocation of the D Block channels for broadband use which is a House Bill. The Senate Bill, known as the Rockefeller Bill, does not ask for the re-harvesting of the UHF band. It is anticipated that the D Block issue for public safety will occur this year.

Public Comment

Frank Kiernan from Meriden, president-elect for the Atlantic Chapter of APCO, spoke regarding the King Bill. He stated that he spoke to Congressman King and expressed his concern regarding the re-harvesting of the UHF frequencies. Congressman King was receptive of these concerns. Sue Webster, Northwest Public Safety (NWPS), announced that NWPS has entered negotiations with 5 municipalities in western Connecticut to open a regional communications center in Danbury. Northwest Public Safety will be keeping their current Prospect facility open.

Adjournment

Ernest Herrick, Chairman

Date