

**Unapproved Minutes
Enhanced 911 Commission Meeting
January 6, 2012**

**Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut**

Commission Members

Ernest Herrick
Len Guercia
Jeff Vannais
Lee Vincent
Paul Zito
George Pohorilak
Richard Mulhall
Teresa Lockwood
John Elsesser
Alfred Dudek
Donald Richardson
Jeff Morrisette

Representing

Volunteer Fire Service
Department of Public Health
Public Safety Answering Point Representative
Connecticut Conference of Municipalities
Connecticut State Police
Public Representative
Municipal Police Chiefs
Public Safety Telecommunicators
Council of Small Towns
Municipal Fire Chiefs
Wireless Services
State Fire Administrator

Office of Statewide Emergency Telecommunications (OSET) DESPP

William Youell	Peter Lucco
Dan Czaja	John Masciadrelli
Chuck Fuller	Carey Thompson
Matt Gianquinto	Steve Verbil
Mike Guerrero	Bonnie Guarnieri

Others in Attendance

Mark Traeger	Cassidian Communications
John Gustafson	DESPP/DEMHS
Josh Hughes	CT Police Chiefs
Kitty Ing	Verizon Business
Frank Kiernan	APCO
Jeff Otto	QVEC
Ed Pass	AT&T
Joe Silverio	Southington PD
Michael Varney	DESPP
Kevin Webb	Litchfield County Dispatch
Randy Young	Intrado
Lisa Madden	Intrado
Rob Ross	State Fire Marshal
Gary Stango	New Haven
Marc Scrivener	Willimantic
Joe Marsilisi	Willimantic

Call to Order:

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

Commission Membership Update:

Chairman Ernest Herrick introduced George Pohorilak and Teresa Lockwood as new commission members.

Jeff Vannais motioned that the members be approved. Alfred Dudek seconded the motion

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

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

Correspondence:

There was no correspondence.

Public Comment:

No public comment

Unfinished Business:

No unfinished business

Legislation

Bill Youell stated that there are two pieces of legislation proposed from DESPP for this session. The first is regarding the coordinating advisory board which was established with the merger of DEMHS and the former DPS. The legislation recommends that the coordinating advisory board become the governing board for the Public Safety Data Network. They will allow the board to make decisions as to an appropriate use of the PSDN for future applications beyond the core services such as 911. As other agencies and outside entities become interested in accessing and becoming users of the network the proposal is that the coordinating advisory board will become that governing board. It is a representative of many different facets of public safety and would give wide representation and the best distribution of the Public safety community. That legislation has been submitted this session. Second is the surcharge cap. Currently the cap is fifty cents, which is very low relative to most of the country. OSET submitted an increase in 2011 which was not passed by legislation. A second attempt is planned. The DPUC did an analysis last year which resulted with a need for a seventy five cents to a one dollar surcharge, which is an increase from the current fifty cents. OSET submitted legislation requesting the cap to be seventy five cents. Programs being paid for by the surcharge cap include the Public Safety Data Network with its ongoing yearly maintenance costs. A \$94 million federal grant was awarded, but this is for capital costs. Additional funding is needed for the CT Alert System and P25 Switch. There are a host of other programs which must be maintained and the current rate cannot sustain these costs. The 911 RFP costs will come out of the 911 surcharge as well. It is critical to have the cap raised from the current .50. OSET has been working with Steve Spellman, legislative liaison, to get the issue to the forefront. OSET is reaching out to the Coordinating Advisory Board for support, also requesting 911 commissioners to get to your respective disciplines for support of an increase. OSET will develop a template/letter justifying the costs in detail. A public hearing is anticipated with the Public Safety Committee looking for a real show of strength. A successful turnout is necessary to support the surcharge increase.

Lengthy discussion related to the Public Safety Data Network (PSDN):

Lee Vincent asked for the bill number/legislative number for the coordinating advisory board. It was to be presented at another time.

John Elsesser stated the Connecticut Conference of Municipalities endorsed as part of their legislative package that the surcharge be increased to .75 cents and the towns are supportive.

Richard Mulhall questioned the reason the 911 board was not considered for the governance of the fiber optic line/PSDN. Bill Youell stated it had been proposed that 911 Commission remain as governance board but that was rejected.

Jeff Vannais reported that federal grant money distributed for 911 purposes is at risk if there is any question that there is a misuse of 911 funds. Legislators have agreed that 911 funding must be used solely for 911 purposes. Therefore, if the governance of the PSDN allows for the money to be utilized for any purpose other than 911, it would be viewed as counterproductive and not in keeping with the original intent of the grant funds. It would be seen as a back door “raiding” of the 911 funds.

John Elsesser raised three major concerns: 1. Maintenance of the system is the responsibility of the agency and the impact of costs and relationships should be decided by the cost impacts and relationships should be delegated here. OSET pays the bills, therefore, the 911 Commission should oversee the governance. 2. The 911 Commission has a broader spectrum of representation which includes municipalities and telecommunications. It brings more players to the table to make decisions. 3. Reorganizations within the agency have taken place and any issues that may have played a part in the decision for a separate advisory board may no longer be a factor. The DoIT reorganization may be a positive factor for the 911 Commission.

Chief Mulhall – A possible subcommittee of the 911 Commission should be established and have control. Based on its original charge and the grants obtained the Commission should remain in control. Regarding governance, rules should be made by staff of this organization. The commission will be able to make the decisions appropriately due to the fact it set up the original grant and original rules which are currently being followed.

Jeff Vannais expressed concern about secondary 911 connectivity to the PSDN. Recovery of 911 being rolled over to a secondary 911. Promises have been made to other entities that this will take place. If the new advisory board is established, it is a possibility that the focus will not be on primary and secondary 911 systems. The priority to “ride” on the system should be for primary and secondary Public Safety agencies.

William Youell stated that OSET supports this 911 Commission as the governing body.

Ernest Herrick – Adjourned the meeting for a short time. Commissioner Reuben Bradford was introduced.

Commissioner Bradford welcomed everyone and stated that due to the agency consolidations and transfers Director William Youell will report directly to him and no changes to this reporting structure are expected.

Steve Spellman spoke regarding the governance of the PSDN. He noted that previous legislative proposals put forward by this agency on governance of the public safety data network supported the 911 Commission as the governing body. More recently, the proposal to the Governor's office and OPM that the advisory board of the new merged agency be the governing board. The Commissioner was made aware that there were two different proposals. After a recent conversation with Brian Durand of OPM, it was established that refining of the statute was necessary and no decision had been made. Therefore, the agency is not locked in at this particular time. Brian Durand of OPM will be notified of the strong opinions expressed by the 911 commission that they are the appropriate board. Commissioner Bradford is aware there is a critical need for governance and would like to have this matter settled soon.

Steve Spellman also stated the newly merged agency is developing a relationship with the advisory board which was part of the politics of bringing together disparate interests. There are some stake holders that might work together well in terms of moving forward. The proposal asked that additional membership be put on the advisory board for stake holders that are not currently represented. One includes the 911 Commission. Also included would be the Judicial Department and the State's Attorney's Office. A huge issue from the Governor's standpoint and OPM is the governing board and their response to the Cheshire murders. They are taking initiatives to ensure that excellent communication technology is available to handle criminal justice cases. The probation offices and judicial offices have information available to them at all times. Large sums of money have been invested in software for this purpose. The question is: on what system is that software going to ride? The likely candidate is the Public Safety Data Network although those sites were not included in the \$94 million BTOP grant. The Governor's office is currently generating cost estimates in sites that have been identified to connect the PSDN to the Judicial and the State's Attorney sites.

Richard Mulhall questioned if there were legal reasons identified that resulted in a decision to submit this recommendation of the board. He stated CJIS part of the CISS project and that all the police arrest systems will be automatically hooked up through the CISS system so the connectivity will be done to the all PSAP centers and the PSAP centers that are not police departments. The second phase of the \$94 million grant is to connect fire departments and public safety entities which are still covered under the grant solicited and accepted by this commission. The decisions made down the road should be made through this agency.

Steve Spellman stated that there is no statute at this time. Due to the magnitude of the system it should be in statute. Clarity in terms of authority should be statutory.

Ernest Herrick raised a concern about a conflict between the 911 Commission and the advisory board. People of the State of Connecticut will be the ones that will suffer the consequences. He made a suggestion that a Commission sub-committee meet with the advisory board to discuss the legislative matter. He also stated that the 911 Commission should be in control of all 911 projects. He made a motion to have a letter written by staff stating that the Commission should remain in control of the 911 system. There is no need for a statute to direct control to another advisory board or to form another board. The letter is to be signed by Ernest Herrick.

Steve Spellman will present to Commissioner Bradford the concerns of the E9-1-1 Commission and their desire to be the governance board for the PSDN.

Lee Vincent made a suggestion that if an advisory board is absolutely necessary then it should report to and through the E9-1-1 Commission.

Ernest Herrick recommended an in-depth look at any new issues that the advisory board is working on and decide if issues unrelated to 911 should be kept separate.

Ernest Herrick made a motion to send a letter stating that the 911 Commission wants to remain in control of the PSDN system and be the governance committee overseeing the use of the system. The letter should offer to have the Commission meet with whoever it needs to meet with to voice their concerns. The letter should be sent to Commissioner Reuben Bradford. Motion was agreed upon.

Mike Varney stated that the \$94 million rolled into the \$127 million broadband grant was in fact issued to DoIT to run on their behalf with the cooperation of the Dept. of Public Safety.

Grants and Capital Expense

Carey Thompson stated there was one new request for capital grants from QV for upgrades to the new facility for equipment and materials renovations. It is currently under review and is estimated at \$55,000. Budget preparation for fiscal year 12/13 has just started. Numerous requests for anticipated funding have been made, however they cannot be distributed until all numbers including year-end call counts and the consumer price index are received, and all components of the funding formula are available. They will not be ready for approximately three weeks.

PSAP Training Fund FY 10/11: 71% of PSAPs utilized funds for career developments. Reminder notices will be sent out. A request was made to submit reimbursement requests in a more timely fashion.

Telecom Training

Peter Lucco reported that in 2011 there were 112 telecommunicators certified, 116 were trained by AT&T. There were 336 recertified. One new instructor was certified and seven instructors were recertified. There are seven classes scheduled for 2012, and all will be held at the police academy in Meriden.

Training Curriculum Update

Carey Thompson reported that Learning Dynamics in Wallingford was contracted to review and rewrite the curriculum. Phase I and Phase II were completed and included writing and editing 23 modules. They are currently working on Phase III which is to develop an exam, it will then be tested and validated in the exam database. The rollout of the pilot for the curriculum and for the “train the trainer” is due out in May. Completion of the rewrite is expected to be done and presented to the first class in June. The contract also included online learning, a one day class which will reduce classroom time and instructor costs. Topics may include: liability, communication skills and radio techniques.

Public Safety Data Network/BTOP Update

Stephen Verbil reported there has been little change since the October Commission meeting. The PSDN is installed at all the PSAPs and the equipment is all in place. Testing is still underway; however, it is approximately 98% complete. We are on course to start turning COLLECT up on the network this quarter. P25 will be turned up this year by Motorola which manages that side. Any questions regarding the PSDN and the CCGWs can be addressed to Paul Zito or Steve Verbil. The 400 additional BTOP sites are mapped out to receive equipment and completion should be by the end of September of 2013.

NG 9-1-1 RFP

Mike Guerrero stated that the closing date for NG9-1-1 RFP submittals was November 30, 2011. Eleven proposals were received from ten potential vendors. The RFP evaluation committee made up of seven people from OSET staff and the PSAP community are currently conducting the individual scoring of the proposals. A meeting is planned for January 10, 2012, to conduct consensus scoring of the technical proposals as well as a review of the cost proposals. Vendor selection is possible by the end of the month. Provisions have been made to allow Kimball to review the proposal and advise the committee members on technical issues.

PSAP Consolidation Study

Bill Youell reported that the study will be ready for dissemination to everyone. Kimball is near completion. There was 100% participation from the PSAPs, which resulted in additional time needed for Kimball to analyze the data. A draft was received which is being compared to the original statement of work. A scheduled presentation by LR Kimball of their findings and recommendations will be held on January 18, 2012, at the auditorium at the training academy in Meriden. A letter is being sent out with complete information. Everyone is encouraged to attend.

GIS

Dan Czaja stated that the Geographic Information System (GIS) map data continues to be updated with over 96.06% of all ALI records being matched. Reviews continue with the towns. OSET manned the GEO lab during Tropical Storm Irene at the State Emergency Operations Center. Updates continue for CT State Police. AT&T has trained over 70 PSAP's on the MSAG update process and updated 165 streets in the system. GIS continues to support this update. The 2012 photo flight is still on track for next April returning 12" pixels, towns can upgrade if they choose to. The statewide GIS committee continues to meet and has borrowed New Hampshire's guidelines as a template. The next meeting will take place on January 25th at DAS/BEST.

Emergency Notification System

Mike Guerrero stated that the CT Alert system has been in operation for two and a half years. Since inception there have been 680 alerts broadcast to the public with approximately 4.5 million notifications. Over 200 alerts were sent out during Tropical Storm Irene with 1.2 million notifications. Storm Alfred was slightly higher, with 1.9 million. All alerts have been reviewed by the after action review committee and PSAPS were advised of the appropriateness of their alerts. Over 100,000 citizens have registered their wireless and email addresses at the CT Alert website.

Len Guercia reported that Dept. of Public Health has also instituted Everbridge for all communications with local health facilities, and it was very successful during the storm. Hospital preparedness funds were used to make Everbridge available to all 31 hospitals. They are implementing the system and will use it to contact their people.

Public Awareness

Carey Thompson commented that most of the state agencies have the CT Alert link posted on their websites. Also, Lt. Vance suggested a press release announcing the 100,000 opt-ins which will be great free publicity and will be pursued in the near future.

E9-1-1 Reports

Mike Guerrero reported that there was a total of 2,454,136 9-1-1 calls made in 2011, an increase of 7.8% over 2010. 1,843,243 (72.4%) were wireless, 503,863 (8.8%) were wire-line and 107,030 (4.2%) were VoIP.

106 PSAPs submitted an E9-1-1 Total Call Report for the third quarter of 2011. Two PSAPs did not achieve the state standard that requires 90% of all calls be answered within 10 seconds of receipt. Bridgeport answered 74.4 % and Waterbury answered 87.8% of 9-1-1 calls received within 10 seconds. The statewide average for all PSAPs during the third quarter of 2011 was 94.7%. The Manual Query Report shows that the PSAPs have a poor reporting performance. For the three months period of September - November only, 68.31 % of manual queries performed were not reported to OSET. In the month of September alone, 72.7% were not reported. OSET has sent letters to these PSAPs explaining their obligation to report to OSET any manual queries performed.

E9-1-1 Performance Reports

Mike Guerrero reported on AT&T and CLEC reports. There was higher than normal incidence of reports not being received by OSET due to the holidays.

George Pohorilak raised a question if anything can be done to have Waterbury and Bridgeport comply with state standards.

William Youell responded that he met with the CIO of Bridgeport. Currently Bridgeport has several vacancies. Six telecommunicators are at some point in the hiring process. Bridgeport is currently understaffed by about one dozen. Lack of qualified candidates contributes to this factor. A civil service class is scheduled. They are making every attempt to get the gap filled.

Steve Verbil stated Waterbury has had staffing issues as well. Waterbury Fire Department provided the funding to hire an additional telecommunicator. This improved their performance for some time but their performance is slipping again and they are currently not in compliance with the state standards. Bridgeport is still not providing EMD and therefore is not receiving full funding from OSET. This is a \$300,000 per year loss for Bridgeport. Continued efforts by OSET are being made to improve compliance.

Steve Verbil – Storm Outages on October 12, 2011: Prior to the storm, Orange had a fire in the splice boot on the pole that served the PSAP. It took the PSAP down completely. Single paths into the PSAPs are vulnerable where you have one path (and it catches fire). On October 19, 2011, in Stonington there was a power failure that, even though it did not affect 911 equipment, the remainder of the building did not have power, therefore the PSAP was uninhabitable and Stonington PSAP had to temporarily relocate, causing a reroute.

Steve reiterated that the number of generator outages such as seen during Tropical Storm Irene reinforce the criticality that PSAPs consider obtaining generators which can operate for long periods of time and that testing of the generators under full load needs to be done weekly for one hour.

During the October 29, 2011, snowstorm, there were significant AT&T Subscriber Line Carrier (SLC) failures serving several PSAPs. OSET has met with AT&T on this issue, they have resolved the issue by assigning generators to the SLCs.

Jeff Vannais made mention that the PSAP members go online to the GETS/WPS system and sign up.

John Masciadrelli stated that two GETS cards were provided per PSAP. Letters were sent out in 2006 informing PSAPs of these programs and advising them how they could obtain the cards from OSET. Any questions can be directed to him or to the OSET email.

Department of Public Health EMS Data Collection

Len Guercia submitted to the group the data report for 2009, 2010 and 2011.

Division of Emergency Management Homeland Security

Gary Stango reported that DEMHS Coordinating Council is no longer in statute. However, Commissioner Bradford is working on bringing portions of the Council back. Appointed by the commissioner, Mr. Stango will act as liaison to report to the council and commission. He reported on the tropical storm of last quarter, and the October nor'easter. At the last meeting a coordinating council reviewed the after action reports and updated emergency support functions. Bill Hackett continues to lead the Division of Emergency Management and Homeland Security.

John Gustafson reported that currently the agency is working on the "two-storm commission." The final report is due next week and will make a recommendation for major changes related to how public utilities do business in the State. This is a governor appointed commission and many are anxiously awaiting the results.

Troop Dispatch Consolidation Project

Matt Gianquinto reported that the Dispatch Consolidation Team continues to meet and discuss ways to consolidate the state polices 911 answering and dispatch functions. Early work has begun at Troop L discussion include building a PSAP large enough to house the functions of Troops A, B and L in one location. Approval of purchase orders is pending. They are working with vendors to get a timeline that the PSAP will be operational. April 1, 2012 is the start date, testing is necessary in order to ensure a smooth transition. The group will continue to move forward, the next phase will include the eastern district followed by the central district.

Ernest Herrick requested an update report be sent to the 911 Commission regarding the status of the project. He also recommended to refer any calls with questions regarding the status of the project be forwarded to the state police.

Matt announced that he will be leaving DESPP and that the project will be under the direction of Michael Varney.

New Business

George Pohorilak made mention of a program that provides phones for those who meet the financial qualifications who may not otherwise be able to afford a phone. This was brought to the Commission in January 2009. He presented flyers of vendors, however no endorsement was made. The FCC has approved this project.

Bill Youell stated OSET will review, however, no specific time frame was given.

Public Comment

Frank Kiernan, President APCO Atlantic Chapter, spoke regarding the standard of handling of E9-1-1 calls particularly with the hearing impaired. APCO is working closely with NENA and other national organizations to bring about the standard regarding the video relay service which has been brought to the forefront. With this standard coming up as part of the EMD process and discussed in the hearing impaired community specifically how to handle third party calls which may be a video relay service or On-Star. There are set standards regarding the handling of these calls. Informational materials can be provided upon request.

Jeff Vannais encouraged the Commission to offer support for the OSET staff to attend conferences and any related travel.

Adjournment

Ernest Herrick motioned to adjourn the meeting. The motion was seconded by Jeff Vannais. The meeting adjourned at 11:34a.m.

Ernest Herrick, Chairman

Date