

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

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

Commission Members

Lee Vincent
Len Guercia
George Pohorilak
Richard Mulhall
Teresa Lockwood
Donald Richardson
Jeffrey Morrissette
Paul Zito
Jeff Vannais

Representing

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

Office of Statewide Emergency Telecommunications (OSET) DESPP

William Youell	Steve Verbil
Reuben Bradford	Carey Thompson
Mike Guerrero	Dan Czaja
John Masciadrelli	Bonnie Guarnieri
Steven Spellman	

Others in Attendance

Kitty Ing	Verizon Business
Michael Varney	DESPP
Gary Stango	South Central Regional ECC
Deb Montanaro	Cox Communications
Susan Webster	Northwest Public Safety
Sean Thakker	Criminal Justice Information System Board
Raymond Evans	Willimantic Switchboard
Maureen Will	Newtown Emergency Communications

Call to Order:

Lee Vincent, Connecticut Conference of Municipalities, called the meeting to order at 9:00 a.m.

Lee Vincent introduced Commissioner Bradford who then gave special thanks to Ernie Herrick for the continued support of the consolidation and civilianization of the dispatch function within Connecticut State Police Troops. The Commissioner noted that the consolidation began in the western district which resulted in great success. The eastern district which includes Troops K, D, E and C, will be the next phase. The final phase which will not be complete for a few years is the central district which includes Troops F, H and I.

He also made mention of the consolidation sub-committee which will be meeting on Monday, July 9th.

Approval of E911 Commission Meeting minutes April 13, 2012.

Jeff Vannais motioned that the minutes be approved George Pohorilak seconded the motion. The minutes were approved.

Correspondence:

No correspondence.

Public Comment:

No public comment

Unfinished Business:

No unfinished business

Legislation

Bill Youell announced that Governor Malloy signed the bill on the E9-1-1 Surcharge on June 15th which increases the cap from its current fifty cents to seventy-five cents. The next step would be for PURA to set the actual rate. The docket has been reopened and an official decision will be made on July 18th. The effective date of the surcharge increase will be announced after the 18th.

Bill Youell gave special thanks to the key figures who worked diligently to get the cap raised.

Senate Bill 354: Prepaid card point of sale legislation has passed. This bill requires retailers to collect the E9-1-1 surcharge at the retail point of sale on prepaid calling cards. No increase in revenue is expected. An Amendment was made to the bill pegging the prepaid surcharge rate to the surcharge rate that is assigned by PURA.

The bill also eliminates wireless phones from the wireline inclusion schedule. Wireless subscribers will no longer be able to receive a quantity discount. This will result in additional revenue for OSET.

A bill that would create a governance body that would set the policy rules for the Public Safety Data Network was passed. The bill establishes that the E9-1-1 Commission in consultation with the Coordinating Advisory Board would be the governing board for the Public Safety Data Network.

Grants and Budget

Carey Thompson reported that there were seven capital expense grants approved and submitted for payment. Tolland was given a total of \$26,026 for the Daniels Base Station upgrade, purchase and installation of security system upgrade and radio equipment. Litchfield County was given \$13,542 for the purchase and configuration of Med9 radio equipment, the purchase of console furniture and console extenders. Groton was given \$14,970 for the purchase and installation of voice recorder system.

A question was raised about the cut in the budget for Public Education. Bill Youell stated that because the cap has been raised, this will generate additional money for OSET. Prior budget cuts will be modified.

NG 9-1-1 RFP

Mike Guerrero reported that the evaluation of the vendor proposals has been completed and ranked. Department of Administrative Services will be notifying the vendors by the end of the month. OSET is prohibited from discussing the process any further.

Public Safety Data Network/BTOP Update

Steve Verbil gave an update on the Public Safety Data Network. He stated that all the sites included in Phase I now have COLLECT running. Approximately 2/3 of the requirement of procurement of the pieces has been met and we are currently ahead of schedule. BTOP is right on target to meet the September 2013 deadline.

George Pohorilak suggested a press release praising OSET when COLLECT is complete.

Bill Youell said that it would be feasible to do so once the deployment is complete and governance procedures have been established.

Paul Zito requested to have written disaster recovery procedures regarding the PSDN/BTOP.

Bill Youell reported that procedures are currently being developed and OSET will review them to ensure accuracy.

PSDN Governance Committee

Bill Youell announced that two separate E9-1-1 Commission sub-committees have been established. The first, regarding PSDN Governance, was mandated by legislation. The E9-1-1 Commission members Jeff Vannais, John Elsesser and Chief Mulhall, will work in consultation with the Coordinating Advisory Board. Members of that sub-committee are Col. Danny Stebbins, Connecticut State Police, Ted Schroll, Connecticut State Firefighters Association, and Dr. Jewell Mullen, Commissioner of Public Health. The two committees will be meeting together in a few weeks.

PSAP Consolidation Committee

Bill Youell stated that the second committee is the PSAP Consolidation Committee and identified the members as: Chief Mulhall, Lee Vincent, George Pohorilak and Theresa Lockwood. The Coordinating Advisory Board members are: Chief Denis McCarthy, Norwalk Fire Department, Chief Daly, Southington Police and Bob Labanara of the Connecticut Conference of Municipalities.

Chief Mulhall reported on the goal of the Sub-Committee. Prior studies and efforts regarding consolidations in the past 23 years have failed. The Sub-Committee has agreed upon approaching this in a different manner and moving forward with a new strategy. Approximately forty PSAPs are handling less than one call an hour and in some less than 10 calls a day which should be targeted. The group is working together to identify contiguous PSAPs within the (5) Homeland Security regions as targets for consolidation. The Sub-Committee is looking into disincentives as a tactic as well. A deadline of October 5, 2012, has been set to develop a plan.

GIS

Dan Czaja stated that the Geographic Information System (GIS) map data continues to be updated. Since December 2010, 16,362 street segments have been updated. The geocoding match rate is up to 96.87% of ALI records. Improvement continues with the geocoding match rate by town. To date, OSET has been able to locate over 84% of Everbridge's unmatched opt-in registrations. The orthoimagery flyover was completed in April, resulting in over 6300 digital images collected. Connecticut has begun a pilot project to being using the Federal Virtual USA web infrastructure, which will help with the sharing of geographic data within Connecticut. These efforts will be refined during the EPPI exercise for July 28th – July 31st. AT&T continues to assist with the state's emergency notification system, Everbridge.

CT Alert Emergency Notification System

Mike Guerrero stated that there were a total of 46 public alerts broadcast since the last Commission Meeting. The majority of these were regarding the opening of cooling centers, search for missing persons, bear sightings and police activity. There have been a total of 65 CT Alert broadcast to the public in 2012 thus far.

Jeff Vannais backed George Pohorilak's statement that we need to let people know how well it works and verify that people are using it properly.

E9-1-1 Reports

Mike Guerrero reported that Manual Query reporting continues to be poor. Over 68% of the manual queries performed during the last quarter were unreported. Guerrero stated that the Next Generation 9-1-1 system can be configured to require a notification to the state before the manual query can be performed. E9-1-1 Total Call Counts for the 1st Qtr - 1 PSAP did not meet the state standard. Currently thru June, PSAPs have received/answered almost 1.2 million calls. All the CLECs reported this quarter with no major issues.

Paul Zito questioned how the Bridgeport ECC was. Mike Guerrero stated that Bridgeport had 77.4% 911 calls answered within 10 seconds.

There was a lengthy discussion regarding the Bridgeport ECC. Bill Youell acknowledged that it is a serious issue and he explained some improvements that have been made which included hiring several new Telecommunicators. He is scheduled to meet with the Director to discuss technical enhancements and the hiring plan to remedy the current situation.

PSAP Issues

Steve Verbil reported that lightning struck the East Lyme PSAP which took out the processor. The processor has been replaced. The City of Stamford PSAP on June 20 6:25 p.m. suffered a transformer failure. Captain Tomlin was questioned as to why the Sterling Farms (which is not an Enhanced 9-1-1 PSAP) was used as a back-up. A new transformer has been installed. OSET will follow-up with Captain Tomlin in August.

Department of Public Health

EMS Data Collection

Len Guercia presented information on a question that George Pohorilak raised at the last Commission meeting. The variation between total number of calls represented in trauma and motor vehicle collisions. There are cases of motor vehicle calls that are also classified as trauma. Currently a data dictionary is under construction and will be distributed when completed. Tens of thousands of records are being looked at and refined.

Division of Emergency Management Homeland Security

Gary Stango reported that Governor Malloy appointed Colonel William Shea as Deputy Commissioner of Emergency Management and Homeland Security. Colonel Shea has 32 years of experience in the United States Army and Army National Guard with considerable command, managerial and operational support experience across the board. He is also a veteran of Operation Iraqi freedom.

Commissioner Bradford stated that Colonel Shea is a welcome addition and he is already working energetically with the staff at DEMHS. He noted that he was active army for 32 years and also a helicopter pilot.

Gary Stango also reported on governor Malloy's Emergency Preparedness and Planning Initiative with is being held on July 28-31, 2012. All the information is on the DEMHS website.

PSAP Consolidation Update

Mike Varney reported that the consolidation of the Western District which includes Troop B, L, and A has started. Troops A and B have been combined into Troop L as of the first week of May. The Answering time for the 911 calls after consolidation has decreased. Other enhancements have been performed due to feedback from the Troops. The next consolidation will focus on the Eastern District which is Troop C, D, K and E.

Commissioner Bradford reported that 55 troopers have gone back on the road due to the consolidation.

New Business

George Pohorilak questioned the status of the Video Relay Services for the Deaf and Hearing Impaired. Stated that the TTY devices are no longer being used.

Steve Verbil explained the process and requirements that would be necessary to have this system part of OSET.

Bill Youell stated that OSET will do the research on this and report the status of what has been accomplished at the next Commission meeting.

Public Comment

Maureen Will, Newtown Emergency Communications Center, stated that two Connecticut PSAPs (Newtown Emergency Communications Center and Northwest Public Safety) are being recognized at the APCO Conference. These two PSAPs will become partners with the National Center for Missing and Exploited Children. Maureen put out a challenge to the PSAP directors to also become partners and pointed out that training is free.

Sean Thakker, Criminal Justice Information System Board, reported that on July 19, 2012, there will be a Board meeting demonstrating the concepts for the statewide CISS System at the Department of Criminal Justice in Rocky Hill. Also on July 10, 2012, there will be an RMS technological briefing and every RMS vendor within the state of Connecticut will be there with CISS technology. This will be a valuable informational session for them.

Adjournment

Paul Zito motioned to adjourn the meeting. The motion was seconded by Don Richardson. The meeting adjourned at 10:15 a.m.

Ernest Herrick, Chairman

Date