

**Unapproved Minutes**  
**Enhanced 911 Commission Meeting**  
**October 4, 2013**  
**Department of Emergency Services and Public Protection**  
**1111 Country Club Road**  
**Middletown, Connecticut**

**Commission Members**

Ernest Herrick, Chairman  
Lee Vincent  
George Pohorilak  
Donald Richardson  
Jeff Vannais  
Raphael Barishansky  
Teresa Lockwood

**Representing**

Volunteer Fire Service  
Connecticut Conference of Municipalities  
Public Representative  
Wireless Services  
Public Safety Answering Point Representative  
Dept. of Public Health  
DESPP – CSP Troop H

**Division of Statewide Emergency Telecommunications (DSET) DESPP**

William Youell	Steve Verbil
Carey Thompson	Mike Guerrero
Jerry Zarwanski	Charles Fuller
John Masciadrelli	Bryan Pavlik
Bonnie Guarnieri	

**Others in Attendance**

Gerald Werner	PSDN/BTOP DAS/BEST
Rich Grocki	Colchester ECC
Tyler Millix	Tolland County Mutual Aid
Kevin Webb	Litchfield County Dispatch
Clayton Northgraves	New Haven ERC
Randy Young	Intrado
Joseph Silverio	Southington Police Dept.
Frank Kiernan	Meriden
Josh Hughes	CPCA
Charles Kelleher	QVEC
Jeff Otto	QVEC
Ed Pass	AT&T
Douglas Knowlton	KY
Steven Savage	NWCTPS
Kitty Ing	Verizon
Dan Soule	Litchfield County Dispatch
Michael Varney	DESPP
John Gustafson	DEMHS
Joe Marsalisi	WFBSC
Deb Montanarc	Cox
Chuck Kelleher	QVEC
Scott Haddad	TN
Joseph Silverino	Southington PD
Dick Voytko	Kova Corp.

**Call to Order:**

Ernest Herrick, Chair, called the meeting to order at 9:00 a.m.

**Approval of E911 Commission Meeting minutes July 12, 2013.**

*Jeffrey Vannais motioned that the minutes be approved, seconded by George Pohorilak. The minutes were approved.*

**Public Safety Data network/BTOP Update**

Jerry Werner reported that the BTOP project was completed under budget as of August 30, 2013, and met the grant requirements. There are documentation, reconciliation and close-out activities that are currently being performed and estimated to be completed by the end of November.

Mr. Werner stated that from an operations perspective, some post installation issues are being addressed. These concerns should be resolved by the end of the month.

Mr. Werner reported that Fibertech has completed all the required fiber installation for the project. The only remaining work to be done is to re-splice 3 sections of fiber from Phase 1 that were overlapping (Danbury, Winsted, East of Connecticut River) over to the new Phase 2 paths available. Completion is expected within the next 3-4 weeks.

Total fiber miles installed are: 1,053 miles of "off-net", 7827 miles of "on-net", which is a total of 8,880 miles. From a circuit perspective, 540 circuits have been built.

In closing Mr. Werner thanked everyone involved with three-year-long PSDN project. He stated that this included 517 sites, with a 117.3M budget comprised of \$93.8M federal grant funds and \$23.5M in State E911 funds.

**PSDN Governance Board**

John Masciadrelli reported that DSET has received 29 requests to utilize the Public Safety Data Network. DSET staff has reached out to all 29, and initial meetings were held with 93% of the requesting entities, to gain a better understanding of what the requester is looking for from the PSDN.

A "PSDN Technical Specifications Form" is used to gather technical information about the "applications" proposed to be transported on the PSDN. Requests are not forwarded to the next step (BEST network engineers) until DSET has received the completed form.

To date, 24% of requests have been moved forward to the BEST Network Engineering Team. There are currently three applications utilizing the PSDN: COLLECT, Radio Conventional Channel Gateways (CCGWs), and Region Four's radio interoperability application.

Bill Youell announced that the Region Four MOU for the radio interoperability application is ready and is awaiting signature from DESPP.

**Grants**

Carey Thompson reported that currently there are no pending Transition Grant requests. There are four approved Capital Grants which include two for Tolland County Mutual Aid. One is to replace the East Windsor base station, with DSET's share of the cost \$4,800. The second is to replace consoles, work stations and servers, with DSET's share of the cost \$45,000. One request is from QVEC to hire a consultant to develop an RFP for building a 300' radio tower, with DSET's share of the cost \$1,200. LCD has submitted an

application to use fiscal years 12/13 and 13/14 to purchase six consoles and a logging recorder. DSET's share of that cost would be \$266,000.

George Pohorilak stated that not very many PSAPs are putting in for the capital expense grants.

Carey Thompson stated that most grant applications are from the regional centers. Because of the matching funds requirement, many funded municipalities are unable to apply for grants. We have approved capital expense grants recently for the cities of New Haven, Stratford, and Waterbury.

### **Training**

Teresa Lockwood reported that the training committee has conducted five classes. The curriculum has been very well received. Test scores are in the higher 80s and 90s. There has been good feedback from the students. The team is currently working on the 2014 class schedule.

Carey Thompson reported that the length of the class is a total of two and one half days, e-learning which is a pre-requisite, takes only a few hours to complete. The link for the e-learning module is now posted on the DSET website and is running smoothly.

Ms. Thompson reported that 53% of the FY 12/13 PSAP training funds have been spent. A total of 63% of the PSAPs used their funds, which is up 8% from last year. A breakdown of utilization shows 33% was used for training, and 41% for backfill and overtime. The remainder was used for memberships and materials.

### **NG 9-1-1 RFP**

Mike Guerrero reported that DSET continues working with the Attorney General's office regarding the language of the contract. The final version was submitted to the AG's office on October 3<sup>rd</sup>, and should be signed by next week.

George Pohorilak questioned if a notice will be sent out when it is signed.

Bill Youell stated that it would be posted on the DSET website.

### **PSAP Site Visits**

Jerry Zarwanski reported that DSET staff, Chuck Fuller, John Masciadrelli, Mike Guerrero and himself, will be visiting the PSAPs to conduct NG911 surveys. He presented the handout identifying the information that the teams are looking for. It reviews delivery and installation constraints, physical infrastructure and space, physical path and locations. DSET staff will spend time in the PSAP equipment rooms reviewing the location where the NG911 system and UPS will be located. Staff will be checking how many admin lines will be integrated into the NG911 system and will be checking to make sure the environment is cool enough for the new equipment. UPS wiring may be required by the PSAP depending on its size. Middletown, Valley Shore, and New Haven have already been visited.

### **PSAP Consolidation – Middlebury; CSP**

Bill Youell reported that Northwest Public Safety took over dispatch for Middlebury Police last week.

Mike Varney reported that the Eastern District of CSP is currently being consolidated. This past Monday, Troop D (Danielson) was consolidated into Troop C in Tolland. At the end of this month, Troop K in Colchester will be consolidated to Troop C in Tolland. In November Troop B out of Montville will be consolidated into Troop C in Tolland. At the end of 2013, four troop PSAP locations will have been consolidated into one. There have been no significant issues and none are expected. The plan for 2014 is to complete consolidation for the Central District. Troop H in Hartford, Troop I in Bethany, and Troop F in Westbrook will be consolidated to a centralized PSAP.

## **Notice of Proposed Regulatory Change**

Steve Verbil reported analysis continues, combining the input from the NPRC respondents and the findings of the Kimball report, regarding the level of subsidies to be provided. There were ten original submissions and two reply comments from PSAP Directors, Town CEOs as well as others. Based on these inputs, a model currently being analyzed utilizes call volume and population to drive the formula to better reflect 911 activity and the population served. Budget constraints set by PURA are also a factor.

Mr. Verbil announced that DSET will publish recommendations for revised regulation on the DSET website within the next 30 – 45 days.

George Pohorilak asked if anyone, other than himself, had submitted a proposed formula.

Steve Verbil acknowledged that Mr. Pohorilak had submitted a proposed formula. He stated that others had come up with suggestions, but not a new formula.

Bill Youell stated that DSET is examining the formula closely so that it will be fair to everyone concerned.

## **Geographic Information Systems**

Dan Czaja was not present at the meeting however, the GIS report was submitted.

## **Emergency Notification System**

Mike Guerrero reported that there twenty-five CT Alert broadcasts to the public since the last Commission meeting. The After-Action Review Committee met earlier this month and reviewed 59 alerts that were broadcast since April. All the alerts reviewed with the exception of four were determined to be appropriate. The alerts deemed inappropriate included broadcasts for a motorcycle rally, President Obama's visit, and a training drill being held in a town. The Opt-in registration total is currently at 152,632. The Connecticut State Police used the AWARE side of the system (employee notifications) over 5,000 times and Litchfield County Dispatch used the AWARE system 6,700 times since the last Commission meeting.

John Gustafson reported on the Coordinated Operating Group for FEMA. The MOA has been vetted by DESPP/DEMHS Legal Council and forwarded to Deputy Commissioner Shea for signature. We do not expect any action from FEMA until the end of the Federal Government shutdown.

Mr. Gustafson inquired if the Everbridge System would be able send notifications from the National Weather Service to the various data bases in the system without human intervention.

Francis Willett, Everbridge, stated that the CT Alert System is currently going through a major migration upgrade. A new interface includes additional modules for use of weather alerts, social media monitoring and also the IPAWS CMAS module. Everbridge is currently working with DAS and DEMHS on the governance.

## **E9-1-1 Reports**

Mike Guerrero reported that only one-quarter of the Manuel Queries are being reported. This should be corrected when the new system is in effect.

Year to date 911 Call totals through September are as follows: 310,264 Wireline, 91,166 VoIP, and 1,319,046 Wireless, totaling 1,720,976 calls

Two PSAPs did not achieve the State standard which requires 90% of all 9-1-1 calls to be answered within 10 seconds, Bridgeport at 78.7% and Waterbury at 89.9% . The statewide average for all PSAPs during the quarter was 95.3%. As of October 4, 2013, Bridgeport's performance had improved to 80.4%.

Bill Youell gave an update on Bridgeport. Eight vacancies have been approved in the budget and are waiting to be filled by the end of the year.

Mr. Guerrero stated there is nothing new to report on the CLEC report.

### **Text to 911 Status**

Steve Verbil reported on the three possible ways of implementation of Text to 911 identified by the FCC. One is using existing equipment which literally translates SMS messages into TDD/TTY messages. The second is to have a relay service; a type of message receiving place which would handle SMS messages and then transmit messages to a "Central Station". The third would be receiving SMS messages directly either to a dedicated screen inside a PSAP, or through a CAD system, or 9-1-1 System. DSET will accept Text to 911 messages at NG911 equipped work stations only. Mr. Verbil elaborated on this plan.

Bill Youell stated that Carey Thompson, DSET, is currently working with peers in the state of Vermont to develop a Public Education Campaign.

### **PSAP Issues**

Steve Verbil reported on the Chrysler Corporation vehicles which have a built-in 9-1-1 mechanism which with the push of a button, will connect the caller to a PSAP. APCO and NASNA are currently working to determine details and accuracy of the system.

### **Dept. of Public Health**

Raphael Barishansky reported that DPH is now submitting data and is in full compliance with National EMS Information System (NEMSIS). Connecticut was the 38th state to sign on to provide data from across the United States in order to benchmark with other states, counties, regions, and towns from across the United States.

Approximately 97% of Connecticut's EMS Agencies are currently providing accurate data to DPH. The model DPH utilizes is to provide the hardware to the EMS Agencies and allow the agencies to choose which software they utilize, as long as it is NEMSIS compliant.

### **Dept. of Emergency Management Homeland Security**

John Gustafson reported on the annual regional meetings and the projects that are currently being worked on. DEMHS is currently very involved with the Disaster recovery. There are several million dollars being awarded to the State from FEMA as the result of the October 2011 snow storm, Irene, Storm Sandy and the blizzard in February. Currently there are five open federal disasters. Hazard mitigation money from FEMA allows towns to install generators at critical infrastructures, and this has been very well received. DEMHS is also working diligently with School Security, the CTIC Unit, Counter Terrorism and Critical Infrastructure.

The DEMHS commission member vacancy was discussed, and Bill Youell will follow-up on this matter.

### **New Business**

Jeff Vannais announced the passing of Carla Anderson, Deputy Executive Director of the NG911 Institute, in July.

### **Public Comment**

Frank Kiernan, City of Meriden, announced that the APCO Atlantic Chapter has awarded Jeff Vannais with the "Life Membership" recognition.

Jeff Otto questioned if DSET plans to approach Legislature to increase the E9-1-1 Surcharge.

Bill Youell answered that, at this time, no decision has been made.

Jeff Otto questioned the NPRC and expressed concern for the new formula. He requested DSET consider a plan that addresses the greatest concern which is the large number of small PSAPs. Mr. Otto also commented on the cooperation and collaboration between the regulators and those regulated and requested this spirit be continued with the NPRC.

### **Adjournment**

*Jeff Vannais motioned to adjourn the meeting. The motion was seconded by Raphael Barishansky. The meeting adjourned at 10:30 a.m.*