

**Approved Minutes
Enhanced 911 Commission Meeting
July 12, 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
Jeffrey Morrisette
Jeff Vannais
John Elsesser
Raphael Barishansky

Representing

Volunteer Fire Service
Connecticut Conference of Municipalities
Public Representative
Wireless Services
State Fire Administrator
Public Safety Answering Point Representative
Connecticut Small Towns
Dept. of Public Health

Division of Statewide Emergency Telecommunications (DSET) DESPP

Reuben Bradford, Commissioner	Steven Spellman
William Youell	Dan Czaja
Charles Fuller	Bonnie Guarnieri
Mike Guerrera	John Masciadrelli
Jerry Zarwanski	

Others in Attendance

Susan Webster	NWCTPS
Rich Grocki	Colchester ECC
Gary Stango	South Central Regional 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

Call to Order:

Ernest Herrick, Chair, called the meeting to order at 9:05 a.m.

Approval of E911 Commission Meeting minutes April 5, 2013.

*Donald Richardson motioned that the minutes be approved, seconded by John Elsesser
The minutes were approved.*

Correspondence:

No correspondence

Public Comment:

Frank Kiernan, City of Meriden, extended and open invitation to the APCO National Conference being held August 18 – 21st in Anaheim, California and also the Chapter Conference being held in Hyannis, Massachusetts, October 14 -16th. Mr. Kiernan stated that registration is available online.

Unfinished Business:

No unfinished business.

Commission Appointment:

Ernest Herrick, Chairman, announced that Raphael Barishansky is officially a member of the E9-1-1 Commission.

Legislation:

Bill Youell reported that Bill #6334, which mandates PSAP consolidation, did not come up for vote. The Implementer Bill, HB #6706 (Public Act 13-247) changed the membership of the Commission for Educational Technology by adding three new elements which include: Connecticut Conference of Municipalities, Council of Small Towns and a Chief Elected Official from Municipality who will be appointed by the Minority Leader of the Senate. The governance board decides and approves on open access applications to the network. In addition, municipalities will be connected to Nutmeg Network within the next two years.

John Elsesser stated that funds were targeted from the last sales tax increase of .01% which will be applied to Regional Performance Incentive Grant Program. Those funds will be diverted to subsidizing the \$800,000 deficit in the Nutmeg Network Municipalities, and this should sustain funding.

Surcharge:

Bill Youell stated PURA awarded an increase to the 9-1-1 surcharge. Effective immediately, the surcharge rate, which is currently 67 cents, will be increased to 70 cents. This increase will stabilize and fund the 9-1-1 replacement system.

George Pohorilak questioned how much more would DSET have as a surplus if the rate was 75cents. Mr. Youell answered by stating three cents is approximately \$1 million, therefore, five cents could be calculated.

Grants

Bill Youell reported that QVEC has applied for a grant for construction of a tower in Killingly. Tolland has filed an application in for a voice recorder, which has been approved. Fairfield has an application for mobile radios and LCD has filed an application for a replacement console. These requests are currently being reviewed, with the exception of Tolland which has already been approved. There is a transition grant request in the amount of \$256,000, being reviewed for Middlebury to move its Police Department Dispatch to Northwest Public Safety.

Training

There have been four telecommunicator classes held so far this year. A total of 88 students have attended with a 100% passing rate. The new program is receiving excellent feedback with regard to the instructors, curriculum, learning dynamics and class materials. The e-learning/online training,

which is approximately two and a half hours long, will be available for the next telecommunicator class in September 2013.

George Pohorilak asked what the subject matter is for the on-line course. Bill Youell answered that DSET would get back to him on this.

NG 9-1-1 RFP

Mike Guerrero reported that the contract between DSET and the chosen vendor is being reviewed and is expected to go to the AG's office next week for an informal approval. After it is sent back to DAS, all necessary issues will be addressed and all necessary changes will be made. It is anticipated that the contract will be signed in October of 2013.

Public Safety Data Network/BTOP Update

Jerry Werner reported that Fibertech has completed approximately 99% of the installation. 1,045 of the 1,053 planned miles of "off-net" have been installed. 7,760 of the 7,827 planned miles of "on-net" (strand activation on existing routes) have been completed. This totals 8,805 of the 8,880 planned miles. Fibertech has completed 435 circuits. The remaining 30 circuits are scheduled to be completed in July 2013. Network equipment installation has been completed in 470 of the 510 locations. The remaining 40 are expected to be completed by late July or early August of this year. The routing equipment has arrived last week, and installation is slated for the week of July 16, 2013, and must be completed by August 30, 2013.

John Elsesser requested a list of who to contact for any questions or concerns.

Mr. Werner stated that all the sites will be revisited and laminated sheets will be put on the equipment stating "Authorized Personnel Only," with information including what the equipment is, the site location ID, telephone number to call if there are any problems and a notice not shut off because it could affect other sites.

PSDN Governance Board

Bill Youell reported that the board met on June 19th. Currently there are no applications to approve. The focus now is getting the network completed in order to meet the federal grant guidelines. Significant prep work is being done concurrently to ensure complete preparedness when the network goes online and new applications are submitted. Attention is being given to methodology and approving the order process and the backroom engineering procedure to process the applications. John Masciadrelli and Charles Fuller from DSET are a prequalification team available to make on-site visits to answer any questions about the submission of an application. A new document has been generated which includes questions with more technical details which need to be answered. There are 13 applications in-house at this time. Several Regional PSAPs requested connectivity (such as including CAD and Radio connectivity) between their member towns. There are pending PSAP consolidation towns requesting connectivity between sites. The Connecticut State Police has also applied for service to expand the P25 Network.

PSAP Consolidation Project

Mike Guerrero reported on the Small Town PSAP Consolidation Study. Forty-eight small towns with a stand-alone PSAP receiving 8,000 or fewer 9-1-1 calls per year were included in the study. Selectmen, Mayors, Town Managers and Public Safety Officials representing 42 small towns were directly interviewed. Six towns were not interviewed, but DSET has extensive knowledge on their position regarding consolidation (Newtown, North Branford, Middlebury, East Lyme, Wolcott, and Plymouth). The towns were informed during the interviews of the benefits of consolidation and the

funding available from the State. Most of the towns view consolidation as potentially good, however, there are concerns about the risk factors also.

Some see limited cost savings, some feel there are no guarantees that the quality of service will improve and most towns are satisfied by the current service of their PSAPs. Many find that a “dark police department” is not at all acceptable. State mandate is widely opposed. There are 26 towns that would consider PSAP consolidation if certain conditions are met. Nine towns would consolidate only if their PSAP was the host facility. Seventeen would consolidate only if a significant cost saving is proven, and a total of eleven were not in favor.

John Elsesser questioned which towns did not consider a dark police department as an issue.

Mr. Guerrero stated the eleven towns are: East Lyme, Ledyard, Middlebury, Newtown, North Branford, North Haven, Plymouth, Thomaston, Weston, Wilton, and Winsted.

There was discussion about the findings of the study.

Regulatory Change:

Bill Youell reported that Steve Verbil sent out proposed changes to DESPP regulations regarding the subsidization of regional public safety emergency telecommunications centers, multi-town PSAPs and eligible municipalities to the community. DSET received a significant amount of good comments and feedback, which has been posted. There is another opportunity for comments due by July 29th. DSET will assess all the recommendations and if a revision is necessary, will come up with the best possible revision. It is anticipated that this will be presented at the next commission meeting in October. However, if this goal is not met, it will be sent out to the commission members as soon as completed. This process does not replace the regulations change process.

GIS

Dan Czaja stated that the Geographic Information System (GIS) map data updates have reached nearly 32,500. The geocoding match rate is nearly 97.50% as of July 1. Continued support is being provided to the State Police with mapping and GIS data, including a customized GIS data set for their CAD system. The 9-1-1 IM System continues to roll on, with over 630 updates provided. GIS Geocoding for the Everbridge CT Alert system has begun. The ortho-imagery flight is complete and different versions of the data set are available upon request.

CT Alert Emergency Notification System

Mike Guerrero reported that since April 1, 2013, there have been 40 broadcasts, and 147,199 persons were notified. These included 14 missing persons, eight criminal activity, four flooding and four gas mains. Total of Opt-in registrations are 149,871. There have been 16,681 AWARE broadcasts since April 1, 2013. LCD used the system 8,255 times, DESPP Special Duty – 5,517 times, CSP CTS – 1,545 times, DEEP – 729 times, CSP Message Center – 411 times and DPH – 224 times. Mr. Guerrero announced that Everbridge is deploying a new system upgrade this year which is called Emergency Mass Notification. CSP Message Center was brought on board at the beginning of July. The user interface is much more user-friendly. There is a new dashboard which provides better displays of records and broadcast formation screens. It streamlines user-interface, one screen notification, one screen to setup, record and send notifications. There are no plug-ins to install. It includes map-based contact targeting, as well as a mobile manger which allows notifications to smart phone with targeted GIS, and allows for social media integration such as Twitter feeds. It has many more new features.

E9-1-1 Reports

Mike Guerrero reported that Manual Query reporting is poor with approximately 30% of the inquiries being reported. This should change once the new system is up and running.

Two PSAPs did not meet the state standard one of them being Waterbury which is at 88.6%. The report was checked yesterday and they are currently at 89.8%. Waterbury has sent nine people to training and are training supervisors and police officers. This should correct the problem. Bridgeport is at 78.9%.

Bill Youell stated that Bridgeport had 12 people at the telecommunicator training program and all 12 passed. There are seven more vacancies, however, 30 interviews were held, and they are expected to have all the positions filled by the end of 2013.

Mr. Guerrero stated that the CLEC report is uneventful with the exception of Paetec, which is an ongoing problem.

PSAP Issues

Mike Guerrero reported that the town of Hebron is no longer associated with Colchester ECC and is now affiliated with Tolland County Mutual Aid.

There was a discussion about this.

Department of Public Health

Raphael Barishansky stated that a comprehensive report will be presented at the next commission meeting.

Division of Emergency Management Homeland Security

Gary Stango reported that the Advisory Council met on July 11, 2013, and some of the topics discussed were the six new communication vehicles and processing the request for housing of those units. A new committee was formed under ESF9 Task Force (Search and Rescue) covering K-9, and other police and fire agencies. The school safety council put in place concerning recovering both operations for safety issues and construction of new facilities under security aspect. Cyber Security was discussed with relation to it being one of the five colors of DEMHS, and Deputy Commission Shea plans to bolster the foundation and functions within the department. Governor Malloy signed an executive order that requires state and local agencies to operate under the NIMS infrastructure. There will be an exercise being held on September 14, 2013, at the Millstone Nuclear Plant, simulating a nuclear event. The next meeting of the Advisory Council will be held October 10, 2013 at 9:00 a.m., at the State's Attorney's Office.

New Business

George Pohorilak requested that the special needs registry form be added to the DSET website.

Bill Youell stated that he will check into this.

Ernest Herrick asked John Elsesser to provide the Commission with an update on the recent tornado.

Mr. Elsesser reported that no one was injured. Property damage was minimal to a hay barn and lots of trees. It was an F1 tornado which is the weakest classification. It had an 11 mile track with a 300 foot width. The role of multimedia (Facebook, etc.) made it possible for early identification. There was some negative feedback for not sending out a reverse 911. This is absolutely impossible

because there was approximately one minute notification of the tornado, and it takes approximately 20-30 minutes to get the message out. Recommended that people be reminded to check the Emergency Weather Alert Systems.

Mike Guerrero stated that the new Everbridge platform has the capability to automatically disburse tornado warnings. However, Homeland Security must approve that municipalities can have some access to this information, until then, Everbridge cannot allow the application to be utilized.

Jeff Vannais made motion for the E9-1-1 Commission to authorize, and give support to the Director of DSET to contact the appropriate people at Homeland Security requesting permission for the necessary connectivity.

George Pohorilak seconded the motion.

The motion was approved.

Public Comment

Jeff Otto, QVEC, questioned if it is the Commission's intention to "approve" the proposed regulatory changes before they move on to the legislation regulatory review commission or "share with?"

Ernest Herrick stated that it will be discussed by the Commission and make "recommendations" to DSET, which will then make the final decision.

Mr. Otto questioned if DSET has discussed with AT&T the matter regarding PSAP facilities that would be receiving text messages under the proposed scheme.

Bill Youell answered by stating there have been no formal meetings at this time. The focus at this time is installing the new system which has texting capability. The approximate time span to get this new system deployed is about 18 months. DSET will provide preliminary plans regarding this matter at the next commission meeting which will be held in October 2013.

Jeff Vannais stated that Connecticut in comparison with the rest of the country is at an advantage in terms of implementing this technology therefore, they are in the advanced stage of text messaging with regard to 911.

Mr. Otto requested DSET to develop an intense plan with efforts to encourage consolidation of the small PSAPS in Connecticut. He would also like DSET to re-review the regulations for transitional grant approvals for municipalities requesting to move to a different regional dispatch center.

Adjournment

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

Ernest Herrick, Chairman

Date