

**Unapproved Minutes
Enhanced 911 Commission Meeting
October 3, 2014**

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

Commission Members

Lee Vincent
Jeff Morrisette
William Hackett
Marc Montminy
Donald Richardson
John Elsesser
Jeffrey Vannais
Raphael Barishansky
Teresa Lockwood
George Pohorilak

Representing

Conference of Municipalities
State Fire Administrator
DESPP/DEMHS
Municipal Police Chiefs
Wireless Services
Council of Small Towns
Manager 9-1-1 PSAP
Office of Emergency Medical Services
Public Safety Telecommunicators
Public Representative

Division of Statewide Emergency Telecommunications (DSET) DESPP

William Youell
Carey Thompson
Dan Czaja
Bryan Pavlik
Jerry Zarwanski

Steve Verbil
Mike Guerrero
John Masciadrelli
Bonnie Guarnieri

Others in Attendance

Peter Fontneau
Randy Young
Dick Voytko
David Perue
Betty Morris
Scott Haddad
Joseph Silverio
Ed Brunt
Jeremie Meyer
Joanne Miles
Mike Varney

AT&T
Intrado
Kova Corp
Frontier
North Central CMED
Tolland County
Southington Police
Madison ECC
Asnuntuck Community College
WMTC 911
DESPP

Call to Order:

Lee Vincent, Acting Chair, called the meeting to order at 9:00 a.m.

Approval of E911 Commission Meeting minutes July 11, 2014.

Jeff Vannais motioned that the minutes be approved, seconded by Jeff Morrisette.

The minutes were approved.

Public Comment

No public comment.

Unfinished Business

No unfinished business

NG 911 Update

Bill Youell stated that good progress has been made on the deployment of the new system. The teams along with the various partners are working very well together. Bill stated that the DSET team is communicating “early and often” with the PSAPs. The DSET website is updated on a regular basis. Correspondence is being sent out to the PSAPs with updates on a regular basis. There have been three PSAP Update meetings to date with excellent feedback. The PSAP Advisory Group has been very effective as a source of feedback from the PSAPs community. Mr. Youell discussed the successful Open House and Test Drive sessions that were held at the end of the September. The feedback received from these sessions was very positive.

George Pohorilak asked if there was any PSAP that did not attend one of these sessions.

Bill Youell answered that formal training will be given to every PSAP and telecommunicator in the state of Connecticut. Training is a requirement and every PSAP and telecommunicator will have to participate.

Mike Guerrero reported that DSET continues to participate in weekly conference calls with AT&T and TCS on the seven sub-team issues. A PSAP cutover schedule has been drafted but not yet finalized. Data collection visits for the first ten PSAPs occurred during the week of August 25th – 29th, in order to gather detailed information regarding the operation requirements, installation and cutover to the new system. Workbooks were emailed in advance to each of the ten PSAPs which were to be completed by the PSAP managers. UPS deliveries began September 25th and will continue during the next two months. Deployment of the NG9-1-1 host locations at New Britain ERC and CSP Troop G will be completed at the end of month and will undergo testing. Cutover for the first ten pilot PSAPs are on track for the beginning of 2015.

Public Education

Carey Thompson reported that the Public Awareness announcements have commenced for opt-ins for CT Alert. Ms Thompson commended spokesperson Commissioner Schriro on the wonderful job she did videotaping the announcements. The announcement is currently airing on the radio but is expected to be aired on television as soon the closed caption is added to it. DSET is meeting with the Deputy Chief from New Haven PD next week to produce a Spanish version, which will air on the Spanish networks in Connecticut. Text to 9-1-1 is on hold at this time but there are a number of initiatives in progress which include a press release. DSET is working on public service announcements and also working alongside the coalition against domestic violence. DSET is also working with the commission on the deaf and hearing impaired.

Grants

Carey Thompson reported there are capital grants from two PSAPs. One is for Tolland, for upgrades on Bald Hill Tower in the amount of \$13,000.00 and two for Quinebaug Valley from fiscal year 13/14 and 14/15 in the amount of \$297,000.00 for the construction of a radio tower in South Killingly.

Carey Thompson reported there are no outstanding transition grants at this time.

Training

Carey Thompson reported that DSET is working closely with AT&T to develop a training schedule for NG911. Ms. Thompson stated that all the scheduling information will be posted on the DSET website and encouraged everyone to check it often. Ms. Thompson made note of the importance of the communications that will be sent out by DSET to PSAPs. The PSAPs will be expected to identify all the individuals that will need training on the new system.

George Pohorilak questioned if a community college dispatcher training course is equivalent to the State's course.

Ms. Thompson stated that anyone passing the community college course will still have to pass the state test.

Public Safety Data Network/Governance

John Masciadrelli reported that DAS/BEST is currently working with Cisco to resolve the PSDN Phase II management channel software issues. The proposed software solution to the DAS/BEST new management channel software (Cisco Prime) is currently installed and is being tested on Rings six and seven of the PSDN. Testing should be completed by the end of today. If testing goes well, Cisco Prime will be installed on Rings one through five of the PSDN. Installation is slated to be completed on October 14th of this year. Once all the rings have been upgraded to Cisco Prime, BEST will start to turn up and test some services on the network. Completion date of turn up and testing is slated for October 23rd. If everything goes as planned, DAS/BEST will start to turn up customer services on the PSDN the first week of November.

John Elsesser asked if this was to address the latency issue.

John Masciadrelli answered yes.

Mr. Masciadrelli reported that to date, DSET is in receipt of 63 requests to utilize the PSDN. DSET has received 12 new requests since the last E9-1-1 Commission meeting. Of the 63 requests, 13 are in the pre-qualification stage of the connection process. Six are in the network design stage and 14 requests are on hold. To date, 30 requests have been raised, reviewed and voted on by the PSDN Governance Board. Twenty-three of the 30 requests are awaiting an installation date or are in the process of being installed. The remaining seven are completed and operating on the PSDN.

Bill Youell praised the PSDN governance board and John Masciadrelli and Chuck Fuller for the professional way they are handling the requests.

Lee Vincent asked how many have been approved?

John Masciadrelli answered that there have been 30 requests approved.

Notice of Proposed Regulatory Change

Steve Verbil stated that DSET has completed their part of the NPRC. Legal counsel will now determine the language that will be used in the regulation itself. The changes that are proposed are on the DSET website including the formulas and how they are constructed.

George Pohorilak asked what additional changes were made on the NPRC?

Steve Verbil stated that an arithmetic error was made and that was the change made.

FirstNet

Mike Varney stated that First Net is a First Responder Network Authority which was established in 2012 by the federal government under the Middle Class Tax Relief and Job Creation Act. The federal government created an organization to develop a nationwide public safety grade wireless broadband network. Similar to the PSDN, this network will be a national network which will create a wireless network and should meet public safety standards. This network will allow prioritization and preemption and have greater security and resiliency than wireless networks that are currently available. An outreach plan has been developed and information from this plan will be reported on at the next commission meeting. The cost of FirstNet will be competitive to the current carrier services. Significant research is still underway.

Lee Vincent asked if additional infrastructure will be needed nationwide.

Mike Varney stated that the network is being built as a Long Term Evolution (4G) high capacity bandwidth wireless network. As part of the analysis it was determined that additional infrastructure will be necessary. It will be necessary to add more sites to the existing towers and to develop and employ deployable assets.

Jeff Vannais stated that there is a possibility that First Net will want to partner with the Connecticut PSDN.

Don Richardson asked how much of the Network is considered fixed deployments?

Mike Varney answered that one of the terms of density that was used was the coverage of five people per square mile based on a census block.

Jeff Vannais asked if First Net and NG911 will be united.

Mike Varney stated they would have to be connected in some way.

Geographic Information Systems

Dan Czaja reported that DSET continues to update the GIS data for the NG9-1-1 system. Nearly 48,000 segments have been updated since 2010. Geocoding match rate is up to 98.46% of all 911 records. DSET GIS continues to update MSAG records. Approximately 950 updated records have been completed since 2010. DSET continues to support CSP with their mapping efforts. DSET has begun mapping for the Crimes Analysis Unit. GIS DSET continues to support the CT Alert system with mapping and is also working with the NG9-1-1 System on ESI net spacial routing.

Emergency Notification System

Mike Guerrera reported that for the calendar year 2014, there have been 74 CT Alert broadcasts reaching nearly 500,000 households. Since the last Commission meeting, 19 alert broadcasts reached 90,000 + households. To date there are over 160,000 CT Alert Opt-in registrations. Everbridge is planning to rollout an upgraded CT Alert platform at the end of this year.

George Pohorilak asked what the annual cost is for the Everbridge system.

Carey Thompson answered \$843,000.00.

George Pohorilak questioned if there was any consideration to bid for a less expensive system.

Bill Youell answered there is no consideration at this time. Mr. Youell stated that DSET is working very closely with Everbridge to ensure we are paying the best possible price.

E9-1-1 Reports

Mike Guerrero reported that two PSAPs did not meet the state standards with regards to the total call count report. Bridgeport continues to struggle, however they are working to make progress. The Hartford ECC is just under the 90% by about 3/10 of a percent and have been notified.

George Pohorilak asked what Bridgeport's percentage was.

Mike Guerrero answered 85.1%.

Lee Vincent asked if this was better or worse than in the past.

Bill Youell answered it was better, they were in the 70s. Bridgeport has hired multiple Telecommunicators recently and as they gain experience, the numbers should improve.

PSAP Issues

Bill Youell stated that Montville continues to progress with consolidation plans with KX in Colchester. KX will move to Montville with a target date of July 2015. They are in the process of signing contract negotiations with member towns. There are more details regarding the construction of the arrangement in "The Day" newspaper of September 29th.

George Pohorilak asked if Montville would get any transition grant money.

Bill Youell answered that Montville is eligible.

Bill Youell announced that David Perue from Frontier is present at the meeting. DSET has been working closely with Frontier to ensure that they understand all of the requirements to maintain the legacy system. There is a commitment from the top of the organization that the 911 system will continue to function and DSET will be well supported. The target date for the actual transaction is October 25th. AT&T, Frontier and DSET have worked very closely together to guarantee that the system is completely cared for. Additional information will be forwarded to the PSAPs as it is established.

Division of Emergency Management and Homeland Security

Bill Hackett reported that in August DEMHS completed the federally evaluated State Radiological Emergency Preparedness Hostile Action based exercise at the Millstone Power Plant in Waterford. This tested communications response to a terrorist event at the nuclear plant in unified coordination. Mr. Hackett also stated that since February, the state has been preparing for the National Emergency Management Accreditation Program, and that after an evaluation two weeks ago, the State has successfully achieved all 64 requirements in our State Emergency Management Homeland Security program. It is anticipated that the official accreditation will be

in April 2015, after the national commission meets and reviews the State's submission. Mr. Hackett thanked the people in the room that contributed to this success.

Dept. of Public Health

Ray Barishansky was not present at the meeting.

New Business

No new business.

Public Comment

No public comment.

Adjournment

John Elsesser made a motion to adjourn the meeting. Jeff Vannais seconded the motion. The meeting was adjourned at 9:46 a.m.

Ernest Herrick, Chairman

Date