

**Unapproved Minutes**  
**Enhanced 911 Commission Meeting**  
**April 10, 2015**  
**Department of Emergency Services and Public Protection**  
**1111 Country Club Road**  
**Middletown, Connecticut**

**Commission Members**

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

**Representing**

Volunteer Fire Service  
Conference of Municipalities  
State Fire Administrator  
DESPP/DEMHS  
Municipal Police Chiefs  
Wireless Services  
Council of Small Towns  
Public Safety Telecommunicators  
Public Representative  
Dept. of Public Health  
Municipal Fire Chiefs  
Public Safety Answering Point Rep.

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

William Youell	Steve Verbil
Carey Thompson	Mike Guerrero
Dan Czaja	John Masciadrelli
Bonnie Guarnieri	

**Others in Attendance**

Randy Young	Intrado
Peter Fontneau	AT&T
Scott Haddad	Tolland County
Mike Varney	DESPP
Karen Zealor	AT&T
Carolyn Ayers	Frontier
Doug Knowlton	KX
Jeff Otto	QVEC
Susan Webster	NWCTPS
Dan Soule	LCD
Joanne Miles	Willimantic 9-1-1
Joe Marsausi	Willimantic 9-1-1
Clayton Northgraves	Hartford
Brian Baldwin	North Central CT EMS
Forest Andrew	East Lyme ECC
Ron Bloom	Frontier
Betty Morris	North Central CT EMS

**Call to Order:**

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

***George Pohorilak made a motion to approve the minutes of the January 9<sup>th</sup> meeting. Jeff Morrisette seconded the motion. The minutes were approved.***

Public Comment

No public comment.

Legislation

Steve Verbil reported on raised bill number 1071 which is DSET's bill. The bill modernizes the existing statutory language that was written long ago when 911 was a tariffed service covered by the rate payers in their phone bills. The bill changes the statute to match DESPP's designation of the office as a Division within the Department. It clarifies the requirement for accurate utilization plans from each PSAP and for them to be kept up to date. It provides new definitions for services DSET is now offering, Next-Generation 9-1-1 and Voice over IP.

George Pohorilak asked if this is more than a technical corrections bill.

Mr. Verbil answered "yes," due to the change of a tariff service it was necessary to define new relationships.

Mr. Verbil reported on substitute House bill number 6970. DSET has met with legislative staff to explain the current statutes and regulations that DSET operates under, and what effect the proposal would have on PSAPs and the DSET budget. In its current form, the bill would require PSAPs serving less than 40,000 population, including eight existing multi-town PSAPs, to be a PSAP (or a member of a PSAP) which serves at least 40,000 population, otherwise such non-consolidated PSAPs would be required to pay the maintenance costs for their PSAP. DSET has not seen a formula that we would be required to use, but it is assumed that it would include the municipalities' pro-rata share of the maintenance costs of the complete system.

George Pohorilak asked if this bill would be opposed by CCM.

John Elsesser said that there will probably be objections.

Ray Barishansky requested updates on the status of bill number 6970.

Jeff Vannais stated that the CGA website is available to everyone and can sign up for bill updates and emails will be sent out directly to individuals with information on the bills.

Marc Montminy stated CPCA would be actively opposing this particular legislation for cost reasons.

Jeff Vannais gave an update on the MLTS. It was raised at the Public Safety Committee however, someone on the committee said this was dealt with nine years ago and it was too costly. Mr. Vannais is pursuing other avenues.

George Pohorilak proposed a motion that the Commission draft a letter to the Commissioner of DESPP respectfully requesting MLTS legislation be included in the legislative package submitted by this Agency to the governor's office for the 2016 session.

Jeff Vannais seconded the motion.

Bill Youell stated that when the letter is written he will ensure that it is given proper attention by the Commissioner.

There was a short discussion regarding the importance of MLTS.

The motion was voted on and approved.

John Elsesser stated that he received an update on bill 6970. It is on the house calendar and there have been substantial changes made which should be reviewed.

#### NG911 Update

Steve Verbil reported that the NG911 pilot program is underway. The first PSAP will cut over in a little more than one week. This is the second cut over for that PSAP, due to project issues that surfaced during the first cutover in February. DSET, BEST and AT&T worked together to determine what the problem was. Once it was identified, a fix was agreed to and performed. Weeks of testing after the changes were done to ensure that the fixes worked and did not have a detrimental effect to NG911. DSET will not roll out the system until it is completely ready. We are confident that AT&T will be able to work through problems that may arise. As a result of the delays, the entire schedule has been pushed back approximately two months. DSET will be publishing a new cutover schedule for all PSAPs, but the pilot PSAPs have already been contacted.

DSET is still in the procurement process for a disaster recovery network to provide an additional measure of security for the PSAPs.

#### Text to 9-1-1

Mike Guerrero stated that Text to 9-1-1 feature will be available to the public in September or early October after updates are done to the call handling software. AT&T is working with Verizon Wireless, AT&T Mobility, T-Mobile and Sprint. These are the primary carriers that are going to provide Text to 9-1-1 service. New Britain and Valley Shore have been selected to receive all the Text to 9-1-1 calls initially for the entire State. After the initial test period the Text to 9-1-1 feature will be rolled out to all PSAPs. Telecommunicators at all PSAPs will be trained accordingly.

George Pohorilak asked if the Text to 9-1-1 equipment was part of the software or needed to be added.

Mike Guerrero stated that the text to 9-1-1 application will be added to the call handling software as a version upgrade.

Bill Youell stated that after finding out what the problem was with the NG9-1-1, DSET was not going to roll-out the system unless it was 100%. There was a problem in the PSDN with some routing tables. AT&T spent many hours working along with BEST to correct the problems and it is believed to have been fixed. Deployment will resume next week.

Jeff Vannais announced that next week is National Telecommunicator week and this is National 9-1-1 month. Regarding text-to-911, Mr. Vannais pointed out the emphasis on “Call if You Can, Text if You Can’t” and referenced the website know911.org as a public information guide.

Ernie Herrick expressed concerns about the problems on the NG9-1-1 and AT&T’s plan to correct them. Mr. Herrick stated that some of the issues should have been addressed before the rollout began.

Bill Youell stated that the selection of the Vendor was made by an RFP committee which was represented by members of the E9-1-1 Commission.

Mr. Youell stated that there were concerns about the state of Connecticut being ready with the PSDN. Mr. Youell stated that DSET has worked along with BEST for the past three years to ensure the maintenance procedures were in place, making sure the skill sets were there, ensuring BEST had the proper resources, making sure they were truly 24/7, and making sure they had their network operations center in and working. DSET has been meeting with Mark Raymond at least twice a week for the past three years. DSET has met with the DESPP Commissioner and the DAS Commissioner on the topic to ensure everyone was ready. DSET is on record as pursuing a Disaster Recovery plan in the event that there are problems that cannot be corrected. DSET is confident that AT&T along with their partner TCS, are going to work through any issues that may arise. Mr. Youell meets with AT&T senior vice presidents on a regular basis and the commitment is at the highest level.

Marc Montminy asked if the recent failure was the result of the Vendor, the State Network or communication between the two.

Bill Youell answered that it was understood that the problem was with the State Network routing tables.

Don Richardson asked if DSET is planning to focus on the two PSAPs to gather information with regard to text-to-911 before moving on.

Steve Verbil answered that based on neighboring states, especially Vermont, there is not a high call volume anticipated. Based on Vermont’s experience, if we immediately delivered text-to-911 to all of our PSAPs, each PSAP would average one text-to-911 call per year.

Mr. Richardson asked if text-to-911 is only going to work off of the wireless network and will this be communicated to the public.

Mr. Verbil answered that the public does not understand the FCC’s definition of a “covered text provider” which can include some other applications. Mr. Verbil stated that Carey Thompson will be managing the public education component.

Bill Youell requested that Don Richardson assist DSET with the public education portion of text-to-911.

There was a discussion regarding applications and text-to-911.

## Public Education

Carey Thompson stated DSET is not ready to go public with the text-to-911 PSA program and is awaiting approval from the Governor's office.

## Grants

Carey Thompson reported that there are no new grants at this time. The budget has been submitted to PURA, total budget is \$28.6 million dollars, approximately \$10 million less than last year because of NG 911 installation costs dropping from the budget as the system is completed. The budget will be posted on the DSET website next week.

## Training

Carey Thompson reported that NG 911 training has begun. The 10 pilot sites have been trained for cutovers which will be taking place through the end of May. The rest of the scheduling and notifications will be done on a rolling basis beginning in June. Training is scheduled to be approximately 10 days prior to the cutover. Once the schedule has been finalized it will be posted on the DSET website.

DSET is looking to enhance its current curriculum with up to five classes which will be held over the course of the year. Courses may include Active Shooter, Protecting Law Enforcement Responders, Domestic Violence and Suicide Intervention. Classes will be open to all PSAPs. This will be done on a trial basis and more classes will be considered if the demand for them is high.

## Public Safety Data Network

John Masciadrelli reported that to date, DSET is in receipt of 81 requests to utilize the Public Safety Data Network. DSET has received nine new requests since the last E9-1-1 Commission meeting. Of the 81 requests, 20 are in the pre-qualification stage of the connection process, 12 are in the network design stage and nine requests are on hold. To date, 40 requests have been raised, reviewed and voted on by the PSDN Governance Board. Of the 40 requests, 21 are awaiting an install date or customer "site readiness," five requests are in the process of being installed, and 14 requests are installed and operating on the PSDN.

## Notice of Proposed Regulatory Change

Steve Verbil reported that DSET had commissioned a study to look at the PSAP consolidation issue after the previous consolidation bill had passed through the legislature and was subsequently vetoed. The E9-1-1 Commission subcommittee reviewed the conclusions of the report and agreed with them. One of the items in the report was the wide disparity in subsidy amounts between the larger regional PSAPs and the smaller regional PSAPs. DSET instituted an NPRC (Notice of Proposed Regulatory Change) process. This process is over and above, but does not substitute for, the mandatory regulatory enactment processes detailed in the statutes. DSET extended the commenting period until March 15. Thirteen comments were received in the initial round and 70 in the extended period, resulting in a total of 83 comments. Based upon the record and taking the comments filed into consideration, DSET plans to go forward with the plan to change the subsidization system for regional PSAPs to one based upon 75% 9-1-1 call volume and 25% population. There are two important changes. First, DSET has decided to "grandfather" the existing subsidies for PSAPs who would be harmed by the change in subsidy level.

Second, DSET has restored the separation of capital subsidy from operating subsidy, so that the capital program will continue to work as it has in the past, at the same funding levels for those “grandfathered” regional PSAPs, and at higher levels for the remaining regional PSAPs. “Grandfathered” regional PSAPs will not see their subsidies rise until the new calculation causes it to do so. Already-funded municipal PSAPs who create new regionals or join existing regional PSAPs will bring their existing subsidy into the mix, but will not add their 9-1-1 call volume or population to the mix.

DSET has implemented the suggestions from the Kimball report. DSET based the new subsidy formula on calls and population which are the true measures of workload and risk. DSET has eliminated the town count and boroughs from the calculation, thereby making each town worth exactly the same amount to any Regional PSAP that is interested in them. Mr. Verbil asked Janet Ainsworth, from DESPP’s Legal Affairs Unit, to describe the process.

Janet Ainsworth, DESPP Staff Attorney, stated that the new procedure is called e-Regulations. The typical process begins with a joint filing with OPM (Office of Policy and Management) and the Governor’s office which can take up to five months. Once approved by the two offices, there is a public hearing, a Notice of Intent which is posted electronically in various places. Then a hearing is conducted to receive comments both orally and written. After the comment period has ended, all the comments will be reviewed and a decision will be made based upon which comments should be used for changes in the draft language, with an explanation given for the basis of the decisions made in a document which is part of the final process. Following that, the final draft cannot be changed on the Agency’s initiative and will be filed with the Office of the Attorney General. They will review it for legal sufficiency and it will be returned within 30 days due to statutory deadline. After the Agency receives it from the Attorney General’s Office, it is filed with the Legislative Regulation Review Committee. The Committee will return it, noting any required changes. The Department will re-submit as necessary. Once finally approved, the regulations are electronically filed with the Secretary of the State, and will become effective on that date, or a date specified by the Agency.

#### FirstNet

Mike Varney reported that the FirstNet working group has been very active to initiate the consultation process. Mr. Varney stated there have been many activities in the past couple of weeks regarding data collection requirements. The group will be meeting next week and will be notifying the commission frequently beginning at the end of April.

Mr. Varney offered to give a presentation at the next commission meeting, explaining what FirstNet is.

Mr. Varney reported that FirstNet has posted the position for the New England Regional Coordinator, along with other positions.

#### Geographic Information Systems

Dan Czaja reported that GIS DSET continues updates for the NG9-1-1 system. The current total is almost 67,000. The geocoding match rate is almost 99%. The call volume maps are available on the DSET website. DSET has provided approximately 1,000 MSAG update requests since 2010. GIS continues to assist the Connecticut State Police with mapping needs. As of February, 2015 the CSP have been using a customized version of the 9-1-1 GIS dataset in their CAD

system. GIS also assisted CSP and Connecticut DOT in integrating the new CTFastrak busway emergency call boxes into the 9-1-1 system and providing the affected PSAPs with necessary CTFastrak GIS data. GIS also continues to work with the geocoding for the CT Alert system.

Teresa Lockwood stated that Dispatchers/Public Safety worked diligently to identify where the specific callboxes are located. There are some issues with access to some of the callboxes; some of them cannot be accessed from certain points along the busway. Ms. Lockwood was notified that each callbox is going to be specifically marked in order to help first responders better identify where an emergency can be taking place. Ms. Lockwood worked along with AT&T to enter the locations into the auxiliary data.

#### Emergency Notification System

Mike Guerrero reported that Everbridge is currently migrating users over to the new mass notification platform. At this time 24 PSAPs and 20 state agencies have been migrated. Since the last commission meeting, there were 72 alerts broadcast using the old platform, reaching about 830,000 households. Twenty-five alerts have been sent out using the new platform, reaching approximately 150,000 households. Training for the new platform is done online and Everbridge is responsible for that. Current number of opt-in registrations is 118,000 based upon number of individual households.

George Pohorilak asked how the new system is better than the old one.

Mr. Guerrero answered the Mass Notification platform is much easier to use to send alerts and to run reports.

#### E9-1-1 Reports

Mike Guerrero gave special thanks to Carolyn Ayers, of Frontier Communications, for a great job providing the data to DSET during the transition. Total Call Count report covers the fourth quarter of last year. Bridgeport PSCC answered 83.4% of 9-1-1 calls received in 10 seconds or less, which is below the state standard. DSET has been working with Bridgeport to improve their performance. Some data gathered from the first quarter shows an improvement for Bridgeport with their performance as high as 91.7% for least one week.

George Pohorilak asked if the commission could require a PSAP that does not meet the standard, attend a commission meeting and report on their progress.

Bill Youell stated that Doree Price was planning to attend today's meeting, however, there was an issue in Bridgeport and she was unable to make the meeting. DSET has been working with Bridgeport and they have made many improvements. Ms. Price was going to update the group, however due to the situation, she was not able to.

Marc Montminy asked Mike Guerrero about Troop W going from 45 wireline 9-1-1 calls in February to 409 in March.

Mr. Guerrero will look into it and determine if the data is incorrect.

## PSAP Issues

Mike Guerrera reported that the Danbury PSAP has moved from the fire department to the police department facility in March under the management of Western Connecticut Regional ECC. Old Saybrook PD is moving to a new location on April 16th. The Town of Lebanon has decided to change its PSAP from Colchester ECC to Willimantic Switchboard ECC effective July 1<sup>st</sup>.

AT&T mobility will conduct testing of LTE wireless service in the May. DSET will send out an alert memo notifying PSAPs of details.

The CT Fastrak callboxes on the busway will be routed to municipal PSAPs.

Bill Youell announced that a communique will be sent out on a regular basis to the PSAP community to advise them of activity regarding various projects and other newsworthy items. Jeff Vannais will be collecting updates on the national and legislative level, and Carey Thompson will be providing updates on the local level.

Jeff Vannais announced that on April 1, the FCC put a new NPRM with regards to non-service initialized phones. Mr. Vannais read the following to the group. "For these reasons, we propose to sunset the NSI component of the rule after a six-month transition period that will allow for public outreach and education. We also seek comment on alternative approaches to addressing the issue of fraudulent calls from NSI devices."

There was a discussion regarding the pros and cons of NSI devices.

## Dept. of Public Health

Ray Barishansky reported that DPH has hired a new epidemiologist for the office of emergency medical services. Mr. Barishansky is planning to present statistics regarding DPH data at the next commission meeting.

## Div. of Emergency Management and Homeland Security

Bill Hackett reported that President Obama approved a request from Governor Malloy for a major disaster declaration for the winter storm January 26 – 28<sup>th</sup>. Federal financial aid will be going into the counties of New London, Tolland and Windham. The tenth annual Emergency Management Symposium sponsored by CCM, the Dept. of Health and DEMHS will be held on May 7, at the Crown Plaza in Cromwell.

Mr. Hackett introduced Brett Paradis, an Analyst in the Fusion Center, who gave a presentation on Cyber Security. Some of the topics covered in the presentation included Cyber Threats, Cyber Targets, Targeting Techniques, Social Engineering, E-mail Spoofing, WiFi Precautions and Telephone Phishing Scams.

## New Business

No new business

## Public Comment

Jeff Otto, QVEC, publically thanked DSET for "grandfathering" the existing large regional dispatch centers under the current funding formula. Mr. Otto stated that House bill 6970 needs

some revisions. Mr. Otto urged DSET and the Commission staff to take steps towards eliminating small PSAPs.

Jeff Vannais questioned Jeff Otto if he had a hand in helping to craft the bill?

Mr. Otto stated that bill is a product of the (MORE) Municipal Opportunities and Regional Efficiencies Commission and encouraged by Speaker Sharkey. Mr. Otto said he played no part in crafting the bill however, he does support it.

Mr. Vannais stated that the penalties in the bill are very severe and sharp. There have been constructive attempts to encourage the towns to consolidate, however, these attempts have failed. Mr. Vannais stated that, in his opinion, the bill is not the answer.

Mr. Otto suggested that the Commission members and DSET staff take constructive action to reduce the number of small PSAPs.

John Elsesser stated that the MORE Commission did not recommend consolidation of PSAPs last year. The members are still gathering information. Bill Youell met with them this past Monday to give a presentation and to discuss the efforts DSET has made based on the results of the Kimball report and lower call volume. There is no simple solution.

There was a discussion regarding the bill and consolidation.

Ernie Herrick stated that since 1996, the E9-1-1 Commission has attempted to consolidate. Many studies have been done and the Commission funded all of these studies. The Commission would meet with a few towns to consolidate and when it came down to signing a deal, one entity would always back down and the money was completely wasted. Mr. Herrick did not support the bill due to the penalties.

Ron Bloom, 9-1-1 Services Manager Frontier Communications, introduced himself and underscored the commitment Frontier has to the NG9-1-1 project. Frontier has regular meetings with AT&T in order to move forward with the project and in the event they need to revert back to prior service. Frontier staff members are available to anyone that has questions or needs assistance. Mr. Bloom also stated that he represents the private sector on the executive board of NENA.

Jeff Vannais announced that next Tuesday is the Annual Telecommunicator Day at the Crown Plaza in Cromwell.

Jeff Vannais made a motion to adjourn the meeting. Jeff Morrisette seconded the motion. The meeting was adjourned at 11:15 a.m.