

Unapproved Minutes
Enhanced 911 Commission Meeting
January 9, 2015
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
Teresa Lockwood
George Pohorilak

Representing

Conference of Municipalities
State Fire Administrator
DESPP/DEMHS
Municipal Police Chiefs
Wireless 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
Lisa Madden
David Perue
Scott Haddad
Mike Varney
Karen Zealor
Carolyn Ayers
Jack McCoy
Doug Knowlton
Jeff Otto
Joseph Silverio
Steven Savage

AT&T
Intrado
Frontier
Tolland County
DESPP
AT&T
Frontier
Manchester
KX
QVEC
Southington Police
NWCTPS

Call to Order:

Lee Vincent, Acting Chair, called the meeting to order at 9:17 a.m.

Public Comment

No public comment.

NG 911 Update

Bill Youell stated that there are many complex components to deployment. There are new processes and policies that need to be put in place. BEST, AT&T and their partners, Fibertech and Frontier are all working in coordination to make sure the old and the new work as planned.

DSET is also working to ensure that maintenance, monitoring, repair and network operation centers are in place and functioning correctly. Inter-agency agreements between the various entities must be set up. Help Desk policies and procedures are being established. Call handling policies and procedures are being discussed. DSET staff is working alongside AT&T to develop course content for training and then scheduling of 100 PSAPs and thousands of telecommunicators. The DSET team will be managing the contract and staff members will be making 103 physical site visits.

Mr. Youell stated that communication is very important and DSET sends out updates whenever something new develops. Mr. Youell stated that a letter will be sent out today with a list of items important to deployment. Mr. Youell praised the DSET team and the vendors.

Mr. Youell reported on the PSDN. DAS/BEST has completed remediation of the network itself and is currently working with all the new agencies, entities and towns that want to utilize the PSDN. As new applications come on, DSET staff members are working with the PSDN customers to better understand their design requirements. DSET is working in conjunction with DAS/BEST to finalize the customer requirements, design and ultimately deploy the circuits.

Mike Guerrero reported that the sub-teams continue to meet on a weekly basis to deal with the issues and matters that need to be addressed. A DSET staff member, along with AT&T personnel, are conducting site visits to PSAPs in order to gather information for the new system and go over items in preparation of the cutover of NG-9-1-1. The PSAP is given a workbook to complete. The workbook includes all 9-1-1 call transfer requirements, any speed call contact lists that they have to maintain and have duplicated in the new system. It requires identification of all the telecommunicators that need new log-in accounts for the new system. Administrative telephone line integration and reroute choices are discussed at these visits. PSAPs are also being checked to verify they are compliant with DSET policy.

PSAP site visits began late November and are expected to be completed by March for the entire state. DSET approved the two network control centers (ESInet). Testing is being done between the ESInet host locations and the first PSAP. The cutover is expected to take place in early February.

Jeff Morrisette asked if there were any surprises so far.

Bill Youell answered affirmatively. There were some issues that had not been anticipated such as deployment logistics regarding the UPS special wiring required, but these issues are currently being addressed.

Pete Fontneau, AT&T, introduced himself and Karen Zealor. Mr. Fontneau reported on several aspects of the project. It began by turning up the core, and installing a fiber ring to connect the two call handling hosts with the two network control centers. Milestone one was passed in December with the successful test of the I3 features. AT&T turned it over to DSET for acceptance testing. Mr. Fontneau praised Dan Czaja for developing some of the test criteria and uncovering an issue that was not addressed by AT&T. Next step is rolling out the ten pilot PSAPs. On January 8th AT&T began turning up the network between New Britain PSAP and the two call handling hosts. A series of tests are being done and as of now, the program is on schedule. Another task is to implement the text to 9-1-1 trial. A separate project team is being

put together to come up with an outline of issues that need to be addressed. The startup is heading toward the end of the first quarter.

George Pohorilak commented that while attending an APCO conference, staff members from Intrado and TCS stated that if a caller texts to 9-1-1, the PSAPs can track that call indefinitely. Mr. Pohorilak suggested a policy be developed on this issue.

There was also a quick discussion on “streaming” videos of graphic images to PSAPs.

Teresa Lockwood asked if text to 9-1-1 was going to be available for immediate use as soon as the ten pilot PSAPs go online.

Bill Youell answered no. The immediate goal is to get the ten pilot PSAPs installed and functioning properly. Concurrently there is a separate project under way to develop the text procedures, the technology around it to make sure texting will work, and to be able to answer the policy questions that result from the actual feature and service. There is no exact date when deployment will be, but DSET is trying to ensure that policies and potential issues have been addressed.

Ms. Lockwood then asked what would be the implications for one PSAP that does not have access to deal with a PSAP that does have access to texting to 9-1-1.

Mr. Youell answered that these are the questions and issues that must be resolved.

Carey Thompson stated that DSET was directed by the governor’s office to hold off on making any public announcements regarding texting to 911. Testing needs to be done prior to any press release or public notice. DSET has drafted press releases and has prepared public service announcements.

Public Education

Carey Thompson reported that the CTAlert messages will be aired through the end of March. DSET is extending the contract for public awareness of texting to 911.

Training

Carey Thompson announced that Nancy Simon will be conducting the NG9-1-1 training. Ms. Simon has developed the curriculum, the training materials and schedule. The first two PSAPs to cutover are New Britain and Enfield; their training will be in January. DSET staff viewed a presentation of the training. Adjustments are expected as feedback is provided by the PSAPs after they receive training. PSAPs will be sent letters advising them of the logistics for training. All the training will be conducted at Science Park in New Haven and the information will be posted on the DSET website.

Lee Vincent asked if terminals are available at Science Park.

Ms. Thompson answered yes.

Mr. Vincent announced that a quorum has been met at 9:38.

Approval of E911 Commission Meeting minutes October 3, 2014.

Jeff Vannais motioned that the minutes be approved, and was seconded by George Pohorilak.

The minutes were approved.

Public Safety Data Network/Governance

John Masciadrelli reported that DAS/BEST has successfully remediated the PSDN Phase II management channel latency issue. The latency issue was resolved by implementing the new network management software (Cisco Prime). After successfully testing the new management channel software BEST began provisioning and turning up customer PSDN requests on the PSDN in mid-November. The BEST network team continues to provision and turn up customer requests to date.

Mr. Masciadrelli reported that to date, DSET is in receipt of 72 requests to utilize the PSDN. DSET has received nine new requests since the last E9-1-1 Commission meeting. Of the 72 requests, seven are in the network design and 11 requests are on hold. To date, 36 requests have been raised, reviewed and voted on by the PSDN Governance Board. Of the 36 requests, 12 are awaiting an install date or customer “site readiness” and 18 requests are in the process of being installed and six requests are installed and operating on the PSDN.

Lee Vincent asked who was doing the network design.

John Masciadrelli answered DAS/BEST network team out of Hartford, which works directly with the customer.

Bill Youell stated that an applicant from a town meets with John Masciadrelli or Chuck Fuller from DSET, to assess the customer application and what the customer wants, translates it, then DSET staff meets with BEST to discuss a network design that meets the customer’s needs.

Legislation

Steve Verbil reported that DSET has provided definitions and requirements language that would bring the telephone companies’ 911 responsibilities and service definitions into line with NG911 requirements, and the de-regulated carrier environment we are in today. The changes also extend DSET’s responsibilities to include implementing NG911 services for the state.

DSET has clarified PSAP responsibilities regarding the filing of “utilization plans” with the Division so that there are no misunderstandings about what is required – notification to DSET for review and approval of, for example, changed service areas, additional 911 positions, location change for the PSAP. This fixes existing language which references 1985 and 1986 as deadlines for submission of plans, which matches the rollout of the first statewide E9-1-1 system.

George Pohorilak stated that historically the attorney general and assistant attorney generals gave DSET wide latitude on those plans that DSET can require an updated plan at any time a change was made. DSET was given the power to do so.

Lee Vincent stated that any regulation that can cause someone a problem could be challenged successfully as to its validity of the underlying statute. There is the possibility that somewhere

down the road there could be a liability against the state if it does not proceed in the direction not authorized by statute.

MLTS

George Pohorilak reported that he and Jeff Vannais (who was not present) have developed an MLTS legislation proposal. Mr. Pohorilak stated the next step would be to meet with DSET staff to discuss the proposal that has been developed by the two of them. Mr. Pohorilak stressed that there is no fiscal impact. He and Mr. Vannais will send a copy (via email) to DSET staff.

There was a discussion regarding the dialing of 911 vs. 9-911.

Chief Montminy stated that when a large facility (for example, Pratt & Whitney or the town High School) uses a multi-line PBX phone system, it is difficult to pinpoint exactly where the caller is located. He gave an example that someone may be calling from the high school and it could be a student drowning in the pool or it could be a fight in the lobby which is some distance away. Mr. Montminy stated that it is necessary to have the ability to trace PBX user's locations specifically where the call is coming from. Mr. Montminy questioned what exactly can the new system accommodate, how much data can it accommodate, and what is the breakdown of how the data is going to be accommodated.

Steve Verbil answered that with regard to what added information fields are supposed to require, DSET set very high limitations in the NG9-1-1 system. Mr. Verbil stated that AT&T has affirmed this. There is very little concern that there will be any issues with added information fields, as there was in the old system.

Mr. Montminy stated that PSAPs will want to add important information to the data stream and need to know that the 911 system will accept the input. Mr. Montminy asked it is going to be raw text at some point in time.

Steve Verbil referred to the replacement of "simple notification fields" such as the hearing impaired and life support devices. Mr. Verbil stated that currently there is no definition, but NENA does have some standards.

Bill Youell stated that DSET will work with AT&T and NENA regarding this matter.

Don Richardson asked George Pohorilak how many beyond municipalities, towns and other entities will be impacted by proposed legislation.

George Pohorilak answered that there are probably thousands, but did not have a specific number.

Bill Youell stated that DSET legislative personnel will be included in the MLTS meeting which will be set up when George Pohorilak and Jeff Vannais are ready to present their proposal. Mr. Pohorilak was in agreement and a meeting will be set up.

Notice of Proposed Regulatory Change (Reopening)

Steve Verbil reported that the new deadline for the PSAP community and interested citizens, to submit their comments or proposals regarding the proposed changes to the regulations related to funding for the PSAPs is now March 15, 2015. Comments can be filed via email or postal mail. All filings related to this Notice of Proposed Regulatory Change should refer to DSET Docket

No. 13-01. Construction of the proposed regulatory changes will begin after DSET has received any additional input from the extended window, with completed work submitted to the DSET in-house attorneys by July of this year. The amount of time after that required before regulations are in force is variable. It includes time for public hearing, study and review by the regulatory review committee, changes made to meet their requirements, attorney general review. It will probably take longer than a year from this point.

FirstNet

Lee Vincent requested that Mike Varney inform the commission what his job title and position is and for the information to be included in the minutes.

Mike Varney stated that he is the state's point contact for FirstNet. Mr. Varney also stated that he is the statewide interoperability coordinator for the Department of Emergency Services and Public Protection/Connecticut State Police.

Mr. Varney gave an update from the last quarterly meeting. The working group will be sending out a notice of a meeting coming up later in the month. The action items will be coming up shortly thereafter. The working group will be starting on the outreach plan that has been developed. The group will be going out to the different constituent groups beginning at the end of the month. The group will finalize the state consultation checklist which is a requirement of FirstNet for them to come out and meet with the State of Connecticut. The anticipated meeting date is towards the end of March. FirstNet did submit out from the federal government several RFIs several months ago but just shared the information yesterday afternoon. Two specific inquiries they received but have not shared information on is: what is the definition of a public safety entity and who are the secondary users? The second is FirstNet's definition of rural: what is rural and what is not rural?

Bill Youell asked if the working group is a Connecticut working group.

Mike Varney stated there are 20 members in the group. It is a subset of the interoperability committee with key state agencies and statewide associations such as the Police Chiefs. Each of the DEMHS regions is represented so geography is represented in different disciplines. PSAP managers, local fire and police department personnel are members as well.

Mr. Youell asked if the checklist submission begins the consultation process.

Mr. Varney answered a checklist is submitted of who the users are going to be. After that a meeting is set up to meet with the group.

Mr. Varney stated that there is a tentative date in March for the Connecticut consultation workshop.

Geographic Information Systems

Dan Czaja reported that DSET continues to update the GIS data for the NG9-1-1 system. Over 58,000 segments have been updated since 2010. Geocoding match rate is up to 98.53% of all 911 records. DSET GIS continues to update MSAG records now with Frontier. Approximately 1,000 updated records have been completed since 2010. Frontier will also provide training to all the PSAPs in the new 911 net system. DSET GIS continues to support CSP mapping needs. The CSP are now using a DSET version of street centerline in their CAD system. DSET GIS has also

provided the CSP with other GIS datasets, plus town base maps, an updated troop coverage map, project specific site maps, and maps for the Crimes Analysis unit. GIS DSET continues to support the CT Alert system with mapping. To date, DSET has been able to locate over 84% of Everbridge's unmatched opt-in registrations and has begun the process to perform all geocoding for the CT Alert system.

George Pohorilak praised the DSET GIS team for providing mapping to all of the state agencies.

Emergency Notification System

Mike Guerrero reported that there were 103 alerts broadcasted by PSAPs and other agencies to approximately 542,000 households for 2014 calendar year. There have been 28 broadcasts since the last meeting.

Mr. Guerrero stated that Everbridge is currently moving the state of Connecticut to its new mass notification platform. Prior to the move there were 112 PSAPs and state agencies using the system. Six PSAPs use other systems. Forty out of the 112 organizations have completed migration to the new platform. 17 of these are PSAPs. There are 72 organizations remaining. The target date for completion is April of 2015.

Mr. Guerrero reported that in the past there were 160,000 registered opt-ins. Under the new platform there are 164,000 due to multiple addresses for the same person. However, the new system counts individual registrations and the true number is 106,635. Since the new portal has been upgraded to mass notification 5,000 new people have registered. In addition, the new platform will include a new Everbridge mobile manager application which has been deployed. Everbridge is currently in the process of migrating the new Frontier E9-1-1 database from AT&T. There is a new web-based Everbridge university providing web-based training available to system users. There were approximately 300,000 Comcast subscribers that were removed from database. DSET/Everbridge is working to get them back to CTAlert database.

E9-1-1 Reports

Mike Guerrero stated that the format of the reports has been changed due to the transition from AT&T to Frontier. The ALI retrieval data is slightly different. Mr. Guerrero stated that the service order performance reports lack data for the month of October because that is the month Frontier took over. The reroutes have no changes. The network performance reports were the same but did not have data for October. Mr. Guerrero stated that when the new system is in place, the PSAPs will be forced to report their manual queries. The Call counts do not include December 2014 because they have not yet been received. The CLEC reports have not changed. The total call count reports are for the third quarter. Bridgeport has not met the state standard.

George Pohorilak asked if there was any improvement from last quarter.

Mike Guerrero answered that they were at 85% in the second quarter and dropped down to 82.7% in the third quarter.

Teresa Lockwood brought up the fact that Bridgeport's standards were dropping and what might be done about it.

Mr. Youell stated that DSET has a follow-up appointment with Doree Price. Mr. Youell stated that one issue is a low pay scale for Bridgeport. Five of the new dispatchers have been hired and

trained but some then move on to higher paying PSAPs. Additional dispatchers have been hired and are being trained. DSET is open to any suggestions from the commission members for ideas to improve the situation.

Bill Youell and Teresa Lockwood are planning to meet to discuss ideas and then bring this matter up at the next commission meeting.

George Pohorilak suggested bringing this issue to the governor's office and asked if the mayor has been made aware of the problem.

Bill Youell stated that the mayor has in fact been made aware of the situation in the past.

Lee Vincent stated that this problem has been included in the commission meeting minutes.

PSAP Issues

Bill Youell stated that there are some transition issues regarding the sale of AT&T to Frontier. Mr. Youell asked that a representative from Frontier discuss repair and maintenance issues along with the new procedures and policies of the legacy system.

Dave Perue, Director 9-1-1 Service Management and Database of Frontier Communications, reported that there have been issues that are being addressed: ramping up call-centers and issues with databases being converted over. Frontier is working along with AT&T to get the call reporting/trouble reporting working more efficiently. A representative of Frontier is reaching out to the PSAPs regarding call-waiting times.

Division of Emergency Management and Homeland Security

Bill Hackett reported that the governor has activated the state severe cold weather protocol until Sunday of this week. The advisory council met this week and announced that DEHMS is offering new Incident Command courses, ICS300/400. DEHMS is planning for the annual governor's emergency planning preparedness exercise in the fall. New scenarios are being discussed. DEHMS remains on track for national accreditation of the state emergency management and homeland security program to be received in April. Mr. Hackett reported that hackers are targeting public safety entities including PSAPs across the country. The cyber security committee works to keep up on the training and usage of the systems. Mr. Hackett offered that an intelligence center analyst attend the next commission meeting to give a presentation on cyber security issues relative to PSAPs and public safety entities including websites.

Mr. Hackett also asked that a member of DSET be on the cyber security committee.

Bill Youell volunteered to become a member of the committee.

Dept. of Public Health

Ray Barishansky was not present at the meeting.

New Business

No new business.

Public Comment

Doug Knowlton Colchester ECC, offered information regarding the consolidation of the KX and Montville facilities. July 1 is the target date. The town CEO's have met and have reviewed funding and are moving forward as scheduled.

Bill Youell notified Mr. Knowlton that the installation team will notify his team regarding the implementation schedule.

Mr. Knowlton stated that the towns involved are: Colchester, East Hampton, Marlboro, East Haddam, Salem, Bozrah, Lebanon, the Haddam Neck portion of Haddam and Montville.

Jeff Otto asked George Pohorilak if the MLTS legislation will be considered a DSET sponsored piece of legislation or is it private.

George Pohorilak answered it is possible that it will come out of the governor's office.

Mr. Otto also asked when the regulatory proposal will be made public.

Steve Verbil stated it there will be a public hearing.

Jack McCoy, Manchester, stated his organization is in the first stages of developing a system to use the statewide network to detect where there is a cyber-attacks multi-town and then sending messages out in that area.

Adjournment

George Pohorilak made a motion to adjourn the meeting. Donald Richardson seconded the motion. The meeting was adjourned at 10:36 a.m.

Ernest Herrick, Chairman

Date