

Approved Minutes
Enhanced 911 Commission Meeting
April 15, 2016
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

Ernie Herrick
Lee Vincent
William Hackett
Alfred Dudek
John Elsesser
Don Richardson
Jeff Morrisette
Clayton Northgraves
Wendy Furniss
Michele Etzel
Teresa Lockwood
Marc Montminy

Representing

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

Division of Statewide Emergency Telecommunications (DSET) DESPP

William Youell
Carey Thompson
Dan Czaja
Jerry Zarwanski
Bonnie Guarnieri

Steve Verbil
Mike Guerrero
John Masciadrelli
Bryan Pavlik

Others in Attendance

Jean Claude Rizk
Pete Fontneau
Chris McGearly
Jeff Otto
George Pohorilak
Chris Manouse
Stefan Mroczkiewicz
Joanne Miles
Brian McNealy
Doug Knowlton
Carrie Shaw
Scott Haddad
Travis Irons
Dan Soule
Brian Baldwin
Chris McGearly
Jeff Vannais
Carolyn Ayers
Mark Concannon

AT&T
AT&T
Intrado
QVEC
Public
AT&T
TCS
Willimantic 9-1-1
TCS
KX
CSP Troop F
Tolland County
QVEC
LCD
North Central CT EMS/CMED
Intrado
Willimantic Switchboard
Frontier
Frontier

Ronald Bloom
Kevin Stuck

Frontier
AT&T

Call to Order:

Ernie Herrick, Chair, called the meeting to order at 9:00 A.M.

Al Dudek made a motion to approve the minutes of the January 8, 2016 meeting. Wendy Furness seconded the motion. The minutes were approved.

Public Comment

No public comment

Legislation

Steve Verbil stated that House Bill #5407 has been reported out of the Legislative Commissioner's Office. Mr. Verbil reported that House Bill #5544 has been issued a file number effective March 29th. Mr. Verbil reported that Bill #5269 is currently dormant.

Mr. Verbil reported on House Bill #5075 file #3.

Scott DeVico, DESPP, stated that there is an Amendment # 5262 to divert a penny from the 911 funds to fund the firefighter cancer fund. DESPP has expressed to the Speakers office opposition to using any of the 911 funds for anything other than 911. Mr. DeVico encouraged the commission members to contact their specific Legislator to express their concerns against diverting the 9-1-1 funds.

Mr. Elsesser stated that this bill is just about approved, and any concerns should be made aware of as soon as possible.

There was a discussion regarding this matter.

Mr. Elsesser stated that the PSAP consolidation bill has more strength this year than last year.

Mr. DeVico stated it only passed 13 to 12.

Regulations

Steve Verbil announced that as of today, the funding regulations are being submitted along with the small business impact statement and fiscal note to OPM and the regulatory change will be discussed after it is published by the state.

Mr. Youell praised Mr. Verbil's hard work and dedication to this matter.

Training

Carey Thompson reported that DSET is working along with Nancy Carter, AT&T, for the training of NG9-1-1. Ms. Thompson stated that Ms. Carter is on-site for all of the PSAP cutovers. To date, 164 people have been trained. Ms. Thompson stated that legacy training is no longer being conducted. Ms. Thompson reported that 63 PSAPs have not yet submitted training fund reimbursement requests.

Grants

Carey Thompson reported that there are two transition grants pending at this time. One is a request from the city of Waterbury for their transition to Northwest Public Safety. The second is from the Town of Glastonbury to consolidate into East Hampton to form a new multi-town. Both are awaiting approval and there are no foreseen problems. There are a number of capital expense grants being reviewed. Willimantic has been approved for a grant for a base station with the state total matching of \$10,000.

Next Generation 911 Deployment

Mike Guerrero reported that NG9-1-1 deployments have resumed. Issues have been corrected and cutovers began on March 8th with a total of two cutovers being completed each week. AT&T has cutover the following PSAPs since the implementation schedule has resumed: Branford, East Windsor, Bloomfield, Seymour, Old Saybrook, Naugatuck, Montville, Easton, East Haven, Simsbury, Cheshire, and Wallingford. The complete cutover list is posted on the DSET website. It is anticipated that the cutovers will be completed by the end of 2016.

Jean Claude Rizk, AT&T, reported that since the cutovers resumed, there have been no severity one or severity two issues, and the new cutovers have been very successful.

Text to 911

Peter Fontneau, AT&T, reported that Text to 9-1-1 testing will begin at New Britain PSTC and Valley Shore ECC. Mr. Fontneau stated that extensive testing and training will occur to ensure that the system is running smoothly and dispatchers are comfortable with handling the Text to 9-1-1 calls and forwarding them from PSAP to PSAP. Mr. Fontneau reported that every NG PSAP will have Text to 9-1-1 capability and a plan is being worked out to enter the next phase of the project.

Teresa Lockwood asked how that will affect the interaction between the legacy PSAPs and the NG9-1-1 PSAP in terms of getting information.

Mr. Fontneau answered that there are logistical problems being worked on which is part of the plan.

There was a discussion on Text to 9-1-1.

Bill Youell summarized by stating that this project is being approached with the utmost caution and there has been extensive time in developing the technology. There has been testing with the carriers in order to assure that the service works. Mr. Youell stated that there is a host of information that still needs to be addressed relative to the use of the service, how it's going to be used and its impact. Mr. Youell stated that DSET will be reaching out to PSAPs for input and this project is a work in progress.

Public Education

Carey Thompson, along with John Masciadrelli, gave a well-received visual presentation on public education. The first one was a Domestic Abuse Situation, the second was a deaf person, and the third was of Commissioner Schriro of DESPP.

Public Safety Data Network Governance

John Masciadrelli reported that the last PSDN Governance meeting was held on March 17th. During the meeting three requests were approved to use the PSDN for data transport.

Mr. Masciadrelli stated that to date, 102 requests have been submitted to the PSDN Governance Board. 61 of those requests have been raised, reviewed and/or voted on by the board. Of the 61 requests, 41 are operating on the PSDN. There are an additional 20 requests awaiting an implementation date or are in the process of being implemented. The remaining requests are in various stages of the connection process. The next meeting is scheduled for April 20th. For more information visit the website at www.ct.gov/despp and select Statewide Emergency Telecommunications on the left side of the screen.

Geographic Information Systems

Dan Czaja reported on the street centerline updating and stated that DSET/GIS recently completed an upgrade on the eastern side of the state. DSET/GIS continue to improve on geocoding for the Legacy and next generation system. Currently, it is up to 99.16% for NG9-1-1. The call volume maps are now available on the state website.

DSET also continues to assist the state police with mapping needs updating their CAD. The orthoimagery flight continues, and as of April 12th approximately 65% has been collected and it is anticipated that it will be completed by next week.

John Elsesser requested a total 911 calls map to show PSAPs with less than 12,000 calls for the consolidation legislation.

Dan Czaja is going to work on this.

Emergency Notification System

Mike Guerrero reported that 15 PSAPs are awaiting migration to the Mass Notification platform and should be completed by June. A total of 29 CT Alerts have been broadcast on the AWARE platform reaching approximately 173,000 people. There have been 17 alerts on mass notification reaching approximately 165,000 people. A community engagement module which was recently purchased has allowed Emergency Management Homeland Security 12 postings to their Facebook and Twitter pages with regards to weather related activities. The CT Alert web widget and zip code opt-in module recently purchased from the Everbridge Corporation of the Nixle product has allowed the “opt-ins” to increase to 10,669 since December. Currently there are 127,654 opt-in registrants.

E9-1-1 Reports

Mike Guerrero reported that two PSAPs did not meet the state standard for the fourth quarter. Bridgeport has been making progress with 89.3% of 9-1-1 calls answered in ten seconds or less. Stamford ECC answered 89.4% in ten seconds or less. DSET has conducted an analysis of Stamford ECC’s 9-1-1 call data and has determined that funding cuts which have reduced the number of telecommunicators available to work during the busiest shifts is a major factor. DSET is working with Stamford to improve their statistics.

DSET is working with AT&T to develop NG9-1-1 reports that will provide accurate data that measures 9-1-1 call answering performance. This effort should be completed later this year.

PSAP Issues

Mike Guerrero reported that as of July 1st Colchester ECC (KX) will no longer be a PSAP. Participating towns have notified DSET of their choices for replacement. Marlborough will now be part of Tolland ECC. East Hampton has selected Glastonbury PD. East Haddam and Haddam have chosen Valley Shore, and Colchester, Bozrah, and Salem. have elected to go with Quinebaug Valley Emergency Communications. Mr. Guerrero reported that Waterbury consolidation is still on track and they will have their calls answered by Northwest Public Safety in their new location, St. Mary's Hospital in Waterbury as of June 29th of this year.

Department of Public Health

Wendy Furniss, DPH, was at the meeting earlier, but had to leave. Therefore, no report was submitted.

Division of Emergency Management and Homeland Security

William Hackett announced that the annual Connecticut Conference of Municipalities will be held on April 28th at the Radisson Hotel in Cromwell, and 400 people are expected to attend. The Annual Governor's Emergency Planning and Preparedness exercise will be held on Saturday, October 15, 2016, for the towns that have volunteer responders and Wednesday, October 19, 2016, for the career staff. On April 19th the Federal Office of Emergency Communications is providing technical assistance on the State Communications Interoperability Plan (SCIP). Mr. Hackett stated that DEMHS will be participating in the national cyber security exercise along with military partners during the first week of June.

FirstNet

Bill Hackett announced that the monthly broadband meeting will be held later today at 1:00 p.m. in this conference room. Mr. Hackett reported that the Connecticut Leadership team attended the State Single Point of Contact meeting this week in McLain, Virginia. CT FirstNet will give an update of the initiative as it relates to Connecticut at the conference on April 28th. In June, FirstNet will have a booth present at the EMS Expo at the Mohegan Sun. FirstNet continues to collect the remaining outstanding data to develop a state plan.

New Business

No new business

Public Comment

Jeff Vannais stated that using 9-1-1 money for any other purpose other than 9-1-1 is absolutely inappropriate and when the subject has been brought up in prior years, the PSAP community came together to fight against any other use for the funds. Mr. Vannais announced that it is National 9-1-1 Educational month and the coalition has developed a website www.know911.org, which gives information from around the country regarding Text to 9-1-1. Finally, Mr. Vannais expressed disappointment regarding legislation of multi-line systems and the fact that it is not going anywhere at this time.

Carey Thompson stated that when the time is appropriate, chief elected officials will receive written information regarding Text to 9-1-1. DSET website has informational links and materials will be sent to the officials that can be distributed as well.

George Pohorilak stated that as Chairman of the Southington Commission on Disabilities, he concurred with Jeff Vannais that the “wonderful” public announcement for the hearing impaired should be sent out as soon as possible.

Jeff Otto asked whether the DSET staff had opportunity to address the question of alternate paths to deliver the NG9-1-1 service to PSAPs that have lengthy connections between the rings and their PSAPs? Steve Verbil answered that Chuck Fuller is working on the collapsed ring issue along with FiberTech.

Mr. Otto stated that there seems to be less calls answered in the last year, and asked if the call count sheets deal only with wireline calls and not NG9-1-1 calls? Mike Guerrero answered that it includes a report received from Frontier (Legacy) and the NG91-1 information is pulled directly from host server and the two are combined to create one report. Mr. Otto encouraged DSET to look into the method that Frontier uses to provide these reports for accuracy. Mr. Elsesser stated that there were no major weather events in the last year and that might be a factor. Mr. Otto said the calls were down 20% and the method should be looked into.

Mr. Otto asked DSET if the importance of consolidation was highlighted with regard to S.B. #5544? Bill Youell answered that DSET made it clear that this direction was supported. Mr. Vannais suggested that in the future, proactive measures should be taken to have the decision making authority removed from the local communities. Discussion followed regarding this matter.

George Pohorilak stated that he FOI'd the Commissioner of DESPP requesting copies of the studies that were repeatedly referred to in the matter of consolidation. The Connecticut State Police responded that they have been unable to find those studies that were done and continue to look for them. Mr. Pohorilak stated that he does not believe they will be able to find studies that do not exist. The request is still pending.

Lee Vincent quoted a statement made by Commissioner Schriro which was included in the minutes of the last commission meeting “cost savings envisioned were not realized, in fact cost was greater”.

Mr. Otto stated that labor efficiency is far greater in larger PSAPs than in the smaller centers. Also, it has been proven that it is more costly to provide 9-1-1 service in Connecticut than any other state in the country and the leaders in the 9-1-1 community should take on the issues to make it more cost efficient.

Adjournment

John Elsesser made the motion to adjourn the meeting. Jeff Morrissette seconded the motion. The meeting was adjourned at 10:30a.m.

Ernest Herrick, Chairman

Date