

**Approved Minutes**  
**Enhanced 911 Commission Meeting**  
**July 1, 2005**  
**Department of Public Safety**  
**1111 Country Club Road**  
**Middletown, Connecticut**

**Commission Members**

Ernest Herrick  
Jeff Morrissette  
Roy Piper  
Donald Richardson  
Gordon Shand  
Jeff Vannais  
Lee Vincent

**Representing**

Volunteer Fire Service  
State Fire Administrator  
Office of Emergency Management  
Cingular Wireless  
Office of Emergency Medical Services  
Public Service Answering Point Representative  
Connecticut Conference of Municipalities

**Staff**

George Pohorilak  
Jerry Zarwanski  
Mike Guerrera  
Carey Thompson  
Anne Finn

Office of Statewide Emergency Telecommunications (OSET)  
OSET  
OSET  
OSET  
OSET

**Others in Attendance**

John Bairos  
Andy Champion  
Larry Cole  
Carol Criscuolo  
Carol Driscoll  
Dennis Durkin  
Joe DelBuono  
Ann Eckert  
Rich Grocki  
Tyler Millix  
Ed Pass  
Steve Savage  
Gary Stango  
Kathy Pierce

Comcast Communications  
New Haven Fire 911  
SBC  
AT&T  
Office of Education and Data Management (OEDM)  
Glastonbury Police Department  
Newtown ECC  
Wilton Police Department  
Colchester Emergency Communications  
Tolland County Mutual Aid Fire Services  
SBC  
Northwest CT Public Safety Communications Center  
Hartford and Emergency Management/Homeland Security  
Cox Communications

**Call to Order**

Chairman Herrick called the meeting to order at 9:03 a.m.

**Approval of E911 Commission meeting minutes of April 1, 2005**

Jeff Morrissette motioned to approve the minutes of April 1, 2005 and Roy Piper seconded the motion. The minutes were approved.

**Correspondence**

There was no correspondence.

**Public Comment**

There was no public comment.

**Staff Reports****Training Program**

Carol Driscoll of Office of Education and Data Management (OEDM) gave the results for January through May, 2005. So far this year, 97 telecommunicators were re-certified, and 48 telecommunicators were certified. A total of 114 students were trained. Of the 114 students, 101 took the exam, and 99 passed the exam. The department certified 45 telecommunicators. There were 29 SBC 911.

There are 35 active instructors involved in curriculum development. Each member is working on the lesson plan they will teach. Each newly created lesson plan is submitted by email. The plans are due July 15, and the group will reconvene after all plans are submitted.

**EMD Report**

Carey Thompson of Office of Statewide Emergency Telecommunications (OSET) reported on the status of EMD implementation for the State. To date, 1073 students represent 69 PSAPs and Connecticut State Police troops. The total reimbursements to date are almost \$275,000.

OSET has been following up on the quality assurance program. Of all the PSAPs, only five have not responded. OSET has sent out another letter to the directors of those PSAPs and will continue to follow up on compliance.

**Translation Services**

George Pohorilak reported. Language Line is in place. Use of this service is expected to start slowly and grow. This service translates many languages and is well suited to the needs of each PSAP. OSET will update the commission at each meeting.

**Accuracy Testing**

OSET will continue accuracy testing. Jim Darby and Jim Daniels are back. OSET will compile a report and submit that report to the commission.

**EMS Data**

Mike Guerrero reported. A total of sixty-seven PSAPs submitted reports for the first quarter of 2005. OSET is waiting for data from the second quarter to be submitted.

**Public Education**

Carey Thompson reported. The non-sustaining commercial announcements have been aired on radio and TV and we have received positive feedback. Next year OSET will either re-run those announcements or do new commercial announcements.

OSET has a very aggressive schedule planned. The new group formed with some returning members. The group has the task of developing curriculum to take on the road by PSAP volunteers. The curriculum is divided by age group. There are public education classes for pre-K to grade 1, grades 2 to 4, grades 5 to 8, and grades 9 to 12. Seniors will be a separate group. The classes will include training in when to call and how to call.

The committee will discuss what type of materials and demonstrations to use with each age group. The next meeting of this committee is July 13. Commission members are encouraged to come or send any suggestions they have.

### **Unfinished Business**

#### **New E911 Commission Member**

Ernest Herrick announced that Roy Piper has been appointed by Governor Rell to replace Thomas Walsh.

#### **DPH EMS Data Report**

The goal is to visit or propose on a regular basis.

#### **911 Fund & Senate Bill No. 1276**

George Pohorilak reported. Senate Bill 1276 was passed. This bill applies to cities with populations of 40,000 or more, which are part of this bill. The bill will be in place by January 1, 2006. The Governor has yet to sign Senate Bill No. 1276.

#### **Legislation**

George Pohorilak reported. OSET will try to resubmit the PBX legislation.

#### **VOIP**

George Pohorilak reported. The FCC has ruled that the VOIP must

By June 29, various required notification items to new and existing customers must be in place. By November 28, 2005, delivery of E9-1-1 in areas capable of receiving both ANI and ALI data must be in place. OSET is in discussions with SBC to find out what must be done to meet this deadline.

#### **PSAP Issues**

##### **Palladium Software Upgrades**

Larry Cole of SBC reported. SBC started the process of submitting the Palladium software. OSET has heard that is being processed now. It will take about six weeks to do this.

George Pohorilak reported hopefully the kickoff meeting for the RFP committee for new E911 software will be by or before August 1, 2005.

#### **Map Update**

OSET has identified 112 GIS contracts. OSET generates the map information in a paper format. The GIS contact people in each town review the material, send it back to us, and OSET sends it to Tele Atlas. OSET has many printers running maps with tiles so the towns can review them. OSET will report back with our progress.

## **E911 Performance Reports**

### **SBC**

Mike Guerrero reported that the highest number of troubles occurred with the Palladium Software due to frequent nuisance alarms. The latest version of software, currently being installed will fix this problem.

The Manual Query report is incomplete due to delay in the data input because of work being done on mapping.

### **911 Call Counts**

George Pohorilak reported. There was only one dramatic change with the call counts. ALI dips on administrative calls were counted as 911 calls for several PSAPs. As a result the counts have changed.

### **CLECS**

Mike Guerrero reported. All CLECS have reported except for Conversent Communications. Comcast has reported a fairly high number of database updates that have taken more than two days. Paetec Communications also reported a high number of updates that required two days to process.

## **Homeland Security 9-1-1 Report**

Minutes from Homeland Security meetings will be available on the website for commission members and telecommunicators so they can stay current on new information from the Department of Emergency Management and Homeland Security.

A map was distributed showing the regional planning boundaries.

### **New Business**

There was no new business.

### **Public Comment**

The present 911 database of basic awareness information is a requirement so it probably should be a part of basic telecommunicator training.

Jeff Vannais, Public Service Answering Point Representative, referred to the Handicap 911 form that was distributed at the meeting. George Pohorilak said the form has several new categories. The changes add psychiatric disability and speech disability to the form. OSET is working with SBC to get the changes done.

Andy Champion of the New Haven Fire 911 spoke about the education for the telecommunicators. Telecommunicators should get as much training as they can because they will be the key people dealing with emergency calls. Prank calls and bomb scares from cell phones are an issue they have to deal with. There is no record of who made these calls because they are done with pre-paid phones.

An article on using 9-1-1 was distributed. It details the public service message currently airing on television. The article also lists important questions and answers when dealing with 9-1-1.

**Adjournment**

A motion was made by Ernest Herrick and seconded by Donald Richardson and unanimously approved to adjourn the meeting at 10:08 a.m.

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Ernest Herrick, Chairman

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Date