

**Enhanced 911 Commission Meeting
July 13, 2007
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut**

Commission Members

Fred Dudek
John Elsesser
Ernest Herrick
Paul Jakubson
Don Richardson
Gordon Shand
Michael Stemmler
Jeff Vannais
Lee Vincent

Representing

Connecticut Fire Chiefs
Council of Small Towns (COST)
Volunteer Fire Service
Connecticut Police Chiefs Association
Wireless - Cingular
Department of Public Health – OEMS
Connecticut State Police
Public Safety Answering Point Representative
Connecticut Conference of Municipalities

Office of Statewide Emergency Telecommunications (OSET) Staff

George Pohorilak
Mike Guerrero
Jerry Zarwanski
Dan Czaja
Carey Thompson
Jodie Brinley

Others in Attendance

Rob Howley	Cox
Rich Grocki	CEC
John Donfrancisco	QVEC
John Gustafson	South Central Regional ECC New Haven
Frank Kiernan	Meriden Emergency Communications
Yvonne Lewis	Commission on Fire Protection and Control
Ed Pass	AT&T
Steve Savage	Northwest CT Public Safety Communications Center
Gary Stango	City of Hartford
Gary Wiemokly	Department of Public Health

Call to Order

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:04 a.m.

Approval of E9-1-1 Commission Meeting minutes of April 13, 2007

Jeff Vannais motioned the minutes be approved. Donald Richardson seconded the motion. The minutes were approved.

Correspondence

George Pohorilak, Office of Statewide Emergency Telecommunications (OSET), mentioned the correspondence he distributed.

- Letter from the Commissioner of the Department of Mental Health and Addiction Services seeking to establish a PSAP or possibly a Private SAP at the Connecticut Valley Hospital in Middletown. George indicated that it would be very costly for them to be private and the town of Middletown already has a PSAP. George will respond back to the commissioner indicating that an application would need to be submitted. Lee Vincent indicated that the 9-1-1 Commission needs to approve both private and public SAPs.
- Department of Public Health regarding the EMS data project update
- Letter to Commissioner John Danaher from Richard Blumenthal regarding the opinion on Reverse 9-1-1
- Letter from Richard Blumenthal's office regarding a complaint from a woman in Derby whose 9-1-1 call was not answered. OSET has investigated the complaint with the Derby Police Department and they did return the call to her.
- Memo from James Thomas, Department of Emergency and Management and Homeland Security regarding the statewide communications interoperability planning grant program and the meetings set up. Feedback is important for grant money. Grant application needs to be submitted by September. The state has hired 3 consultants to work on this grant.
- Letter to Chief LaVecchia regarding his concern in the reduction in funding, a committee put together this letter and there has not been a response from Milford.

Public Comment

There was no public comment.

Unfinished Business

Grants and Capital Expense Grants

Capital Expense Grants

Carey Thompson, Office of Statewide Emergency Telecommunications (OSET), reported that a capital expense grant has been approved for Tolland County's request for a digital recorder (\$14,747.85). Pending in New Haven is the upgrade to 9-1-1 system and to relocate circuitry and phone lines, the cost is \$95,946 and the city is responsible for 50% of that amount. East Hartford's system upgrade to provide for video feed (\$75,000) and software and control systems for Quinebaug Valley (\$58,000). Currently 2% of the total budgeted amount has been spent.

Transition Grants

Reimbursing for Valley Shore (Deep River and Cheshire consolidation) and there are two studies out for consolidation (CCRPA and Waterford). The total amount of transition grants - \$100,429.

Training Program

The Office of Education and Data Management continues to provide telecommunicator training and certification and continues to train and certify Connecticut State Police.

Jeff Vannais is concerned with the availability of emergency medical dispatch courses. OSET will discuss with OEDM to possibly establish training twice a year.

EMD Report

Carey Thompson reported. Training fund money can be used for travel, conferences and training materials. For 06/07 OSET reimbursed \$90,000, included in that amount - \$10,000 for PowerPhone and \$15,000 Priority Dispatch quality assurance training. As long as there is sufficient interest, OSET will offer more Quality Assurance training in October utilizing PowerPhone.

OSET reimbursed for 40 PSAPs and secondaries as well as CSP who are getting the training.

Legislation

George Pohorilak reported that the legislation for prepaid wireless and Voice Over IP services (Bill 7270) was passed and is now Public Act No. 07-106.

OSET will begin looking into legislation to raise the cap of surcharge next year.

Public Education

George Pohorilak reported that the commercial announcements were redone with Gov. Rell and the Wethersfield Police Department and will begin airing next month. Connecticut Broadcaster's Association is adding closed captioning. The message is encouraging the elderly to call 9-1-1 for emergencies and emphasizes location information.

Carey Thompson indicated that the coloring books have been going out quickly. Another order will be put in with the addition of the Spanish version of the coloring books. Ollie (octopus mascot) was presented.

George introduced the new 9-1-1 pin. The ceremony honoring the 20th 9-1-1 anniversary will be in Groton on 10/29/07

Jeff Vannais announced that on 10/30/07 there will be a Hometown 911 Forum sponsored by the E9-1-1 Institute at the Atlantic Chapter APCO Conference.

Emergency Notification Systems – E9-1-1 Data Base

George Pohorilak referred to the letter from Richard Blumenthal, dated 5.21.07, expressing his opinion that the database could not be used for emergency notification systems and the need to change current legislation. Draft language was developed to ensure that the database could only be used for "life threatening emergencies". Legislation has not been put through yet. If and when it does, every 9-1-1 center will sign a MOU so they know that the E9-1-1 database cannot be used for anything but "life threatening emergencies". OSET is ready to implement the distribution of the enhanced 9-1-1 database on a monthly basis if the legislation is put through.

E9-1-1 Software RFP

George Pohorilak reported that the final version of the RFP document is going through DOIT process. They will review and it will take about a month. RFP is close to being released. 5 million dollars was budgeted for both this year and last year – total of \$10 million.

GIS

Dan Czaja, OSET, reported. Dan indicated that they are continuing to do street and address updates. As of 7/1/07 - 36 towns are finished. There are a total of 2300 updates. In the near future, the 911 map will be updated quarterly.

Call volume maps have been updated for 2007 (wireline call volume, wireless call volume, total call volume and VoIP call volume), also included data from Tele Atlas.

PSAP Total Call Count Report

Mike Guerrero, OSET, reported that in the first quarter of 2007 there were 69 reports received with 26 late submittals. 5 PSAPs did not meet the 90% of calls answered within 10 seconds. They have been requested to improve their performance. We are currently in the process of receiving 2nd quarter reports. We received 41 and 5 with partial data. George Pohorilak indicated that personal phone calls to chief elected officials may be appropriate at this time to get compliance.

Wireless Issues

Mike Guerrero stated that two issues specific to Alltel were resolved. The passing of the position source code to the 9-1-1 system and the MicroData 10 digit identifier was added to Alltel database records.

George Pohorilak indicated that at the federal level, they are attempting to refine the issue of accuracy testing for cellular 9-1-1. The FCC may require accuracy testing being done at the PSAP level. Connecticut is one of a few states to do accuracy testing on a statewide basis. Next year there may be another round of accuracy testing for Connecticut.

PSAP Issues

George Pohorilak reported that there is an ongoing power study in progress.

Jerry Zarwanski reported that The Mercury Group is doing power/electrical evaluations at all 107 PSAP locations and it will take 5 months to complete rather than the estimated 3 months. To date, 32 power/electrical evaluations have been completed plus 8 were received today. By the 3rd week in August all 107 locations should be completed. The audit is a visual inspection – no live-load testing.

TSP (Telecommunication Service Restoration Priority), Jerry Zarwanski received a memo from AT&T that indicated the work has been completed. Now every PSAP has priority restoration on one BRI circuit and one administrative line.

GETS – (Government Emergency Telecommunication Service) Letters have been sent out to all PSAPs explaining this program. Cards will allow them to get into the network should it become congested. GETS cards will be sent after receiving signed forms from PSAP directors.

The letter needs to be returned to OSET indicating whether the card is needed or not.

Tracking of GETS cards issued to PSAPs/PSAP Directors/DPS Personnel will be done by OSET rather than DOIT which provided the cards. WPS (Wireless Priority Service – which is reimbursed up to \$150 per year) is needed to supplement the GETS card.

E9-1-1 Performance Reports

Mike Guerrero indicated that Vision Switch and Palladium Software were the biggest CPE problems. ALI retrievals, service order performance reports and reroutes were discussed.

Manual query report – All manual queries made on a monthly basis are broken down into 3 categories; manual queries done for training, manual queries that were done that are being reported and manual queries being done and not being reported. Compliance by PSAPs is about 50-50. Need to improve with compliance. Also listed are PSAPs with two or more unreported manual queries broken down month by month. Maintenance report from AT&T technician indicates the biggest problem is with Vision Phone. Troop L had the most SBC maintenance visits in March, in April, Vernon Police Department and in May, Troop K. Call counts from January – June were discussed.

CLEC's

Mike Guerrero, OSET reported that all CLECs submitted Service Order Performance Reports except Choice One Communication. All submitted Network Performance reports. All did well with complying. Paetec Communications was the only CLEC that had issues with blocked calls.

George discussed Cox Communications report regarding a phone outage on June 23rd affecting 8,000 customers. Rob Howley, from Cox, indicated that a new circuit was built and the issue has been resolved.

Data Network

George Pohorilak, OSET reported. At a special meeting of the 9-1-1 Commission last month there was no vote because there was not a quorum. We are looking to move forward with the development of data network for the Connecticut 9-1-1 PSAPs. We would like to move forward with an RFI for data network and it is 80% completed. Lee Vincent motioned to move forward. John Elsesser seconded. The motion passed by unanimous vote.

DPH

EMS Data Collection

Gary Wiemokly reported for the Department of Public Health and indicated that next week they are looking to have the staging servers on line and having the software collectors there to begin the testing and receiving data. Paul Jakubson reported that when information goes from the 9-1-1 system into the CAD, if the CAD is not updated properly when the call is cleared, the location may not report correctly and there may be a data integrity issue.

Homeland Security 9-1-1 Report

Gary Stango, City of Hartford, reported. If anyone has training with homeland security money within their region, it can be used for NIMS training for PSAPs. Sailfest 2007 is happening in New London this weekend. There is an all hazards incident management team training course next week, there are spaces still available. There is a Soft target awareness course in New Haven, on August 7th-10th. Also, on September 6, 2007 there will be an U.S. Coast Guard Maritime security exercise.

New Business

George Pohorilak reported that Carey Thompson visits PSAPs to insure compliance of rules and regulations. Visits have become more formal and aggressive. Carey noted that since the visits began, more PSAPs are using their training funds. 51 PSAPs used their training funds. The total percent spent for fiscal year 06/07 was 40%. Jeff Vannais noted the need for supervisor/mentor training program and a recruitment program for telecommunicators.

Jeff Vannais reported that AT&T is in the process of doing circuit testing statewide and that PSAP directors should check with these technicians to ensure that the telephone or 9-1-1 system is not interrupted. Ed Pass, from AT&T indicated that they are moving from copper to fiber and service should not be interrupted.

Public Comment

Frank Kiernan from Meriden Emergency Communications Center and is with APCO Standards and Development Committee reported that the standard is up on the website for public comment regarding communication/training officers standards. NFPA asked that APCO take over their communication standards. (NFPA standards 1061 and 1221-wiring).

Adjournment

Paul Jakubson motioned to adjourn the meeting. Jeff Vannais seconded the motion. The meeting adjourned at 10:44 a.m.

Ernest Herrick, Chairman

Date