

**Notes**  
**Enhanced 911 Commission Meeting**  
**July 11, 2008**  
**Department of Public Safety**  
**1111 Country Club Road**  
**Middletown, Connecticut**

**Commission Members**

John Elsesser  
Gordon Shand  
Jeff Vannais  
Lee Vincent

**Representing**

Council of Small Towns (COST)  
Department of Public Health – OEMS  
Public Safety Answering Point Representative  
Connecticut Conference of Municipalities

**Office of Statewide Emergency Telecommunications (OSET) Staff/OEDM**

Robert Ross  
George Pohorilak  
Dan Czaja  
Carey Thompson  
Charles Fuller  
John Masciadrelli  
Jodie Brinley  
Bonnie Becker

**Others in Attendance**

Ed Brunt	Madison ECC
Joe DelBuono	Newtown ECC
Denise Frascona	AT&T
John Gustafson	South Central Regional ECC New Haven
Frank Kiernan	Meriden Emergency Communications
Richard Mulhall	CPCA
Ed Pass	AT&T
Michael Pinto	DEMHS
Roy Piper	DEMHS
Steve Savage	Northwest CT Public Safety Communications Center
Chris Wetzel	Department of Fiscal Analysis
Gary Wiemokly	Department of Public Health
Randy Young	Positron/IPC
Dan Cugno	Positron/IPC

**Call to Order**

Vice-Chairman Lee Vincent, Connecticut Conference of Municipalities, called the meeting to order at 9:03 a.m.

**Approval of E911 Commission Meeting minutes of April 4, 2008**

Because of the absence of a quorum the minutes were not approved.

## **Correspondence**

George Pohorilak noted the correspondence from Governor Rell appointing Commissioner James Thomas as a new member of the E911 Commission. Also, there is correspondence from the Office of Emergency Medical Services that Gary Wiemokly will address later in the meeting.

## **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 there were 3 pending grants totaling \$82,000. One for Enfield to convert their server to the 911 position for \$6,800; NWPS that has been approved for one VHF control station and antenna for a total of \$5,500 and one for LCD to expand their radio system for \$70,000.

#### **Transition Grants**

No pending transition grants, however, Carey Thompson indicated that Montville and East Lyme continue to show interest in becoming a multi-town and George Pohorilak stated that he is meeting with Torrington and Winsted officials regarding the possibility of becoming a multi-town. George Pohorilak noted that a town will receive a maximum of \$250,000 for expensed to transition. Also, a subcommittee was formed and met to discuss regionalization. George Pohorilak is drafting a letter to send to the PSAPs that are interested in regionalization. A GIS map of the towns that have less than 10,000 calls per year was distributed. John Elsesser noted that some issues of regionalization are non-economic, such as prisoners, walk-ins, and prisoner transport. Lee Vincent indicated that offering more money to PSAPs to regionalize would not be an added incentive. Chief Mulhall stated that law enforcement is the principle issue against regionalization because of issues with prisoner transport and housing.

## **Training**

Bonnie Becker from the Office of Education and Data Management reported. From April 1 – June 30<sup>th</sup> there were 2 classes. OEDM trained 41 individuals, 3 exams were given, 44 passed, and 3 failed. There were 7 E911 Telecommunicator classes held and 36 individuals were trained in E911. Also, 21 telecommunicators were certified and in June there were 84 recertifications. There was 1 class held for Connecticut State Police Trooper training, 24 troopers were trained, 1 exam was given, 22 passed and 2 failed. There were 2 E911 classes held and 133 individuals were trained – 5 EMD classes were held and trained 97 individuals. Trooper classes will resume in the fall.

A course evaluation summary was distributed. As a result of the evaluations the curriculum is being reviewed and enhanced. Some instructors received low scores, which will be reviewed. The goal of OEDM is an 80% strongly agree score.

## **EMD Report & PSAP Training**

Carey Thompson reported that 69 PSAPs have requested training funds for F/Y 07/08. Currently, there are 31 PSAPs that have not used their funds. George Pohorilak stated that unused funds do not rollover year to year.

## **EMD Report**

Carey Thompson reported that 42 PSAPs requested EMD reimbursements totaling \$51,000.

## **Legislation**

George Pohorilak stated that the bill that would allow OSET to distribute the E911 database to 911 centers for use with emergency notification systems and the bill that would raise the statutory cap from .50 cents to .60 cents did not pass. The surcharge was set at .46 cents for this fiscal year. The National Association of State 911 Administrators is currently compiling a list of what each state's surcharge is and George Pohorilak will distribute that list when it is completed. OSET will be putting together next years legislative package, at which time those two pieces of legislation will be requested again along with other items. Commission members are welcome to suggest any legislation that should be added to the package. Chris Wenzel from the Department of Fiscal Analysis indicated that if anyone has any questions, to contact him.

## **Public Education**

Carey Thompson indicated that the commercials have begun airing with the governor being the spokesperson. Carey Thompson also discussed accessibility and that there have been meeting to establish standardized forms for special needs individuals that would be shared with the PSAPs and emergency management. The current database needs to be cleaned and updated.

## **E9-1-1 Software RFP**

George Pohorilak reported that OSET has completed the evaluation of the RFPs for the new software package. AT&T has been selected to negotiate a contract with the state.

## **Emergency Notification Systems**

George Pohorilak noted again that the E9-1-1 data base legislation did not pass. The legislation was required to move forward. John Elsesser indicted that some towns are using public security funds to pay for their system. Currently Reverse 911 has a state contract. Gordon Shand cautions that there needs to be a distinction of the company Reverse 911 and the statewide enhanced 9-1-1 system.

## **GIS**

Dan Czaja reported. Dan indicated that 95 (out of 169) towns responded to OSET with street and address updates and 56 towns are completed. The remaining 39 towns should be completed by the end of the year. There have been over 7,000 updates since January 2007. OSET has processed 1,528 updates from the State Police. Quarterly update maps will be made upon request. There are new PSAP maps due to realignment of some PSAPs (Willimantic Fire Switchboard is no longer a regional center because Lebanon went to the Colchester ECC). The Connecticut Geospatial Council's Addressing Sub-Committee has completed the first draft of a statewide address point program business plan. The draft plan can be viewed soon on the council website ([www.ct.gov/gis](http://www.ct.gov/gis)). The capability to make street updates at the local level from a PSAP will become possible with the new data network.

## **PSAP Total Call Count Report**

George Pohorilak reported that Weston, New Milford and Clinton did not submit their PSAP total call counts. In the future, with the new data network it will be possible for OSET to just retrieve this information from the system which will reduce the work load at the PSAP.

## **Wireless Issues**

George Pohorilak indicated that OSET is working closely with Sprint to initiate a contract that would allow for reimbursement of Phase I connectivity costs. Sprint currently is reviewing the contract. Sprint will need to go the Claims Commission to seek reimbursement for expenses that occurred before the contract.

## **PSAP Issues**

George Pohorilak reported that after a meeting with Connecticut Valley Hospital, Rob Ross and himself, CVH agreed to unblock 9-1-1 calls and requested 6 weeks for training and equipment changes. However, since that meeting, CVH would like to discuss the legality of possibility becoming a public safety answering point. That meeting will be held later in the month with various attorneys present. Earlier this year, the town of Middletown rejected CVH's request to become a private safety answering point on the grounds that CVH did not have the equivalent services.

## **E9-1-1 Performance Reports**

John Masciadrelli indicated that the biggest problems reported by AT&T for this quarter was Palladium Software and Vision Switch. The Maintenance Problem report gives a detailed report of the specific reasons for each maintenance visit. Most of the Vision Switch problems are because of Vision Phone issues. The Service Order Performance Report indicates 98.56% of the records were updated within two days. There was a total of 10 reroutes in March, April and May. Approximately 40% of the manual queries done by PSAPs were unreported. George Pohorilak indicated that Language Line continues to be used and is very cost effective.

## **CLEC's**

John Masciadrelli stated that Comcast submitted their report late and Paetec Communications grouped their records as one instead of per month. Also, for Paetec, their traffic exceeded their number of circuits causing an overload on April 23<sup>rd</sup>.

## **Data Network**

George Pohorilak reported that OSET is continuing to meet with DOIT to finalize the network design. A MOU is being drafted that will incorporate a temporary contract network designer to assist in the data network rollout.

Jeff Vannais created a Next Generation 9-1-1 PowerPoint presentation showing the history/present and future of 9-1-1 and encouraged active participation from the commission to keep Connecticut in the forefront as Next Generation 9-1-1 develops. For additional information, go to [www.its.dot.gov/ng911](http://www.its.dot.gov/ng911) , [www.nena.org](http://www.nena.org), and the Booz Allen Hamilton Team - [NG911wg@bah.com](mailto:NG911wg@bah.com).

## **DPH**

### **EMS Data Collection**

Gary Wiemokly reported for the Department of Public Health. There are two towns and eight EMS organizations left to sign agreements to submit data to DPH/OEMS which should be completed by this fall. DPH/OEMS will be seeking grant funds from the National Highway Transportation Safety Administration to be used to obtain additional Toughbook computers. As of July 10<sup>th</sup>, DPH has gotten the first download of 4,000 patient care records to the staging server. String testing is now

taking place making to ensure specific data sets (patient address, times, complaints) compare and match up. It is anticipated that there will be at least 60,000 patient charts downloaded to this staging server by the end of the month.

**New Business**

George Pohorilak reported on the CSP Call Volume Study and the PSAP Backup Study that was distributed to the commission members. The CSP Call Volume Study shows the difference in the number/volume of calls received by the troops. The data from this study will help with the determination of what modifications to the troops are needed. CSP troops receive approximately one third of Connecticut’s 911 calls. The PSAP Backup Study was done to gather data on how long a temporary backup PSAP could sustain that backup and what is needed to create adequate backup for a PSAP.

**Public Comment**

Jeff Vannais distributed CD copies of a report titled, “The Health of the US 911 System”. George Pohorilak commented on Jeff Vannais’s involvement on the federal level with the non-initialized phone issue. A FCC docket has been opened and the comments period closed June 30, 2008.

**Adjournment**

The meeting adjourned at 11:03a.m.

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Ernest Herrick, Chairman

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Date