

**Unapproved Minutes
Enhanced 911 Commission Meeting
July 8, 2011**

**Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut**

Commission Members

John Elsesser
Ernest Herrick
Jeff Morrissette
Donald Richardson
Jeff Vannais
Lee Vincent
Paul Zito

Representing

Council of Small Towns (COST)
Volunteer Fire Service
State Fire Administrator
Wireless – AT&T Mobility
Public Safety Answering Point Representative
Connecticut Conference of Municipalities
Connecticut State Police

Office of Statewide Emergency Telecommunications (OSET) Staff/DFISET/DESPP

Robert Ross
Bill Youell
Jack Bardelli
Dan Czaja
Mike Guerrero
John Masciadrelli
Carey Thompson
Steve Verbil
Jerry Werner
Bonnie Becker
Matt Gianquinto
Peter Lucco
Jodie Brinley

Others in Attendance

Rick Darin	Valley Shore ECI
Joe DelBuono	Litchfield County Dispatch
Paul Fahey	Cassidian Communications
Leonard Guercia	Department of Public Health
Cindy Guinta	AT&T
John Gustafson	DEMHS
Josh Hughes	CT Police Chiefs
Kitty Ing	Verizon Business
Joe Marsalisi	Willimantic Switchboard
Ed Pass	AT&T
George Pohorilak	Public
Steve Savage	NW CT. Public Safety
Marc Scrivener	Willimantic Fire
Joe Silverio	Southington PD
Gary Stango	911 CMED
Mark Trouger	Cassidian Communications
Lisa Madden Tucker	Intrado
Michael Varney	DAS/DOIT
Randy Young	Intrado

Call to Order

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:00a.m.

Approval of E911 Commission Meeting minutes of January 7, 2011 and April 1, 2011.

Donald Richardson motioned that the minutes be approved. John Elsesser seconded the motion. The minutes were approved.

Correspondence

There was no correspondence.

Public Comment

There was no public comment.

Unfinished Business

Legislation

Bill Youell discussed several bills that could potentially impact the Office of Statewide Emergency Telecommunications. House Bill 5266, an act to supplement the membership of the E911 Commission with a telecommunicator representative and a representative from the public, was passed and signed by the Governor. The Governor's office assigns members to the Commission and to date, there have been no new assignments. Individuals may submit a letter of interest to the Governor's Office. Senate Bill 888, which the Department of Emergency Services and Public Protection opposes, is an act exempting certified police officers from telecommunicator training. This bill was passed; however, the Governor vetoed the bill. House Bill 6327 is the bill to increase the surcharge cap from 50 cents to 75 cents. The language in this bill that referred to the surcharge has been eliminated and replaced with wireless prepaid point of sale language. Several meetings were held to reinstate the original language. This bill did not make it out of the Senate. However, the Governor's office has asked for a document outlining all the fund requirements. Chairman Herrick stated that it is possible that this may be put on the current special session agenda.

Organization Update

Rob Ross discussed the reorganization of the agency. The Department of Public Safety is now The Department of Emergency Services and Public Protection. The new divisions within the agency are the Department of Emergency Management and Homeland Security (DEMHS), the Fire Academy, and the Police Officers Standards and Training Council (POSTC). The Office of the State Building Inspector (OSBI), the Office of Education and Data Management (OEDM), and civilians from the Office of the State Fire Marshal (OSFM) are now part of the Department of Construction Services and Department of Consumer Protection. The Office of Statewide Emergency Telecommunications (OSET) will remain within the agency and be part of the Division of Fire Investigations and Statewide Emergency Telecommunications. Also falling under this division will be statewide interoperability, state police communications, the message center and dispatch operations. Peter Lucco will be joining OSET. Rob Ross thanked Bonnie Becker for her service and efforts with OEDM. OSET will now be responsible for telecommunicator training.

Grants and Budget

Grants and Capital Expense

Carey Thompson stated that there have been several capital expense grant requests from QVC, Tolland County, New Haven, West Haven, NWPS and LCD. LCD has seven grants pending for

their move to Torrington. There are two transition grants; one for Torrington to consolidate with Litchfield County Dispatch (LCD) and the other is for Waterford and East Lyme to consolidate services in Waterford. If this is approved, they would become a funded multi-town.

PSAP Training & EMD

Carey Thompson reported that this is the end of the fiscal year and PSAPs have 90 days to submit their expenses. Fifty-eight percent of the PSAPs have submitted for reimbursements. Approximately half of the funding has been used (\$150,000). To date, PSAPs have requested reimbursement for EMD training and recertification, totaling \$78,000 (includes State Police). Forty-eight PSAPs and the state police have been trained in EMD.

Telecommunicator Training

Bonnie Becker reported for the Office of Education and Data Management. She stated that last quarter OEDM trained 45 students, year to date 66 students. OEDM certified 16 new telecommunicators, year to date, 55 and recertified 45 telecommunicators, year to date 150. Three telecommunicator instructors were re-certified. Thirty-seven individuals attended AT&T equipment training, year to date 67.

Training Curriculum Update

Bonnie Becker stated that Learning Dynamics completed 3 of 21 learning modules. This completes Phase 1 of the project. By the end of July, 9 more modules should be completed. The remaining modules for Phase 2 should be completed by September. Phase 3, developing the test bank and train the trainer and Phase 4, revisions and project rollout, will then begin.

Public Safety Data Network/BTOP Update

Jerry Werner reported that the testing phase for Phase I has been completed. PSAPs are currently being moved to the PSDN for their COLLECT connection which is scheduled to be completed by September 30th. The environmental assessment study has been approved and was received on April 24th. Construction has begun. Fiber and equipment designs have been finalized and equipment is being ordered. Site surveys for the equipment have begun at the new locations. COLLECT sites are first. All PSAPs will receive one more visit for another piece of equipment that will be supporting the BTOP portion of Phase 2 of the PSDN.

NG 9-1-1 RFI

Mike Guerrero stated that nine responses to the RFI have been received and presentations were conducted by each vendor. OSET has hired L.R. Kimball as a consultant to assist in this project. The RFI process has concluded and a second RFP is being developed. The business technical portion of the document has been drafted. There will be two proposals within the one document. The first section will deal with a system that will utilize some of the infrastructure that is currently in use. The second section of the RFP will relate to pure NG9-1-1 system routing features. OSET will be meeting DAS and DOIT next week to determine what is required to be in the document by state purchasing guidelines. Kimball will review the document and it should be released to the vendors by early August. The timeframe for the vendors to respond to the RFP has not yet been determined.

GIS

Dan Czaja reported on GIS mapping. OSET is collecting and processing street and address updates that have been provided by the towns and PSAPs. OSET has also begun to use the address data collected from the broadband mapping project to update 9-1-1 GIS and MSAG data. OSET continues to improve the geocoding match rate for the ALI database. As of July 1st, it has surpassed

95.5%. OSET continues to process updates from the State Police (1554 total updates). AT&T continues to train PSAPs in using their 9-1-1 Information Manager (911 IM) website. To date, AT&T has trained over 50 PSAPs to use 911 IM. The GIS staff continues to support the Everbridge system and has been able to locate nearly 93% of unmatched opt-in registrations. Due to the inclement weather, the statewide orthophotography flight has been postponed to next spring. Towns, Regional Planning Organizations or other interested parties may be able to “buy-up” off of this contract if they desire higher resolution orthoimagery. The 12” resolution orthophotography flight will be jointly funded by DOT, DESPP and NGA. The Connecticut Geospatial Council’s Addressing Subcommittee has completed a working draft of the state address data model, which is being used for the Broadband Mapping project.

Emergency Notification System

Mike Guerrero reported. There are 50,569 opt-in registrations. To date, the CT Alert system has been used 186 times resulting in 964,544 members of the public being alerted. The After Action Review Committee has reviewed 172 of 186 alerts, resulting in 150 viewed as appropriate. Of the 186 alerts, there have been 99 After Action Reports received. The system has been used primarily for weather related issues, missing persons and criminal activity. Judicial and the Department of Mental Health and Addiction Services are interested in using the system for employee notification. John Elsesser commented on the success of the system recently for a missing person in Coventry. John Gustafson stated that there will be the first national test of the National Broadcast System on November 9, 2011 at 2:00pm. The DESPP and the FCC will be conducting public information campaigns to educate the public of the testing.

Carey Thompson reported that OSET will renew the contract with the Connecticut Broadcasters Association for the new 30 second public service announcements and Lt. Vance and Commissioner Bradford will be spokesmen. The announcement was filmed by Fox 61. The catch phrase is “CT Alert is the one call list you want to be on”. There will also be a Spanish version of this announcement. The new announcement will air in a couple weeks. Most state agencies have included the CT Alert link on their websites.

PSAP Call Counts

Mike Guerrero reported that for the first 6 months of 2011, there have been 1,147,000 9-1-1 calls received and approximately 70% of those calls were wireless calls.

E9-1-1 Performance Reports

Mike Guerrero stated that the reporting of manual queries for this quarter has improved from last quarter. Last quarter, 69.43% of the manual queries were unreported; this quarter is down to 62%. OSET continues to send letters to PSAPs requesting their compliance for reporting manual queries.

OSET is now tracking critical components in an effort to keep the current system functional as long as possible. An E9-1-1 Contingency Plan has been developed and was sent to all PSAPs last month. This plan identifies all critical components and inventories all equipment. Currently there are 3 vision switches available as spares. The plan also looks at operations in a failure mode and includes a procedure where a PSAP can operate if the vision switch fails and cannot be repaired or replaced. Jeff Vannais inquired as to whether or not this would be an appropriate time to offer additional training to the PSAPs. Mike Guerrero stated that there are step by step instructions in the contingency plan and a technician would be on site to assist if needed.

Mike Guerrero reported on the Total Call Count Report. Two PSAPs did not meet the state standard requiring that 90% of the 9-1-1 calls be answered within 10 seconds; Waterbury PD, at

87.9% and Bridgeport ECC at 81.3%. The statewide average for all PSAPs in the first quarter of 2010 was 95.8%. OSET has met with both PSAPs. Waterbury has hired additional staff and should meet the state standard in the future. Steve Verbil reported that Bridgeport does have a hiring freeze and when they become fully staffed they should be capable to meet the state standard. John Elsesser noted that due to liability issues, the Bridgeport Mayor and Risk Manager should be notified by the Commission of this state standard.

PSAP Issues

Steve Verbil congratulated Litchfield County Dispatch on successfully becoming a regional center that is dispatching complete town services (police, fire and EMS) for Torrington. OSET staff will be inspecting the center next week. Joe DeBuono stated that cooperation and communication was key to the consolidation and thanked several divisions/individuals for their assistance.

Department of Public Health

EMS Data Collection

Leonard Guercia reported that 5 reports will be presented at the next commission meeting from 2009 with EMS data. DPH has been supporting the 13 regional communications centers. DPH was able to secure carryover funding through the CDC's, H1N1 funding from last year, \$45,000. DPH will be providing to the 13 regional centers narrowband upgraded radios and cabinets for the MEDNET system. Hospital preparedness funding has been used to extend the Everbridge product to each of the state's 31 hospitals to be used as a notification system for their staff.

Department of Emergency Management Homeland Security 9-1-1 Report

Gary Stango reported. The minutes from the June 9th Coordinating Council meeting were distributed to the commission members and the following items were noted: Implementer Bill #6652 consolidates DEMHS with other agencies, funds for grants consolidation should proceed smoothly and Commissioner Boynton will be staying as Deputy Commissioner as of July 1st. At the Coordinating Council, Commissioner Bradford advised that he felt the Coordinating Council Meetings should continue under a new format for the Division of Emergency Management and Homeland Security. The functions and missions of the Division of Emergency Management and Homeland Security would remain the same. Many teams were deployed to Massachusetts and Texas to assist with the tornado damage and wildfires, respectively. The Coordinating Council meeting adjourned for the last time. Gary Stango thanked the E911 Commission for their assistance to DEMHS and the Coordinating Council.

PSAP Consolidation Study

Bill Youell introduced two consultants, Shawn Walker and Sherri Bush from L.R. Kimball and noted that the consultants received 100% participation from the PSAPs. Bill Youell thanked Jack Bardelli and Carey Thompson for their assistance with this project. The consultants presented the following report:

L.R. Kimball is a Division of CDI Corporation.

Kimball is tasked with:

- Assessing the feasibility of PSAP consolidation within the State of Connecticut
- Identify the level of interest statewide in consolidation
- Identify potential consolidation partners
- Estimate the ideal number of PSAPs required to efficiently handle 9-1-1 traffic statewide
- Identify incentives for encouraging consolidation
- Review the existing funding formula and make recommendations to improve the equity of funding distribution

The planning and data collection stages have been complete. Currently, the data is being analyzed and the findings should be released in mid-August. The purpose of the data collection was to provide a snapshot of existing emergency communication statewide and provide the basis for consolidation recommendations.

Methodology:

1. A 16-page data collection survey distributed to 101 PSAPs
2. On-site visits to each of the PSAPs to discuss opinions on consolidation and ensure all PSAPs had an opportunity to contribute opinions and ideas
3. Review of all data related to the current funding model

Survey Results:

- 99 of 101 surveys distributed have been completed and returned. Survey data for the remaining 2 was collected during site visits.
- Operational and technical aspects of the surveys were completed thoroughly
- Budgetary information was the area most often left incomplete
- Commonality among PSAPs operationally, but the technology used is diverse statewide

Views on Consolidation:

- Wide ranging, but most PSAPs were willing to consider the idea

Common Concerns:

- Achieving consensus between towns
- Availability of funding for capital or start-up costs
- Resolution of technology incompatibilities
- Maintaining a 24/7 local presence at police departments
- Reallocation of administrative duties performed by dispatchers
- Loss of technology investments recently purchased
- Inequity in the funding model

Commonly Expressed Benefits:

- Improved resource allocation and coordination of field personnel across municipal or jurisdictional borders
- Single point of control and response facilitation for major incidents or weather events
- Data sharing to better identify regional crime trends and improve response plans
- Opportunity for a higher level of technology/training than could be achieved on an individual PSAP basis.
- Potential of long-term cost savings

Data Analysis:

- Identify potential consolidation options/scenarios and ideal number of PSAPs statewide
- Identify positives and negatives of consolidation options
- Identify potential incentives to consolidate
- Assess the existing funding formula

Deliverables:

- Report
 - High-level assessment and consolidation options
 - Actionable recommendations
- Guidebook
 - Review of consolidation process
 - Provide local municipalities with a planning guide for consolidation

Next Step:

- Complete data analysis
- Identify potential consolidation partners
- Identify potential incentives to further consolidation

- Identify funding model recommendations
- Write draft report - Delivery draft report – mid August 2011

Troop Dispatch Consolidation Project

Matt Gianquinto reported. Consolidation will improve dispatch service, save money and re-admit troopers to law enforcement duty. Currently, the agency is re-examining past consolidation proposals that would allow the agency to improve service levels at lower costs. Matt began in April and convened the Public Safety Dispatch Consolidation team. Currently, the team is working to develop a 3 page proposal to consolidate all the department's dispatching function into one location (with the exception of Troop W). This would include a large back-up facility. The center would also house the dispatching and monitoring functions of the participating agencies (voluntary). The next Public Safety Dispatch Consolidation team meeting will be held at 9:00am, Monday, July 11th in room 348.

New Business

Lee Vincent spoke of his positive experience using a non-initialized cell phone.

Jeff Vannais stated that he recently attended the NENA Conference (National Emergency Number Association), where the I3 standard and NG911 was discussed. Jeff Vannais also discussed the House Bill utilizing D Block channels for broadband use.

Steve Verbil noted the December 31, 2012 deadline for VHF high-band and UHF users in PSAPs to have narrow-banded the radio systems. There are many communities within Connecticut that have still not filed to change their license. This needs to be completed as soon as possible.

Public Comment

George Pohorilak, as a member of the Southington Community Emergency Response Team and the Southington Commission on Disabilities, stated that he has been working to develop a special needs 911 registry. This is expected to be completed in Southington, January 1st. The Southington registry form used will match the form that the State of Connecticut uses. Also, the Commission on Disabilities is looking into providing free cell phones to the elderly and handicapped who meet income standards to avoid using non-initialized cell phones. The surcharge is paid by the carrier. Joe DelBuono asked to be notified if Bill 6327 is discussed during the current special session so he can contact MECCA for additional support. Joe DelBuono also discussed some of the issues he experienced during the consolidation.

Adjournment

Jeff Vannais motioned to adjourn the meeting. The motion was seconded by Jeff Morrissette. The meeting adjourned at 10:44a.m.

Ernest Herrick, Chairman

Date