

**Unapproved Minutes
Enhanced 911 Commission Meeting
April 13, 2012**

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

Commission Members

Ernest Herrick
Len Guercia
Jeff Vannais
Lee Vincent
George Pohorilak
Richard Mulhall
Teresa Lockwood
Alfred Dudek
Donald Richardson

Representing

Volunteer Fire Service
Department of Public Health
Public Safety Answering Point Representative
Connecticut Conference of Municipalities
Public Representative
Municipal Police Chiefs
Public Safety Telecommunicators
Municipal Fire Chiefs
Wireless Services

Office of Statewide Emergency Telecommunications (OSET) DESPP

William Youell	John Masciadrelli
Dan Czaja	Carey Thompson
Chuck Fuller	Steve Verbil
Mike Guerrero	Bonnie Guarnieri

Others in Attendance

John Gustafson	DESPP/DEMHS
Kitty Ing	Verizon Business
Jeff Otto	QVEC
Ed Pass	AT&T
Michael Varney	DESPP
Randy Young	Intrado
Lisa Madden	Intrado
Phil Penn	Intrado
Gary Stango	New Haven
Deb Montanaro	Cox Communications
Joseph DelBuono	Litchfield County Dispatch
Susan Webster	Northwest Public Safety
S. Nuterangelo	New Haven Public Safety
Rich Grocki	CEC
Sean Thakker	Criminal Justice Information System Board
Raymond Evans	Willimantic Switchboard
Gerald Werner	On-line Systems Inc.
Edmond Brunt	Madison ECC
G. Peet	New Haven Public Safety

Call to Order:

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

George Pohorilak made a motion to amend the minutes of January 6, 2012, to reflect information presented at that meeting regarding a video conferencing product for the deaf and hearing impaired.

Approval of E911 Commission Meeting minutes (as amended) of January 6, 2012.

Richard Mulhall motioned that the minutes be approved Alfred Dudek seconded the motion. The minutes were approved.

Correspondence:

No correspondence.

Public Comment:

No public comment

Unfinished Business:

No unfinished business

Legislation

Bill Youell reported on Raised Bill 322: “An Act Concerning Medical Dispatch Training” (allows PSAP’s to be exempt from EMD training if another entity already provides it). The bill did not pass through the Public Safety Committee.

Raised Bill 5381: “An Act Concerning the Implementation of the PSAP Consolidation Feasibility Study”, which states that OSET shall implement the recommendations of the study. DESPP is clearly in support of the concept of consolidation, but “implementing the study” makes no sense. There are multiple recommendations, some good, some not in agreement with, and some that are statutory in nature. The bill did not pass the Public Safety Committee.

Senate Bill 62: “An Act Concerning the Connecticut Public Safety Data Network”. This is the “governance” bill which was debated at length in the January meeting about who would be responsible for governance. This bill establishes that the E9-1-1 Commission be the lead governing body regarding the PSDN, but will work “in consultation with” the Coordinating Advisory Board that reports to the Commissioner of DESPP. Governance refers to the rules surrounding use of the network (who can use it, what applications, MOU’s, cost recovery models, etc). The details surrounding the interaction between the E9-1-1 Commission and the CAB have yet to be determined. The bill has passed the Public Safety Committee and will likely become law. There will be a discussion later on the agenda about an approach to move this forward in anticipation of the bill being passed.

Raised Bill 5378: “An Act Concerning the Maximum Surcharge for Enhanced 911 Service. “This bill proposes raising the surcharge cap from its current level of fifty cents. This bill left the Public Safety Committee at a rate of seventy five cents. There were many meetings with OPM providing analysis and explaining the need. The bill came to the Public Safety Committee without a rate and eventually passed at seventy five cents. Originally the bill wasn’t even going to be heard by the Committee but with the relentless efforts of several, it passed unanimously.

Ernie Herrick gave special thanks to: Steve Spellman, Bill Youell, Jeff Vannais and Jeff Otto for working diligently to get the bill passed. He stated that it is almost unheard of that a legislative committee unanimously supports a piece of legislation. The bill has been raised and is currently in Finance. Senator Daly, Chairman of the committee, has some problems with the bill and the future of it is uncertain. Strong support is needed by the PSAPs to get the bill out of Finance and to the floor. It is necessary to get to the legislators to pass the bill. It is necessary to get the cap raised in order to have the money to maintain the system. If not, the state of Connecticut could lose the system entirely. It is imperative to act quickly in getting the bill approved.

Lee Vincent volunteered to get the Connecticut Conference Municipalities involved.

Jeff Vannais reiterated the necessity of getting the bill approved by reading an email from Ted Schroll encouraging PSAPs to support the bill.

Richard Mulhall requested a list of the Finance Committee. Jeff Vannais reported that it could be found at CGA.CT.gov.

Bill Youell reported on the Senate Bill 354: "An Act Concerning the Enhanced Emergency 911 Program". This bill, similar to last year's effort, proposes a fifty cent fee at the retail point of sale, for each prepaid wireless transaction. It also eliminates the "wire line" inclusion schedule. This bill came out of the Finance Committee and based on an analysis done, it does not generate nearly enough revenue to close the gap. DESPP testified that the bill cannot replace the existing surcharge cap increase bill. Efforts have been made to make it crystal clear to various legislators there is not enough revenue generated by this bill to replace the surcharge cap increase bill.

Steve Verbil stated the bill that was submitted is an attempt to fix a problem that other states have, but we don't have. In Connecticut, we do collect from the prepaid wireless providers, even from TracPhone, who other states have had problems with. In Connecticut, they have always paid. So, there is no upside for us in the prepaid portion of the bill, especially since currently half of the prepaid market is actually flat rate prepaid. Only the "declining minutes" half of the prepaid market is the one covered by this bill. DESPP did support this bill, however, because another part of the bill ends the use of the "progressive wireline inclusion schedule" for wireless customers. It has always been this office's position that the progressive wireline inclusion schedule was not a bulk discount – it was simply a recognition that, for those businesses with 2, 3, or hundreds of lines in one location, the odds that all of them might call 9-1-1 was very low, and thus OSET's risk of a 9-1-1 call (and therefore the cost to OSET) was lower for each of those lines than for single lines. But, because the law has been interpreted to mean that cellular phones that are on a combined bill benefit from the same reduced rates as people with multiple landlines, even though the rationale doesn't work in a wireless environment. The simple fact that two or more cell phones are on a single bill says nothing about where they are located, and even two business persons from the same company following one another up the road are both likely to call 9-1-1 for the same accident. In addition, wireless calls are the majority (70%) of our 9-1-1 calls, and because of the location technology required, they cost more to service than landline calls.

The new bill language removes wireless devices from being included in the "progressive wireline inclusion schedule," and will make each wireless device pay the single line rate. That change will result in an estimated \$3.9 million additional annual revenue to the 9-1-1 fund. It is nowhere near enough to solve our current budget problem, which requires an increase to the surcharge, but it will help.

Grants and Budget

Carey Thompson reported that one grant was approved for Quinebaug Valley for modifications to its radio system tower. Another grant request from QVEC is under review as is one from the City of Shelton. There are currently no transition grants pending but numerous inquiries and we know some are working on transition grant applications.

The budget submitted to Public Utility Regulatory Authority formerly DPUC totals \$31.2 million. Last year's budget was \$27.8 million which is a difference of \$3.4 million, most of which is in new equipment and network costs. Docket hearing is expected at the end of April or the beginning of May. Due to the lean budget there were cuts to public education and the delay of purchasing training equipment like simulators. The budget will be posted on the OSET website.

Training Curriculum Update

Carey Thompson reported that Learning Dynamics in Wallingford is working with the content committee to develop and validate 300 questions (4 questions for each learning objective). Beta testing will be done on select group of dispatchers. 50 troopers were identified by their command staff to take telecom training and AT&T equipment training and EMD so they are fully trained.

Public Safety Data Network/BTOP Update

Jerry Werner reported that Phase I of PSDN is up and operational at all 112 locations. The COLLECT application is running at all but four of the locations. This will be complete when the new hardware is received. Performance has been positive. The Region 4 Data Application addition is proceeding along. Regarding BTOP (2nd phase of project): Approximately 70% of fiber has been installed with a total of 8,885 miles when completed. Overall 49 % of the project has been completed, 70 % of equipment has been procured, and 42% of the network completed and 34 % of equipment has been deployed. 100% completion is on target for August 2013.

Governance

Ernie Herrick reported on the issue of the proposed legislation to have the E9-1-1 Commission be the lead governing body for the PSDN. A bill has not yet passed, but is expected to due to sponsorship of prominent legislators. Recommendation was made to appoint a three person committee to work with the Coordinating Advisory Board by the next Commission meeting held in July.

NG 9-1-1 RFP

Mike Guerrero reported that the RFP committee has evaluated the eleven proposals that were submitted. The committee met with the Kimball technical consultant to discuss his review the proposals. The committee is in the process of transmitting questions of clarification to the vendors as a result of this review. Visits will be scheduled for selected committee members to see working installations of some of the call handling user interfaces (Telecommunicator workstations) that were proposed.

PSAP Consolidation Study

Bill Youell reported that the Kimball report was received in January with mixed results on the presentation. The quality of the document in most respects was very good. There were multiple recommendations within the body of the study; some were agreed with and some were not. It will be necessary to keep it moving forward. The Commission as a group should choose the best components of the study and contribute new ideas.

Ernie Herrick recommended appointing a committee of three from the Commission, to review the study and decide on a direction in which to go.

George Pohorilak mentioned the Hartford Courant gave this positive feedback.

Richard Grocki questioned the cost of the study. Bill Youell gave an estimate of \$226K.

GIS

Dan Czaja stated that the Geographic Information System (GIS) map data continues to be updated. Since December 2010, 12,706 street segments have been updated. The geocoding match rate is up to 96.63% of ALI records. Improvement continues with the geocoding match rate by town. The two biggest issues are Mansfield and Windsor Locks due to the school and the airport. 911 information system used by AT&T continues with over 80 PSAPs having been trained. OSET has used the 911 IM to update 274 MSAG entries since 2010. Continued support of CT Alert system. To date, OSET has been able to locate over 84% of Everbridge's unmatched opt-in registrations. Deploy Alert based on deploy town layers PSAP layers and DEHMS regions for systems. PSAPS now able to do an alert based on town boundary rather than zip code. The orthoimagery flyover has recently been completed, resulting in over 6300 digital images collected.

Emergency Notification System

Mike Guerrero stated that there was a total of 699 CT Alert Broadcasts since December 2009, and there were 18 alerts broadcast since the last Commission Meeting. Weather related alerts continue to be the most common reason for ENS use. There are now 104,195 Opt-in registrants. Meeting of the ENS Working Group is scheduled for later this month to address changes in the CT Alert broadcast and reporting policy and the development of a best practices document for CT Alert broadcasts.

E9-1-1 Reports

Mike Guerrero reported that Manual Query report continues to be less than good. Over 63% of the manual queries performed during the last quarter were unreported. Total Call Counts for the 4th quarter 2011: Waterbury PD and Bridgeport PSEC did not meet the state standard for answering 90% of the 9-1-1 calls received within ten seconds. A preliminary report was run for Waterbury PD for the Q1 2012 and it showed that the PSAP had met the standard for period January – March 2012 at 90.4%. Bill Youell reported that Bridgeport has hired six new Telecommunicators which should improve their metrics. CLEC Report: The Paetec report was received late and could not be included in the summary report.

Smart911

Mike Guerrero stated that the Smart9-1-1 is an internet based service from Rave Mobile Safety that provides additional information about people and locations related to a 9-1-1 call received by a PSAP. A Smart9-1-1 information database has been built from the public completing online opt-in registration similar to that used by the CT Alert system. A profile is created and can include: a list of names and ages of family members, any special or medical information for all persons listed in the profile, photos for each person listed, specific information about the residence at the ALI address, a photo of the residence, etc. It can work with both legacy 9-1-1 systems and Next Generation 9-1-1 systems. The cost for Smart9-1-1 is \$3,000 - \$5,000 per workstation per year.

PSAP Issues

Steve Verbil had no updates on PSAP issues.

Department of Public Health EMS Data Collection

Len Guercia submitted to the group the written data report for 2009, 2010, 2011 and 2012. He stated that the name of the physician who provides the required ongoing review of each PSAP's EMD Quality Assurance Program should be updated annually. A recommendation was made that OSET could advise the PSAPs that this is a communication they should be having every year with their physician medical director.

Division of Emergency Management Homeland Security

Gary Stango reported that DEMHS is in transition. There are 13 – 16 vacancies which need to be filled. Currently in the process of moving to Country Club Road which should be finalized within three months. EPPI stands for Governor Malloy's Emergency Planning and Preparedness Initiative. Various workgroups have been established with State, local and private agencies working together to enhance plans, preparedness and training at every level. This work will culminate in a Statewide Exercise during July 28-31, 2012, using a category III hurricane scenario. Further information can be found on the DEHMS website.

The Homeland Security Grant Program (HSGP) for emergency preparedness grants. The amount available under this program has declined 45% from the 2011 figure.

John Gustafson spoke about the upcoming statewide DEMHS preparedness exercise July 29th through August 1st. Every town in the state is expected to participate in the exercise.

Ernie Herrick announced that statutorily there is supposed to be a representative of Homeland Security and due to the consolidations with Public Protection there is no one currently in that position. Bill Youell is going to address this with Commissioner Bradford who has already addressed the issue with the agency's attorney. This issue must be resolved and a decision must be made one way or the other.

Troop Dispatch Consolidation Project

Mike Varney reported that the Phase I of this project was initiated on Friday April 6, 2012. Consolidation of all communications of PSAP functions from Troop B into the Litchfield Base Troop L were consolidated at 07:00 hours. Troop functions remain the same prior to the consolidation. Troopers report to the same facility, with the same controls and the same organizational structure. The civilian side of the actual dispatchers was consolidated into one center. The center previously to this had two fully operational consoles, now there are five operational consoles and will be built up to six. On May 4, 2012, Phase II will take place with Troop A in Southbury and they will be consolidated with Troop L in Litchfield. The consolidation has worked flawlessly; the vendor support has been great. No technical issues have occurred, timing has been good. It is very successful so far. There will be four Troops consolidated in the next Phase.

George Pohorilak questioned which troops will be included in the eastern district consolidation.

Mike Varney reported that Troop C (Tolland), Troop E (Danielson), Troop D (Chester), and Troop K (Montville).

New Business

No new business.

Public Comment

Jeff Otto encouraged the Commissioners who appointed the study of the consolidation to take public input from the various constituencies that would be affected by the consolidation in the state in a highly public process. Many non-commission members are affected by the proposals and public input is very important.

Adjournment

Jeff Vannais motioned to adjourn the meeting. The motion was seconded by Don Richardson. The meeting adjourned at 10:30 a.m.

Ernest Herrick, Chairman

Date