

**Approved Minutes
Enhanced 911 Commission Meeting
October 5, 2012**

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

Commission Members

Ernest Herrick
Chief Richard Mulhall
Lee Vincent
George Pohorilak
Teresa Lockwood
Donald Richardson
Paul Zito
Jeff Vannais
Fred Dudek
John Elsesser

Representing

Volunteer Fire Service
CT Police Chiefs Association (CPCA)
Connecticut Conference of Municipalities
Public Representative
Public Safety Telecommunicators
Wireless Services
Connecticut State Police
Public Safety Answering Point Representative
Connecticut Fire Chiefs
Council of Small Towns (COST)

Office of Statewide Emergency Telecommunications (OSET) DESPP

William Youell	Steve Verbil
Carey Thompson	Jerry Zarwanski
Mike Guerrera	Dan Czaja
John Masciadrelli	Bonnie Guarnieri
Bryan Pavlik	Chuck Fuller

Others in Attendance

Michael Varney	DESPP
Gerald Werner	BTOP Program Manager
Sean Thakker	Criminal Justice Information System Board
Maureen Will	Newtown Emergency Communications
Carroll J. Hughes	CT Police Chiefs Association (CPCA)
John Gustafson	Emergency Management and Homeland Security
Ed Pass	AT&T
Jeff Otto	Quinebaug Valley Emergency Communications
Steven Savage	NW Connecticut Public Safety
Clayton Northgraves	New Haven ERC
Randy Young	Intrado
Rich Grocki	Colchester ECC
Kevin Webb	Litchfield County Dispatch
Dan Soule	Litchfield County Dispatch
Raymond Kline	East Haven Fire Dept.
Dick Voytko	Kova Corp.
Tyler Millix	Tolland County Mutual Aid
Joseph Silverio	Southington Police Dept.
Kitty Ing	Verizon

Call to Order:

Ernie Herrick, Chairman, called the meeting to order at 9:00 a.m.

Approval of E911 Commission Meeting minutes July 6, 2012.

Jeff Vannais motioned that the minutes be approved George Pohorilak seconded the motion. The minutes were approved.

Correspondence:

Bill Youell noted that there were three letters of correspondence to be discussed after Chief Richard Mulhall reports on the PSAP Consolidation Sub-Committee.

Public Comment:

Ernie Herrick requested that Public Comment be discussed at the allotted timeframe as part of the Agenda.

Unfinished Business:

Mike Guerrero reported on Video Relay Service which is an emergency relay service for the deaf and hearing impaired that utilizes video communications to connect the deaf person to a relay operator. The relay operator can see the caller and can communicate using American Sign Language (ASL). The service is available to the deaf community at a cost. One of the companies providing this service is Sorenson. It was explained that the PSAP would not know if the caller is using the video relay service since the PSAP would receive the request for emergency service from the relay service operator via a ten digit emergency number. Currently the Connecticut E9-1-1 system is in compliance with ADA and FCC requirements.

Legislation

Bill Youell provided an update on the E9-1-1 Surcharge cap which has been raised from fifty cents to seventy-five cents. He stated that in August, PURA set the actual rate at sixty seven cents which became effective September 1, 2012. The E9-1-1 Carriers have been notified of the increase. It was also reported that legislation was passed to collect 911 fees at the retail point of sale for 911 prepaid calling cards. This rate was also set at sixty-seven cents. OSET is working with PURA and the Department of Revenue Services to set up the implementation to collect that revenue by January 1, 2013, which is when the bill is in effect.

Bill reported that legislation was passed to eliminate the discount rate of the E911 surcharge fees for wireless phones. Effective January 1, 2013, every wireless phone will be billed at sixty-seven cents regardless of the quantity of phones. Notification will be sent out to the Carriers.

Lee Vincent questioned the impact of the rate increase relative to the OSET budget.

Bill Youell reported that OSET is expected to meet liabilities due to the increase, however, there is no surplus expected.

Jeff Vannais asked if there is a list of proposals from DESPP for the next legislation session.

Bill Youell stated there is a published list, however, the surcharge is not on the list.

Ernie Herrick reiterated that there is no support from the Commissioner's office to increase the surcharge for the next legislative session.

Grants and Budget

Carey Thompson reported that there were two capital expense grants approved and processed. Tolland County Mutual Aid was the recipient of one for CAD software with OSET matching funds of \$3,000. The other was for Litchfield County Dispatch, CAD Interface to Torrington Fire, with OSET matching funds of \$5,100. There are no transition grants pending at this time.

Training

Carey Thompson reported that the curriculum development through Learning Dynamics is moving along. The student instructor guides have been finalized. The test bank has been developed and validated. Two BETA tests have been done with eight volunteers consisting of four men and four women with various degrees of expertise. One more test will be done with four people. The results of this test will be submitted to a psychologist who will determine if the learning objectives have been met. The first module of the on-line learning has been drafted and will be reviewed by the end of October.

NG 9-1-1 RFP

Steve Verbil reported that the vendor selection has been completed and the vendors have been notified. Under the DAS state procurement rules OSET is not at liberty to discuss any information regarding this matter. Negotiations are currently being made by DAS and the number one selected vendor, therefore, no official decision has been announced at this time.

Public Safety Data Network/BTOP Update

Gerry Werner reported that the project is on schedule and the anticipated completion date is August of 2013. There are no plans to accept new applications at this time. Approximately 8,190 fiber miles has been completed. The total when completely finished will be 8,880. Equipment has been installed and tested on 335 of the 515 locations. The BTOP grant goal of 2/3 completion has been achieved. It was at 69.4% at the end of September, 2012 and is currently at 69.7%. Further refinement of the network operations and circuits has been done. There is a ten site pilot of some of the design pieces that will be going on from October 15 thru the 30th. COLLECT, at the existing 97 PSAP, is in full operation. Implementation in Region Four for the P25 interconnections have been done and working with Jeff Otto at Quinebaug Valley Emergency Communications. Overall project completion is at 73.5%, equipment procurement is 75.4%, network building is 77.7% and equipment deployment is 65.1%

Jeff Vannais questioned if OSET is going to continue to fund the PSDN in its entirety or is a decision going to be made to fund only 911 functions. Questioned if PSAPs will be responsible for paying for use of the PSDN and if so, who is going to make that decision? He questioned if the PSDN Governance Committee will make the decisions as to who is going to pay for usage of the PSDN. Discussed East Hartford's desire to tie in its 2nd CAD computer which is at a different location to the main CAD computer. The question at hand is who will be responsible for paying for this?

PSDN Governance Board

Bill Youell responded to Jeff Vannais by stating that the PSDN Governing Board is the E911 Commission which ultimately approves the use on the PSDN. A sub-committee was established of 911 commission members, consisting of Ernie Herrick, John Elsesser, Richard Mulhall, and Jeff Vannais. Per the legislation, the E9-1-1 Commission will work in consultation with the Coordinating Advisory Board. Three members of the CAB have been appointed. They are: Dr. Jewel Muller, DPH, Col Danny Stebbins CSP, and Ted Schroll, CSFA.

The first meeting of the PSDN Governing Board was held on September 6, 2012. The group discussed the actual legislation that created the Board, the design of the PSDN, the actual network topology, the core services established so far, and the decisions they will need to make. The committee discussed how to market and communicate this, who does technical assessment to assure the application is compatible with the network and also discussed the application process itself. The Board is going to determine how to go forward. The next meeting is Wednesday, October 17th. The Board will meet monthly. A description of the difference between the Public Safety and the Education/Open Access portions of the Network was provided. The application for use process and the technical review process was also described.

Jeff Vannais questioned if after September 30, 2013, will local municipalities be charged for using the PSDN? If 911 related, will OSET continue to pay? Is the philosophy in place at this time?

Bill Youell stated that currently there is no intent to charge the municipalities for Public Safety applications unless special equipment is required. An example was given of a CAD to CAD Public Safety application which is a core service and would not be charged because it is a Public Safety application.

Steve Verbil indicated that the level of resources and the provision of service guarantee would be a deciding factor. Also, extra equipment and extra maintenance would factor in the decisions. Steve encouraged the PSAPs to work with the committee to develop the quality of service and what the terms would be if better equipment was necessary.

Bill Youell also addressed a question by Jeff Vannais stating that currently funding of maintenance will be continued to be paid for by the E9-1-1 Surcharge for the PSDN side. However, if the overall network carries many users and more income is generated on the education side, this could possibly subsidize our rate, therefore, funding of maintenance may change.

PSAP Consolidation Committee

Bill Youell gave a briefing of the PSAP Consolidation Committee's goals.

Chief Richard Mulhall thanked the sub-committee members for all of their efforts. The sub-committee reviewed the Kimball Report recommendations which addressed: 1) perceived inequities of the current formula and 2) how to get more PSAPs to regionalize. Chief Mulhall addressed the Funding Model first. The sub-committee looked at the statistical analysis between current funding of the regional PSAPs, looked at population, looked at communities, listened to input from a number of regional PSAP centers during Public Comment. Several legal issues are currently being looked into such as boroughs and whether or not they should be counted in the formula. The Sub-committee is making recommendations to the E9-1-1 Commission to take an in-depth look at the inequities of the funding model. After researching the history it was discovered that a number of different agencies were involved in the formulation which goes back to the "county system" which was disbanded by state. The Sub-committee agreed that this is an issue which reinforces the findings of the Kimball study and the formula must be re-evaluated. The minutes taken of the meetings are available to the public.

2) The combining of PSAPs was discussed. The Kimball study showed that there were too many small PSAPs. It was discovered that regionalization worked well when there is non-local law enforcement involved. Special thanks were given to Mike Guerrero for producing reports documenting these statistics. The reports included how many prison cells there are available, what's available in the local police departments, and what's available at the State Police, and State Corrections Facilities. An analysis was done on how many warrants were produced. Chief

McCarthy gave important input on this discussion. As a result of all the research, the sub-committee agreed to look at the issue in a “bottoms up” approach. It was documented that over 50 PSAPs are currently handling less than one call per hour. PSAPs with the least activity will be combined with an adjacent, larger facility. CAD compatibility will be taken into consideration. Due to much opposition from CCM against the terminology of the proposal, the word “disincentive” was stricken from the final document.

Ernie Herrick made a suggestion to hold a special meeting of the E9-1-1 commission to specifically discuss the PSAP Consolidation. George Pohorilak made a motion for a special meeting, and Jeff Vannais seconded the motion. It was voted in favor of and agreed that the meeting will be advertised to the public. The special meeting will be held on December 14, 2012.

GIS

Dan Czaja stated that the Geographic Information System (GIS) street centerline continues to be updated. Currently over 23,000 segments have been updated. The geo-coding rate is up to 96.99%, the goal was 97%. OSET GIS staff continues to support the State Police mapping needs. OSET GIS created a set of town line base maps for the consolidation. Also, the State Police facility map was updated. AT&T continues to roll-out the information management system. Almost all of the towns are complete, and secondary training is planned. The IM system is continued to be used by OSET GIS with 391 MSAG entries updated since 2010. On October 3, the first set of orthoimagery was received and will be updated every month. GIS participated in the Governor’s Exercise in July providing mapping.

CT Alert Emergency Notification System

Mike Guerrero reported that during the period of July 1st, through October 3rd, the CT Alert System was used 38 times. New Milford police Department sent out nine alerts regarding the Police Firing Range. Eight criminal alerts were sent out, seven missing person alerts, six water/gas main leak alerts and a number of alerts regarding traffic and power issues were sent out as well. The After Action committee met on September 6th and discussed all unfinished business from the April Commission meeting. The majority of the requirements for use of the 911 data PSAPs were met and those not compliant were notified. There were 11,148 individual Aware (employee notification) broadcasts between July 1, and October 3rd. Since April 2011, there were 46,593 broadcasts using the Aware side of the system.

E9-1-1 Reports

Mike Guerrero reported that 1.8 million E9-1-1 calls were made through September 2012. He stated that Manual Query reporting rate remains poor even though numerous letters have been sent out. Only 33% of the manual queries performed during the third quarter were reported to OSET. The only issue with the CLECs report was that Charter had some technical issues getting data for their network performance reports. Two PSAPs did not meet state standard for 911 call answering and they were Bridgeport at 74.6% and Waterbury at 89.2%. The statewide average for the period was 95.1% of 9-1-1 calls received that were answered in ten seconds.

OSET has met with Waterbury and is working closely with them to improve the service.

Bill Youell reported that OSET is bringing the Bridgeport PSAP Director to Hartford to compare notes and discuss best practices. There have been meetings with the CIO at Bridgeport.

There was discussion on the Waterbury PSAP by the Commission Members.

Lee Vincent made a suggestion that state university psychologists administer a personality evaluation to potential telecommunicator employees in order to determine the adaptability of the candidate to the job.

Jeff Vannais supported Lee Vincent's suggestion.

Bill Youell suggested that an E9-1-1 Commission member direct that project.

Ernie Herrick agreed and a follow-up is planned.

Department of Public Health

No report.

Division of Emergency Management Homeland Security

John Gustafson reported on the Governor's Hurricane Exercise that was held in July, which was a huge success. The primary goal of the exercise was to have the towns participate and establish their unified command. This goal was achieved with 167 towns/cities participating over the four day exercise. All five regions have been visited to discuss the After Action reporting process, The EMDs were asked for comments and suggestions. There should be an AAR very soon. John thanked the GIS staff for all of their hard work. Special mention was made to Carey Thompson on the great job she did. John reported on personnel changes such as the new Deputy Commissioner William Shea, a new Operations Officer, John Warren, and reported that five Regional Planners have been added.

PSAP Consolidation Update

Mike Varney updated the status of the Western district regionalization which is up and running smoothly with just addressing normal operational requests. A new state position of lead dispatcher was created as a result of the consolidation. This position has become permanent. Eastern District is next to be regionalized which includes D in Danielson, K in Colchester, C in Tolland, and E in Montville. They will all be consolidated into Troop C in Tolland which was decided based on finances and technical abilities. Funding has been secured and a budget has been established. The Central District portion which includes Troops H, I, and F is still going forward, but still searching for a suitable location and establishing a budget plan.

New Business

Jeff Vannais proposed that OSET provide public education for the Next Generation 911, to teach the public how to use the system efficiently and avoid confusion. Mentioned the possibility of utilizing volunteers will to help.

Bill Youell stated that OSET is not quite at that stage at this time, but feels it is a necessity in the near future.

John Elsesser stated that now is the time to reduce the number of PSAPs utilizing the new system. Support should not be given to the old system because of new technology, less PSAPs are necessary.

Steve Verbil reminded the Commission and PSAPs that as of January 1, 2013, licensees not operating at 12.5 KHz efficiency will be in violation of the Commission's rules and could be subject to FCC enforcement action, which may include monetary fines of \$16,000 for each violation or per day or license revocation, up to \$112,500 per any single act or failure to act.

Mike Varney added that you must update your license to dual or narrow-banding or you will be fined and or possibly lose your license.

Public Comment

Jeff Otto congratulated Chief Mulhall and the other sub-committee members for the decision to persuade smaller PSAPs to consolidate with larger ones. He stated that disincentives were not an option due to the opposition from CCM. He reported that there is little evidence this will work in the future because it has not worked in the past. He acknowledged that it is necessary for legislature to be involved to revise statutes and regulations. Suggested that the Commission come up with a well crafted plan for strong legislative support so all parties will agree. Commented on the formula and disagreed with the finding that it subsidizes some regional PSAPs more than others. Labor cost was also discussed.

Adjournment

Jeff Vannais motioned to adjourn the meeting. The motion was seconded by Don Richardson. The meeting adjourned at 10:35 a.m.

Ernest Herrick, Chairman

Date