

Unapproved Minutes
Enhanced 911 Commission Meeting
July 11, 2014
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

Lee Vincent
Jeff Morrisette
William Hackett
Marc Montminy
Donald Richardson
John Elsesser
Jeffrey Vannais
Raphael Barishansky
George Pohorilak

Representing

Conference of Municipalities
State Fire Administrator
DESPP/DEMHS
Municipal Police Chiefs
Wireless Services
Council of Small Towns
Manager 9-1-1 PSAP
Office of Emergency Medical Services
Public Representative

Division of Statewide Emergency Telecommunications (DSET) DESPP

William Youell
Carey Thompson
Dan Czaja
Bryan Pavlik

Steve Verbil
Mike Guerrero
John Masciadrelli
Bonnie Guarnieri

Others in Attendance

Peter Fontneau
Karen Zealor
Jean Claude Rizk
Jeff Otto
Frank Kiernan
Sean Thakkar
Susan Webster
Betty Morris
Kevin Webb
Dan Soule
Tyler Millix
Dick Voytko
Scott Haddad
Lisa Madden
David Perue
Rick Darin

AT&T
AT&T
AT&T
QVEC
City of Meriden
Criminal Justice Information System
NWCTPS
NWCTPS
LCD
LCD
Tolland County Mutual
Kova Corporation
Tolland County
Intrado
Frontier Communications
Valley Shore

Call to Order:

Lee Vincent, Acting Chair, called the meeting to order at 9:00 a.m.

Approval of E911 Commission Meeting minutes April 11, 2014.

George Pohorilak motioned that the minutes be approved, seconded by Jeff Vannais.

The minutes were approved.

Correspondence
No correspondence.

Public Comment

Frank Kiernan, Director, City of Meriden PSAP, thanked Bill Youell and the staff of DSET for putting together the presentation of the NG9-1-1 system. It answered many questions and removed some of the anxiousness people were experiencing. Mr. Kiernan encouraged continuation and made a suggestion to open up the presentation to user groups. Mr. Kiernan stated that two of the trainers from his PSAP attended one of the sessions. Mr. Kiernan stated it is would be a great opportunity for the users to actually see the system and ask questions they may have.

Lee Vincent stated that he attended one of the sessions and was gratified by the entire operation and by the reports from Bill Youell and Steve Verbil. Mr. Vincent was encouraged by the depth of the attention and competence of the vendor's presentation.

NG 911 Update

Bill Youell stated that overall the project is going extremely well. Mr. Youell commended Jean Claude Rizk, Peter Fontneau, Karen Zealor and the rest of the AT&T team on the outstanding job they are doing. Mr. Youell also thanked and praised DSET for the great job they are doing as well.

Mr. Youell stated that DSET is working hard on the communication flow. DSET will be sharing information collected at the meetings. There was very positive feedback regarding the meetings. A PSAP update meeting is scheduled for August.

Mike Guerrero reported on the NG9-1-1 Advisory Group which was created to gather input from 9-1-1 Telecommunicators regarding NG9-1-1 system features. Representatives from the group include Theresa Lockwood (CSP), Kevin Webb (LCD), Joseph Kronenberger (Middletown Central Communications) and George Peet (New Haven ERC). The group's initial meeting occurred on May 7th. Another meeting was held June 25th and future meetings are to follow.

Mr. Guerrero stated that two PSAP Update meetings were recently held, one on May 21st (DESPP HQ) and May 22nd (Farmington PD). The NG9-1-1 system was demonstrated and questions were answered. Currently six meetings with AT&T take place on a weekly basis. These meetings are specific to six project sub teams which have a DSET staff person assigned as the lead: ESINet Core – Dan Czaja, Network – Chuck Fuller, NOC - John Masciadrelli, Operations – Jerry Zarwanski, Site Implementation/Coordination – Mike Guerrero and Communications – Carey Thompson.

DSET staff has conducted NG9-1-1 site readiness re-visits (AC & power requirements) while performing the E9-1-1 equipment inventory. The first target date for PSAP is 8/1/14. The electrical connection must be in place for the testing of UPS equipment to be delivered on site by September. Detailed PSAP surveys will be conducted starting in the fall by AT&T, TCS and DSET in preparation for cutovers in 2015.

Communications

Carey Thompson thanked Frank Kiernan for his comments and stated that DSET is committed to communication with the PSAPs. Ms. Thompson announced that the next PSAP Update meeting will be held on Monday, August 18th, at 1111 Country Club Road, in Conference Room 245. The following day will be an Open House, which will allow PSAP personnel an opportunity to view the equipment, see demonstrations and ask questions. If DSET feels that the turnout will be great, it may be necessary for PSAPs to make reservations in advance.

Ms. Thompson stated that at the end of that week, there will be a day or two of test drives. These will be small group sessions with four to five people maximum. They are intended for the ten PSAP pilot sites as well as the Advisory Group members. Participants will have up to a couple hours to sit down for hands on training with the equipment and ask questions. Details will be posted on the DSET website.

Ms. Thompson stated that there have been a number of additions to the DSET website which include the status of FirstNet, FCC notices, news and events, a public education page and public education for seniors. Also posted are descriptions of the NG911 call handling equipment as well as the presentation and questions/answers from the May update meeting.

Disaster Recovery Backup Network

Steve Verbil stated that DSET is continuing to work with AT&T, TCS, DAS/BEST and Hughes to answer everyone's questions and work out configurations for a disaster recovery network. The backup network must be IP-capable. DSET is not ready to announce a decision yet on what the DR network will look like.

Text to 911

Steve Verbil reported that DSET continues to plan for the implementation of text-to-911 for Connecticut at the time of the rollout of the first ten "pilot" PSAPs. DSET staff has sent Connecticut's official request for text-to-911 services to the big four wireless carriers. DSET has started receiving back their requests for further information.

Lee Vincent asked if this is a federal regulatory basis?

Mr. Verbil answered that it is a federal requirement to the carriers. AT&T, Verizon, T-Mobile and Sprint voluntarily submitted letters to the FCC stating that they could begin the process of providing Text to 911 in May 2014. The FCC accepted and therefore this became an FCC mandate.

George Pohorilak questioned if there was any data on the success of "Text a Tip?"

Carey Thompson stated that DSET is still paying for the service, however, at this time, there is no data available. Ms. Thompson stated that she will try and get the data by the next Commission meeting.

Jeff Vannais questioned, with regards to the Disaster Recovery Backup Network, if DSET has any plan to gather information from PSAPs as to where they would want their calls re-directed to in the event of a failure at their PSAP.

Mike Guerrero stated that DSET currently has on record three reroute choices from each PSAP. When the detailed surveys conducted by AT&T are held, there will be a DSET staff person with them to cover those issues. The reroute choices will be revisited to confirm original choices are still valid. There is also the possibility of a fourth choice being added.

Jeff Vannais questioned if the current network can provide Text to 911? Mr. Vannais stated that TCS provides a nice product.

Steve Verbil stated that at the current time the demand for Text to 911 is not significant. It would be in the best interest of the State of Connecticut to use the NG911 equipment and Text to 911 in a native i3 environment.

Don Richardson questioned if the NG911 system will provide quarterly call reports which differentiate between primary calls and reroute calls and what their totals are?

Mike Guerrero answered that there is a reporting application within the NG9-1-1 system which will provide information regarding when the calls are rerouted and where the call was rerouted to.

Public Education

Carey Thompson reported that the target date for public education announcements for text to 911 will be late fall, early winter to coincide with the cutover. A press release and public service announcements are being developed. The CT Broadcaster's Association has been contracted to produce and distribute announcements for CT Alert to encourage Opt-in registrations. The Commissioner has agreed to be the DESPP/DSET spokesperson. Production will take place this month for airing late summer.

Grants

Carey Thompson reported there is one transition grant approved for consolidation of Montville and Colchester ECC. There have been two capital grants approved, one for Tolland County for labor and equipment to refurbish workstations in the amount of \$2,975 and for Quinebaug Valley for labor and equipment to install low band transmitters in the amount of \$6,400.

Budget

Carey Thompson reported that the 14/15 fiscal year budget was submitted to and approved by PURA. The rate remains at .70 based on a budget of \$36 million. The budget is posted on the DSET website.

Lee Vincent requested an "After-Action" report on the consolidation of Montville and Colchester.

Bill Youell stated that DSET will provide that information after the consolidation is complete.

Carey Thompson stated that the cutover was expected to be completed in July of 2015.

Don Richardson questioned if the pilot PSAPs will have time motion studies done and will be monitoring dispatcher's time on task, so it can be determined what dynamics would be needed for better education?

It was stated that NG911 will have much more detailed reports which should serve to assist in analyzing call handling and subsequent training needs of the telecommunicators.

Jeff Vannais questioned if K is moving to Montville and not the state police consolidation?

Carey Thompson confirmed that the potential move is KX and not CSP dispatch.

Training

Carey Thompson reported that there are three more classes scheduled in 2014. To date there have been 86 new certifications and 142 re-certifications. All have passed the exam. NG911 training is currently being developed. DSET is working closely with AT&T to develop a schedule. The plan is to provide training one to two weeks prior to cutover. PSAPs will be notified six weeks in advance and training will include systems administrator classes. There will be two classes (if needed) per day and they are each six hours long.

Public Safety Data Network/Governance

John Masciadrelli reported that DAS/BEST is currently working with Cisco to resolve the PSDN Phase II management channel latency issues. Cisco has provided BEST with the latest Cisco Packet Transport software release to be installed on rings six and seven of the PSDN. If successful, the software will be installed on the remaining five PSDN rings. BEST anticipates completion of all of the rings by September 1, 2014.

Mr. Masciadrelli reported that to date, DSET has received 51 requests to utilize the PSDN. There have been six new requests since the last E911 commission meeting. Of the 51 requests, 13 are in the pre-qualification stage of the connection process, seven are in the network design stage and nine requests are on hold. On June 18th, the PSDN Governance Board assembled for their bi-monthly meeting. During the meeting the board reviewed and/or voted on ten requests. Of the ten requests, three were considered "Core Services" and a governance board vote was not necessary. The remaining seven were voted on and approved. To date, 22 requests have been raised, reviewed and voted on by the PSDN Governance Board. Sixteen of the 21 requests are awaiting an installation date or are in the process of being installed. The remaining six are completed and operating on the PSDN.

Lee Vincent questioned if there is an accumulated status report that can be extracted with updated information on it?

John Masciadrelli answered that the information can be found on the Nutmeg Network website.

Bill Youell stated that on the DSET/PSDN website there is a link which provides a dashboard detailing the PSDN application status report. Bill stated that he will send the link to Lee Vincent.

Notice of Proposed Regulatory Change

Steve Verbil stated that DSET evaluated all of the comments received during the NPRC, with an eye towards meeting the goals of the 9-1-1 Commission Consolidation Committee including finding the "fairest way" to fund regional PSAPs that "continues to encourage consolidation." DSET is designing a regulatory change which will affect regionals and multi-towns, but not municipal PSAPs. The regional subsidy will be calculated using population served and 9-1-1 call count. We agree with the Kimball report that this is the best measure of PSAP workload. Current funding pool for regionals is used as the basis for the initial funding amounts. Capital

funding for regionals is ended, with the current budget amount for regional capital added to the current regional pool. Regionals will receive the double advantage in that neither an application, nor a match will be required. Instead, the former capital grant amounts will become part of the normal subsidy formula for regionals. The calculation of call volume and population against the funds in the regional pool creates the funding factor which is multiplied against the call volume and population to deliver the subsidy amount for regional PSAPs. The same COLA formula used today will be applied against the regional funding factor. Multi-town PSAPs which are funded solely due to the existence of boroughs within their town's limits will lose their funding. The funding amount attributable to currently-funded towns which create a new regional PSAP, or join an existing regional PSAP, will be their existing (old formula) funding calculation, permanently. PSAPs whose funding would be increased by these proposals will see an immediate increase. PSAPs whose funding would be decreased by these proposals will see the changes phased in over a four-year period. Year 1 = level funding; Year 2 = cut by 33% of the difference; Year 3 = cut by 67% of the difference; Year 4 = funding matches new formula.

Regional PSAP Funding changes: Colchester ECC currently \$290,233, proposed \$474,691, increase of \$184,458; Groton ECC currently \$164,344, proposed \$117,586, decrease of \$47,216; LCD currently \$1,053,876, proposed \$754,844, decrease of \$299,033; Northwest Public Safety currently \$250,879, proposed \$488,682, increase of \$237,802; QV currently \$969,909, proposed \$945,780, decrease \$24,129; Tolland County Mutual Aid currently \$882,979, proposed \$937,890, increase \$54,911; Valley Shore currently \$352,324, proposed \$693,883, increase \$341,559.

Multi-town PSAP funding changes

Steve Verbil reported that these are multi-towns which lose that status and revert to a zero subsidy, because that status is due only to a borough within their town limits: Newtown today \$79,303, Old Saybrook, today \$28,953; Stonington today \$52,476.

FirstNet

Steve Verbil reported that the First Responder Network Authority (FirstNet) was created by the Middle Class Tax Relief and Job Creation Act of 2012 as an independent authority within NTIA to provide emergency responders with the first nationwide, high-speed, broadband network dedicated to public safety. Part of the FirstNet effort is a consultative process now getting underway between FirstNet and all 56 states, territories and districts. Connecticut is preparing for its consultation.

Sue Swenson has been appointed chairperson of the FirstNet Board, replacing Sam Ginn. Currently there are five public safety LTE deployments underway in New Mexico, New Jersey, Texas, Colorado and California.

Mr. Verbil reported that on Wednesday, FirstNet held its third quarterly webinar for all 56 state and Single Points of Contacts (SPOC). The representative for Connecticut is Mike Varney. The discussion provided opportunities for leadership to exchange information on a host of developments such as the status of the states' checklists and the upcoming state consultation meetings, to FirstNet's strategy for developing the nationwide public safety broadband network. They have set up an internal team to focus exclusively on the RFP process and to coordinate with the outreach and consultation teams to ensure that agencies are incorporating public safety's insights in the process. FirstNet is seeking to deploy a sustainable network model that will generate the best value for public safety and keep user fees low. To date, 37 states and territories have either scheduled or completed pre-consultation conference calls with FirstNet and 14 have

submitted their checklists. FirstNet will host the first initial consultation pilot meeting on July 29 with the state of Maryland.

Geographic Information Systems

Dan Czaja reported that DSET continues to update the GIS system for the NG9-1-1 system. Nearly 43,000 segments have been updated since 2010. The ALI match rate has skyrocketed to 98.28% of all 911 records. DSET GIS continues to update MSAG records. To date, nearly 900 update requests have been provided to AT&T. The DSET GIS group is also completing a customized version of the street centerline data for the state police. A few modifications are necessary and it should be rolled out by this summer. Work continues with Everbridge to improve geocoding for CT Alert and that should be completed by the fall. DSET GIS participated in the Governor's Exercise and Planning Preparedness Initiative (EPPI) Exercise last month.

George Pohorilak stated that the maps done by DSET/GIS are used by a multitude of agencies and towns and saving them a significant amount of money and he wanted this fact recognized.

Emergency Notification System

Mike Guerrero reported that to date, the total CT Alert broadcasts for 2014 is 55 reaching 405,814 households. Since the last Commission meeting, 18 broadcasts were made to 26,865 households. Five were for criminal activity and four were missing persons/children. To date there are approximately 158,000 CT Alert Opt-in registrations. AWARE usage has been: LCD - 7,500, CSP Special Duty - 4,550, DEEP - 340 and VSECC - 230.

Upgrades to the new Mass Notification Platform have been completed at LCD (April), Valley Shore ECC (May) and QVECC, Middletown ECC and Colchester ECC (June).

E9-1-1 Reports

Mike Guerrero reported that Manual Query reporting for April is 80% unreported. The NG9-1-1 system should improve these numbers. 77.3% of the 911 calls are wireless. There are CLEC issues, but nothing severe. One PSAP did not report 1st quarter due to hardware/software issues as their server crashed. This has since been rectified. Bridgeport is the only PSAP which did not achieve the state's standard. They had an average of 85.3% which is less than 5% below state standard. The statewide average was 95.8% of all 9-1-1 calls answered in 10 seconds or less.

PSAP Issues

Mike Guerrero reiterated that Bridgeport PSECC achieved 85.3%. Mr. Guerrero also reported AT&T mobility has begun deployment of LTE wireless service. Currently 800 cell sites are being reviewed for ESN assignments to 2400 sectors.

Bill Youell stated that George Pohorilak sent out a news article regarding the potential move from the New Haven CMED. DSET staff has been out to meet with members of the town of Bethany regarding PSAP options utilizing the PSDN for connectivity. DSET staff also met with the towns of Shelton, Derby and Ansonia to discuss PSDN connectivity should they move to another CMED provider.

Ray Barishansky thanked George Pohorilak for sending out the July 4th article.

Mr. Barishansky stated that DESPP and DPH staff has been in contact with each other to understand their respective roles and responsibilities and to make everyone aware of the issues that are occurring and how and when it will be necessary for stakeholders to step in with regards to statutory and regulatory authority. DPH representatives have been in several meetings up to and including a meeting with the Governor's Chief of Staff with regard to the CMED situation and are keeping a close eye on the issue. Currently there is a 30-day extension on the opening of the RFP that was supposed to be effective July 1st. There is a regularly scheduled CMED planning meeting to be held on July 16th at the Connecticut Hospital Association. DPH & DESPP will have representation at this meeting and will share further details with this Commission as they develop.

George Pohorilak stated there were several articles online and some of them seemed to be confused about Coordinated Medical Emergency Dispatch and Emergency Medical Dispatch. One article stated that "they have not used CMED in years." Mr. Pohorilak questioned "then who received the money for that town?"

Ray Barishansky stated, "Don't believe everything you read in the media." The CMED has a very unique structure and staff members are trying to understand this unique structure. Mr. Barishansky does not believe any funds were utilized inappropriately. DPH and DSET will be looking at regulations to ensure they are as up-to-date and realistic as possible.

Bill Youell reiterated that there is much confusion regarding the CMED issue. DSET is preparing in advance to address the possibility of something changing drastically, especially to ensure Bethany 911 calls will be answered efficiently. DSET is paying close attention to the situation.

Division of Emergency Management and Homeland Security

Bill Hackett reported that cyber intrusions remain a huge threat to all systems and reminded attendees of the meeting to take the necessary precautions to protect their agencies. The Governor's Emergency Communications Task Force, headed by Commissioner Shea, has been meeting regularly. Bill Youell and Carey Thompson of DSET are now members. The next meeting will be held July 15, 2014. The ninth annual Emergency Management Symposium was held on May 6th. It was sponsored by the Connecticut Conference of Municipalities, the Department of Health and the Division of Emergency Management and Homeland Security. There were 509 attendees and 47 exhibitors. The third annual Governor's Emergency Planning and Preparedness Initiative Exercise was held on June 21st and 23rd. Thirty four towns participated on Saturday the 21st and 132 towns and two tribal nations participated on Monday the 23rd. There were a total of 168 participants for Saturday and Monday. There were three towns that participated both days and seven towns did not participate. There were 244 exercise injects distributed successfully by 12,138 Everbridge emails. DEMHS is supporting Sailfest in New London for the upcoming weekend with some assets from the agency. Mr. Hackett reminded everyone at the meeting that hurricane season is upon us.

Dept. of Public Health

Ray Barishansky stated that Toughbook replacement continues and he should be able to supply some statistics with regard to the flip over at the next commission meeting or perhaps the one in December. The NEMS data system is pushing information out on a quarterly basis. Handouts on these reports should be available at either the next meeting or the one in December regarding those specific initiatives.

New Business

George Pohorilak requested an update on the CSP consolidation process.

Bill Youell answered that further consolidation remains on hold.

Public Comment

Jeff Otto stated that the Notice of Proposed Regulatory Change should be in writing before any conclusions are made. Mr. Otto made reference to Mr. Pohorilak's comment of supporting this and going forward with it. Mr. Otto stated that it is important to have time to digest the changes. The comparison of current subsidy numbers which don't include the capital amounts with future subsidy numbers which do include capital amounts, changes the comparisons by at least 12.5% in every case. The capital reimbursements were put in place because communications is a capital intensive business. To lose capital reimbursement may not be a plus for some individual PSAPs.

Adjournment

George Pohorilak made a motion to adjourn the meeting. John Elsesser seconded the motion. The meeting was adjourned at 10:25 a.m.

Ernest Herrick, Chairman

Date