

**Unapproved Minutes  
Enhanced 911 Commission Meeting  
July 10, 2015  
Department of Emergency Services and Public Protection  
1111 Country Club Road  
Middletown, Connecticut**

**Commission Members**

Ernie Herrick  
Lee Vincent  
Jeff Morrisette  
William Hackett  
George Pohorilak  
Raphael Barishansky  
Alfred Dudek  
Jeffrey Vannais

**Representing**

Volunteer Fire Service  
Conference of Municipalities  
State Fire Administrator  
DESPP/DEMHS  
Public Representative  
Dept. of Public Health  
Municipal Fire Chiefs  
Public Safety Answering Point Rep.

**Division of Statewide Emergency Telecommunications (DSET) DESPP**

William Youell  
Carey Thompson  
Dan Czaja  
Chuck Fuller

Steve Verbil  
Mike Guerrero  
John Masciadrelli

**Others in Attendance**

Ed Brunt  
Randy Young  
Jean Claude Rizk  
Pete Fontneau  
Mike Varney  
Karen Zealor  
Troy Mullis  
Douglas Knowlton  
Jeff Otto  
Susan Webster  
Joanne Miles  
Frank Kiernan  
Brian Baldwin  
Betty Morris  
John Roache  
Joseph Silverio

Madison ECC  
Intrado  
AT&T  
AT&T  
DESPP  
AT&T  
AT&T  
KX  
QVEC  
NWCTPS  
Willimantic 9-1-1  
Meriden ECC  
North Central CT EMS  
North Central CT EMS  
AppGEO  
Southington Police Dept.

**Call to Order:**

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

*George Pohorilak made a motion to approve the minutes of the April 10, 2015 meeting. Alfred Dudek seconded the motion. The minutes were approved.*

Public Comment

Frank Kiernan, Meriden ECC, thanked AT&T and the DSET staff for all of their assistance during the transition/cutover process. Mr. Kiernan asked if the issues Connecticut is experiencing are similar to the ones experienced in Indianapolis or California.

#### Special Recognition

Ernie Herrick congratulated Jeff Vannais on his retirement and wished him well on his new endeavors. Mr. Herrick thanked him for all of his efforts on the E9-1-1 Commission and acknowledged his hard work and efforts on all of the outside organizations he was involved with.

George Pohorilak praised Mr. Vannais for his many contributions to the 9-1-1 system throughout the years. Mr. Pohorilak stated that the Connecticut 9-1-1 system is the finest in the nation significantly due to Jeff's passion for it to be a success.

Bill Youell congratulated Mr. Vannais and praised him on his work on the Next Generation 9-1-1 Request for Proposal (RFP) development and selection committee and also on the PSDN Governance Board. Mr. Youell thanked Jeff for helping to develop the protocol and process regarding the PSDN Governing Board.

Jeff Vannais stated he will be sending his letter of resignation from the E911 Commission to the Governor with great reluctance and sadness. He expressed a desire to continue on the board.

#### Legislation

Steve Verbil reported that raised Bills 1071 and 6970 did not succeed in the legislative process for the current year. DSET will try to have 1071 moved forward at the next legislative session.

George Pohorilak asked if Bill 1071 will be a handicap in allowing DSET operations to move forward.

Mr. Verbil answered that DSET will continue to operate and this setback will not prevent projects from moving forward.

Mr. Vannais stated that in his letter of resignation sent to the Commissioner (also forwarded to the Governor) he requested as a "parting favor" that they would reconsider including Bill 1071 in the legislative package for this session.

#### NG911 Update

Bill Youell reported that the NG9-1-1 deployment has been complex. DSET continues to move forward with the implementation and work through the issues. Once completed it will be the best NG9-1-1 system in the country. Mr. Youell stated that AT&T has completed the rollout of the 10 pilot sites. The purpose of the pilot cutovers is to ensure that all features and functionalities are working as designed and to uncover any issues that may arise. Mr. Youell commended the vendors that have supported this deployment including AT&T, Frontier and TCS and especially thanked the 10 pilot PSAPs for all of their cooperation with the conversions.

Troy Mullis, AT&T, reported that the 10 pilot PSAP implementation phase is complete. Items were identified throughout the program that impacted the ability to move forward at times. Some of the items were related to peripheral devices within the workstations at the PSAPs. A rigorous remediation process was done and is now complete. The platforms are being upgraded

to a new version of software which supports texting to 9-1-1. This is being done at a platform and PSAP level. New Britain and Valley Shore will be the first PSAPs completed. There is a small delay because of caution being applied in the deployment.

Mr. Youell asked Mr. Mullis if he was able to address the questions asked earlier by Frank Kiernan with regards to the issues experienced by Indiana and TCS announcements.

Mr. Mullis answered that the Indiana configuration was a much smaller version and several versions of software back from where Connecticut is today. The vendor was purchased by a larger company and operational changes happened during that time.

George Pohorilak asked what the new projected completion date is at this time.

Bill Youell stated it is estimated to be completed by the end of the spring of 2016.

#### Text to 9-1-1

Pete Fontneau, AT&T, reported that the PSAPs will be receiving necessary matching software upgrades on Tuesday of next week. Also, a network is being built between the text control centers. A platform will be built with the connectivity between the four carriers into a text control center. The translations through ESInet will split the state into two geographic areas: the north (New Britain PSAP) and south (Valley Shore PSAP). The actual technology used is the Short Message Service (SMS) text platform, and ultimately there is no guarantee of delivery of service and caution is advised.

There was a lengthy discussion about the SMS platform.

#### Public Education

Carey Thompson stated that plans are in place to make an announcement that text to 9-1-1 is available as soon as the governor gives the approval. DSET will keep everyone advised.

#### Training

Carey Thompson reported that 233 people have completed NG9-1-1 training. A number of communications from the DSET office will be sent out which will include specific dates, times and locations of training. PSAPs are advised to contact Peter Lucco from DSET to schedule training.

Ms. Thompson reported that October 1, 2015, is the cutoff date to submit the training reimbursement form for FY 14/15.

#### Grants

Carey Thompson reported that there is a transition grant for the Town of Bethany to move their 911 operations to Northwest Public Safety. A capital expense grant was approved for the City of Hartford to install 22 computers, 88 monitors and related computer equipment which is estimated at \$50,000.00. A grant was approved for LCD to install alarm equipment at two tower sites which is estimated at \$15,000.

The DSET budget was approved by PURA for \$28.6 million. The surcharge rate is down from \$0.70 to \$0.51, due to a \$10 million reduction in the budget.

Bill Youell reported that the next edition of the newsletter is targeted for publication in August and the next PSAP update meeting is scheduled for September.

#### Public Safety Data Network

John Masciadrelli reported On June 17<sup>th</sup> the PSDN Governance Board held its bi-monthly meeting. During the meeting (9) PSDN requests were raised and reviewed by the board. Of the 9 requests, 3 requests were voted on and approved, the remaining 6 requests are considered “Core Services” and do not require a Governance Board vote. To date, 87 requests have been submitted to DSET to utilize the Public Safety Data Network. DSET has received 6 new requests since the last E911 Commission Meeting. Of the 87 requests, 25 are in the pre-qualification stage of the connection process, 4 are in the network design stage and 9 requests are on hold. To date, 49 requests have been raised, reviewed and voted on by the PSDN Governance Board. Of the 49 requests 25 are awaiting an install date or customer “site readiness” and 7 requests are in the process of being installed and (17) requests are installed and operating on the PSDN.

#### Notice of Proposed Regulatory Change

Steve Verbil reported that DSET is working on a number of regulatory changes including the NPRC. Once completed, all changes will be reviewed by DESPP attorneys, sent to the Commissioner for approval and then to the Governor’s office.

George Pohorilak asked if 9-1-1 commission members are considered staff or public commentators at the public hearing.

Bill Youell stated that DSET would follow up on Mr. Pohorilak’s question.

#### Geographic Information Systems

Dan Czaja reported that DSET/GIS staff continues updates for the NG9-1-1 system. The current total is almost 70,000. The NG system has begun to deploy address points and currently there are almost 1,000,000. The GEO coding match rate is up to 98.63%. When address points are included into the NG system, the match rate is up to 99%. DSET has provided approximately 1,000 MSAG update requests since 2010. Mr. Czaja announced that DSET, in conjunction with the Mashantucket Pequot Tribal Nation and Frontier, has begun updating the town name for all data associated with the Mashantucket Pequot Tribal Nation within the 9-1-1 GIS datasets and the MSAG/9-1-1 database from Ledyard to Mashantucket. Mohegan Tribal Nation will be next. GIS staff continues to assist the Connecticut State Police with mapping needs and Geocoding for CTAlert every month. The PSAP map has been upgraded and will be on the website soon.

Mr. Pohorilak asked if the next map will reflect the state police de-consolidation.

Mr. Czaja answered yes.

#### Emergency Notification System

Mike Guerrera reported that additional PSAPs are transitioning over to the Mass Notification platform with a completion target date of September of this year. Since the beginning of 2015 there have been 87 broadcasts on the existing CTAlert platform reaching approximately 964,000 households. There were 41 alerts on Mass notification reaching 160,871 households. Since the

last commission meeting, 19 alerts were broadcast using the AWARE platform, which were sent to 134,509 households. Currently there are 115,945 opt-in registrants.

George Pohorilak requested a written one-page report with the Emergency Notification Systems statistics to be distributed every commission meeting.

Mr. Guerrero agreed to submit a report at the next commission meeting.

#### E9-1-1 Reports

Mike Guerrero reported on the new format and stated that some reports will soon be irrelevant. Call counts are only through May; June data will be distributed at the October meeting.

#### PSAP Issues

Mike Guerrero reported that due to the de-consolidations, Troop E will now be a primary PSAP and as a result, Troop C will be secondary along with Troops D & K. All CSP Troops will have next-generation equipment. Troop E is slated to cutover as a PSAP on July 29<sup>th</sup> of this year. Additionally, Troops A & B will de-consolidated from Troop L.

The Town of Lebanon left Colchester ECC on July 1<sup>st</sup> and now is affiliated with Willimantic Switchboard Fire Chief's Association. Bethany has left South Central Regional ECC, which is also known as New Haven CMED on June 29<sup>th</sup>. Bethany has moved its 911 operation to Northwest Public Safety. South Central Regional ECC has closed its operation.

George Pohorilak asked why the state police decided to reverse course.

Mike Varney stated that studies were done internally by staff and the Commissioner and it was determined that it was the best course of action to take.

Mr. Pohorilak proposed a motion that DSET investigate the fiscal impact of only applying the dollar per call to state police troops that receive and process calls for three or more troops with the exception of Troop G and Troop H.

Jeff Vannais seconded the motion.

Bill Youell suggested that a summary of the justification as to why the decision was made to de-consolidate be presented at the next Commission meeting.

Mr. Pohorilak stated that he would withdraw his motion if a significant feedback is given by the Connecticut State Police as to why they are undoing something that was viewed as a positive approach by the Commission members and public safety in general.

Lee Vincent stated that the E9-1-1 Commission should request the information from the Department of Public Safety which justifies this decision. Mr. Vincent recommended that the Commission receive efficiency reports on the matter.

Jeff Vannais stated that the E9-1-1 Commission should be made aware of what the official stance of DSET, under DESPP, is on the issue of consolidation.

Bill Youell stated that DSET would research the details of the reason for the decision.

George Pohorilak withdrew the motion.

Mr. Vannais stated that the Commission must take a position as to where it stands on the consolidation.

### **Total Call Counts**

Mike Guerrero reported on the Total Call Counts for the first quarter of 2015. The summary indicated that Bridgeport had 88.6% and did not meet the state standards, which is 90 %. Bridgeport were at 89.8% in April and in May 88.4%. Mr. Guerrero is optimistic it will improve in the second quarter.

Bill Youell introduced Doree Price from Bridgeport PSCC.

Doree Price reported on some of the reasons that Bridgeport is not currently reaching the state standards. Ms. Price stated that some recently hired people left for various reasons. A few of the recently trained dispatchers left to work at other PSAPs. Bridgeport has a good training program and the dispatchers receive excellent certification, however, some leave to work for less demanding PSAPs. Currently there are eight open positions. Ms. Price stated that four new candidates have been hired and are awaiting background checks which should be completed by the fall of 2015. Every effort is being made to improve Bridgeport's performance.

### **Division of Emergency Management and Homeland Security**

Bill Hackett announced that the annual Governor's Emergency Planning and Preparedness Exercise is scheduled for October 17<sup>th</sup> and 21<sup>st</sup>. DEMHS continues the enhancement of the hurricane preparedness posture. Upgrades have been made to the Emergency Operations Center along with staff training and enhancements made to the weather monitoring systems. The initial AV and Influenza coordination meeting with the state unified command group will be held this afternoon. There will be a SailFest event in New London coming up this weekend.

Dept. of Public Health  
No report.

### **FirstNet**

Mike Varney gave a presentation on FirstNet and provided copies. Topics covered in the presentation included: First Responder Communications, First Network Benefits, Proposed Uses, the status of Connecticut and the Nationwide Coverage Objective.

There was a question and answer session after the presentation.

New Business  
No new business

Public Comment

Frank Kiernan, Meriden, addressed the question regarding retrieving reimbursement from the training funds. Mr. Kiernan also reminded meeting attendees that the Atlantic Chapter of APCO annual conference will be held in Washington, DC, in August.

Jeff Otto, QVEC, suggested that Commissioner Schriro be invited to the next Commission meeting to explain the basis of her decision for de-consolidation.

#### Adjournment

Jeff Vannais made a motion to adjourn the meeting. George Pohorilak seconded the motion. The meeting was adjourned at 10:55 a.m.