

**Unapproved Minutes**  
**Special Enhanced 911 Commission Meeting**  
**August 10, 2016**  
**Department of Emergency Services and Public Protection**  
**1111 Country Club Road**  
**Middletown, Connecticut**

**Commission Members**

Ernie Herrick  
William Hackett  
George Battle  
Don Richardson  
Clayton Northgraves  
Wendy Furniss  
Teresa Lockwood  
Michele Etzel  
Lee Vincent

**Representing**

Volunteer Fire Service  
DEMHS  
DESPP/CSP  
Wireless Services  
Manager 9-1-1 PSAP  
DPH Emergency Medical Service  
Public Safety Telecommunicators  
Public Representative (via conference call)  
Conference of Municipalities

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

Commission Dora Schriro

William Youell  
Mike Guerrero  
Jerry Zarwanski

Steve Verbil (via conference call)  
Carey Thompson  
Bonnie Guarnieri

**Others in Attendance**

Kate MacKinnon  
Thomas Harvey  
Pete Fontneau  
Jon Wellinger  
John Irwin  
Alan Benway  
Jean Claude Rizk  
John Emra  
Rachel Whitesell  
Marc Raymond  
Jerry Johnson  
Lt. James Gosselin  
Tammy Wright

AT&T  
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DAS  
DAS  
DAS  
Berlin Police Dept.  
Berlin Police Dept.

**Call to Order:**

Ernie Herrick, Chair, called the meeting to order at 11:04 A.M. The Chairman reminded the attendees that the only subject in the Public Notice could be discussed at the Special Meeting.

### **Next Generation 911 System**

Commissioner Schriro discussed the State's commitment to the safety of the entire Public Safety Community of Connecticut. She invited AT&T to brief the E911 Commission on the status of the Next Generation 911 conversion and discuss the recent challenges.

Mr. Youell commented on the complexity of the project and reaffirmed the State's commitment to ensure a successful outcome of the Next Generation 911 (NG 911) deployment. AT&T expressed its ongoing commitment to the project, their partners and the importance of public safety to the corporation.

AT&T provided details and a root cause analysis of the outage of July 15, 2016. They stated that the system reached an unexpected capacity limitation, due to the number of active work stations on the system. This in turn affected 911 call processing. They addressed concerns about any potential impact that increased call volume would have on the system, as more PSAPs transition to NG 911. They emphasized that that the capacity issue was not related to call volume. By disabling unused portions of the software, they were able to provide expanded capacity. Thorough testing, under load, of the software and a software upgrade is currently being conducted to rectify the capacity problem. Results of the testing will be shared. A request was made that information from the meeting is made available to the public safety community, particularly in light of the low attendance at the meeting. DSET confirmed that the minutes would be made available. Additionally, correspondence had already been sent by DSET, to the public safety community which included PSAP Directors and Chiefs, public safety officials and 911 Commissioners. The letter described the outage and its root cause, as well as enhancements made to add resiliency and improve processes. It listed measures taken including an enhanced notification process, updated re-route options, backup telephone lines, provision of cell phones to integrated PSAPs and improvements to the Resolution Center.

AT&T agreed to organize and manage a Connecticut NG 911 User Group, to provide a forum for PSAPS to give feedback and for AT&T to share information and developments regarding the NG 911 system and installation.

AT&T addressed concerns regarding long hold times for calls made to the Resolution Center during the outage. They provided a list of improvements that are underway including augmentation of staff during outages and periods of high demand, utilization of two Resolution Centers (Atlanta and Chicago), additional technical training for staff to resolve issues more quickly and changes to prioritization of reporting e.g., reroute requests vs. trouble ticket reporting or request for a status update.

### **Public Comment**

No public comment

### **Adjournment**

Don Richardson made the motion to adjourn the meeting. William Hackett seconded the motion. The meeting was adjourned at 11:41a.m.

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Ernest Herrick, Chairman

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Date