

Approved Minutes
Enhanced 911 Commission Meeting
April 1, 2005
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Alfred Dudek
Ernest Herrick
Richard Jackson
Jeff Morrissette
Donald Richardson
Gordon Shand
Jeff Vannais

Representing

Municipal Fire Chiefs
Volunteer Fire Service
Council of Small Towns
State Fire Administrator
Cingular Wireless
Office of Emergency Medical Services
Public Service Answering Point Representative

Staff

George Pohorilak
Jerry Zarwanski
Mike Guerrero
Joan Carrasquillo
Carey Thompson
Anne Finn
Christina Lussier
Wayne Maheu

Office of Statewide Emergency Telecommunications (OSET)
OSET
OSET
OSET
OSET
OSET
OSET
Division of Fire, Emergency & Building Services (DFEBS)

Others in Attendance

John Bairos
Marc Bono
Larry Cole
Carol Criscuolo
Rick Darin
John DonFrancisco
Alan Gawel
Dinah Ghirardi
Rich Grocki
John Gustafson
Tyler Millix
Bernie O'Donnell
Jeff Otto
Ed Pass
Roy Piper
Steve Savage
Carl Sawyer

Comcast Communications
RCC/NENA Chapter
SBC
AT&T
Valley Shore Emergency Communications, Inc.
Quinebaug Valley Emergency Communications
Litchfield County Dispatch
Groton ECC
Colchester Emergency Communications
CMED New Haven
Tolland County Mutual Aid Fire Services
Department of Information Technology
Quinebaug Valley ECC
SBC
Office of Emergency Management
Northwest CT Public Safety Communications Center
Groton (retired)

Gary Stango
Kathy Pierce

Hartford and Emergency Management/Homeland Security
Cox Communications

Call to Order

Chairman Herrick called the meeting to order at 9:08 a.m.

Approval of E911 Commission meeting minutes of January 7, 2005

Richard Jackson motioned to approve the minutes of January 7, 2005 and Jeff Morrisette seconded the motion. The minutes were approved.

Correspondence

There was no correspondence.

Public Comment

John Gustafson, CMED New Haven, suggested that a larger room be used for future E911 Commission meetings.

Staff Reports

Training Program

George Pohorilak reported in Sue Vaughn's absence. During the first quarter, the Office of Education and Data Management trained 60 people, and administered 50 exams. A total of 53 students passed the certification exam and 43 students were recertified.

OEDM is moving forward on the curriculum development process. Some of the people working on this are employed by the Commission of Fire Prevention Control and, due to new rules, could not continue working for OEDM. OEDM is working to resolve this issue.

EMD Report

Carey Thompson reported on the status of EMD implementation for the State. To ensure compliance with EMD, a letter and survey were sent to all PSAP Directors to find out what type of QA EMD program they are utilizing. The Emergency Medical Dispatch Questionnaire asked PSAPs about percent and type of EMD calls reviewed, frequency of reviews, number of telecommunicators expected to take basic EMD training, number of telecommunicators expected to take continuing education training in EMD, and names and phone numbers of contacts.

Out of 107 PSAPs, 82 have responded. Out of those, at least a quarter are doing weekly QA, most are doing random calls, 16 are doing monthly checks and a few are doing annual checks.

There are over 1000 people who have taken EMD training courses. Approximately 800 people have taken continuing education courses. Another 200 people will take basic training courses in the future.

George Pohorilak, Office of Statewide Emergency Telecommunications (OSET), said OSET will be more proactive in reaching the PSAPs to audit compliance with EMD. There will be more frequent follow up visits.

Annual Report

George Pohorilak reported. The Annual Report to the General Assembly was distributed.

VOIP

George Pohorilak reported. Director Pohorilak met with Assistant General Attorney Henry Alexander to see if the AG will help in advising the public about some of the misleading advertising about VOIP. This request is being reviewed, and a decision may be coming from Attorney General's Blumenthal's Office soon. Commission members request that OSET generate a letter to follow up on this matter.

Articles in the News

Copies of current newspaper articles discussing VOIP and the E9-1-1 Network in Connecticut were distributed. One article highlights some of the shortcomings of the VOIP service. The other article highlights the Enhanced 9-1-1 Network in Connecticut and includes quotes by George Pohorilak.

EMS Data Report

Mike Guerrero reported. The fourth Quarter of 2004 had the highest reporting rate to date. OSET received 72 submissions out of 107 PSAPs. The report distributed showed results for each quarter of 2004.

Unfinished Business

DPH – EMS Data Report

George Pohorilak reported in Lenny Guercia's absence. Mr. Guercia could not attend this meeting due to the TOPOFF exercise, which is a major endeavor for Department of Public Health.

In an email to George Pohorilak, Gary Wiemokly, M.P.H., of Department of Public Health wrote "the EMS Patient Care Report Data Collection System development is moving forward. The first of 4 beta testing phases will be completed on April 4, 2005. Eighteen Beta Test sites have been involved." Feedback from the sites goes directly to Dr. Bill Teel by April 4, 2005. This information will be forwarded to the vendor who will make changes and release new software. The second phase is expected to begin on May 1, 2005. Phase II will last two months and involves beta testers and the hospitals, and the EMS coordinators.

Dr. Teel informed George Pohorilak the balance for this project is close to \$1 million dollars.

E911 Funding Sub-committee

George Pohorilak reported in Lee Vincent's absence. The report, Estimated Requirements for the Operating Budget of the Statewide Enhanced 9-1-1 Program Fiscal Year 05 / 06 Budget Narrative, was submitted to the Department of Public Utility Control. It was signed by Commissioner Boyle. This report included tables of information and written information of issues discussed at the commission meetings. A budget comparison chart showing actual costs of each item for FY 05 / 06 and FY 04 / 05 and the difference between both years was distributed.

Recommendations from the Funding Sub-committee Report were incorporated into the budget submitted to the Department of Public Utility Control. E9-1-1 commission members received a copy of this budget at this meeting.

Some of the budget items are contingent upon the passage of legislation and the change of regulations. Commissioner Boyle is committed to doing everything he can to expedite getting the regulations passed. The projected date for implementation is January 1, 2006.

Jeff Vannais, Public Service Answering Point Representative, raised the issue of concern about the way the language regarding the term public safety service was written. It seems to open the door to someone's ability to get funding for something else from that bill. George responded that the language "Public Safety Services" was chosen to make sure Fire and EMS are not excluded. This is a Public Safety Services Data Network. It opens the door to provide data exclusively to fire and EMS organizations.

Raised Bill No. 1136 was distributed and discussed. This bill is an Act Concerning Emergency Response Location of 9-1-1 callers.

Substitute Bill No. 1276 was distributed and discussed. This bill is An Act Implementing the Recommendations of the E 9-1-1 Commission regarding funding changes.

Wireless

ESN Reassignments

Mike Guerrero reported. A chart was distributed showing the PSAPs that received sector ESN changes in February 2005. Beginning in February, changes were made that affected PSAPs statewide. Two of the nineteen sectors were reassigned to correct any original inappropriate ESN assignments statewide.

PSAP Issues

Palladium Software Upgrades

George Pohorilak reported that the Palladium software for 911, originally owned by Intrado, has been sold to TCI.

Larry Cole, SBC, said Intrado sold their E9-1-1 Palladium Software/CPE side of the business on January 9, 2005. This was sold to Tele Control Incorporated, headquartered in Huntsville, Alabama. TCI has a history of E9-1-1 CAD RMS development and sales.

TCI CAD Software/CPE installed by SBC is being used in Manchester, South Windsor, and Newington, Connecticut to replace the Lucent CAD system sold years ago. The reason for the sale is TCI is looking to increase their market share.

George Pohorilak mentioned there is an issue related to the new Palladium software upgrade that has been deployed. This is in regards to an enterprise license. OSET will be withholding approximately \$2 million dollars from the final payment until this enterprise license issue is resolved.

George Pohorilak announced OSET will be starting an RFP development process to replace the current software platform. OSET will go out to bid in a year. OSET is putting an RFP Committee together and is looking for a 911 Commission member to represent the Commission on the RFP committee. Members of MECCA, RECCA, and the Connecticut NENA Chapter will be invited to

participate on this committee. Fred Dudek motioned and Richard Jackson seconded the motion to appoint Jeff Vannais to this committee. All were in favor.

Map Update

George Pohorilak reported OSET is moving forward with identifying key contacts throughout the 169 towns for map updates. About fifty percent of the municipalities have identified who the GIS contact is. OSET will be getting a new version of the map from Tele Atlas in a few weeks.

There will be another map update later in the year. OSET is working aggressively to hire more GIS people. There has been a hiring freeze at the Department of Public Safety that has affected the eventual completion of accuracy testing.

Gordon Shand, Office of Emergency Medical Services, asked if a contractor can be hired to do GIS work. George Pohorilak said the most cost effective method is to have in house people do GIS accuracy testing. Jeff Vannais asked if the GIS staff will provide full time GIS mapping work for new staff. George responded that it absolutely will provide full time work.

E9-1-1 Performance Reports

Mike Guerrero discussed the performance reports submitted by SBC. It is approximately the same as the previous quarter. There were 569 troubles reported by PSAPs to which SBC responded. The largest trouble reported was Palladium software.

911 Call Counts

Joan Carrasquillo reported. Numbers distributed last year were not call counts, they were counts of bids. The 9-1-1 Call Counts report showed the number of wireline and wireless calls for each PSAP during January and February. The total number of calls for each PSAP and totals for both months combined was also reported.

Competitive Local Exchange Carriers (CLEC)

Mike Guerrero reported. The CLEC Performance Report shows the total records processed and calls blocked each week.

New Business

Homeland Security 9-1-1 Report

George Pohorilak introduced Gary Stango, who is representing the Department of Emergency Management and Homeland Security (DEMHS) and E9-1-1. Gary Stango is the Director of Emergency Services and Telecommunications for the City of Hartford.

Gary offered to provide feedback from the Commission to the Department of Homeland Security regarding 911 issues. He thanked the Commission for the opportunity to help the E9-1-1 Commission move forward.

He met with George Pohorilak to review the requirements of the information the E911 Commission will need from the DEMHS meetings Gary will attend.

Translation Services

Joan Carrasquillo reported. Department of Administrative Services (DAS) put out an RFP for translation services. This includes translation services for all PSAPs throughout the state. Language Line is the vendor that has scored highest. The contract is being negotiated. DAS hopes the contract will be in place as of May 1. Some towns have translations services and may continue to use those services if they so wish. OSET will pay for translation costs for 911 calls.

George Pohorilak said that OSET will define the parameters of how the translation service should be used so that the contract is not abused. Joan Carrasquillo mentioned if other towns want to use the services for non 911 issues, they can utilize the contract. Jeff Vannais complimented OSET on their work with this contract, he indicated that translation services is available to serve the PSAP.

Governor Rell's Public Service Message

George Pohorilak mentioned Governor M. Jodi Rell filmed a public service announcement for E9-1-1, which was shown at the meeting. The announcement was filmed at the Wethersfield PSAP.

Al Dudek, Municipal Fire Chiefs, asked if civilian dispatchers receive the same training that Connecticut State Police dispatchers receive. George Pohorilak said civilian dispatchers at the troops are trained the same way. Wayne Maheu, Director of Department of Fire, Emergency, and Building Services (DFEBS), mentioned the Troopers are held to the same requirements, and the reason troopers sometimes fill in is that the CSP are shorthanded.

The E911 Commission requested a letter be written to the DPS commissioner to get more civilian dispatchers and training for sworn personnel. Al Dudek motioned and Jeff Vannais seconded that the letter to Public Safety Commissioner Boyle should be written by George Pohorilak and signed by Ernest Herrick. All were in favor.

Public Comment

Carl Sawyer, spoke about high volume of calls at Troop E not being answered. He said that has not changed. He mentioned the money in the proposed funding to the State Police should be used to enhance the 9-1-1 communications capability.

Alan Gawel, Litchfield County Dispatch, commented that he appreciated the dedication OSET has to the E9-1-1 system.

Rick Darin, Valley Shore Emergency Communications, Inc., asked if Troop A received notice that they would be receiving an additional 63 wireless sectors. He said it is helpful to have notification.

Jeff Otto, Quinebaug Valley ECC, said there are serious concerns about the caliber of maps that will be used with E9-1-1. He said all the PSAPs and municipalities should be given a target date for submission of new map data.

Joan Carrasquillo thanked Dinah Ghirardi and John Gustafson for their help in the translation services project.

Adjournment

A motion was made by Jeff Vannais and seconded by Al Dudek and unanimously approved to adjourn the meeting at 10:45 a.m.

Ernest Herrick, Chairman

Date