

Approved Minutes
Enhanced 911 Commission Meeting
April 7, 2006
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Paul Jakobson
Donald Richardson
Mike Stemmler
Jeff Vannais
Lee Vincent

Representing

Council of Small Towns (COST)
Connecticut Police Chiefs Association
Cingular Wireless
Connecticut State Police
Public Safety Answering Point Representative
Connecticut Conference of Municipalities

Staff

George Pohorilak	Office of Statewide Emergency Telecommunications (OSET)
Mike Guerrero	OSET
Jerry Zarwanski	OSET
Carey Thompson	OSET
Anne Finn	OSET
JoLynn VanWart	Office of Education and Data Management (OEDM)

Others in Attendance

Wayne Bartolotta	Middletown 911
Larry Cole	AT&T
Joe DelBuono	Newtown ECC
Dinah Ghirardi	Groton ECC
Paul Gibb	DEMHS
Len Guercia	Department of Public Health (DPH)
John Gustafson	South Central Regional ECC New Haven
Yvonne Lewis	CFPC
Tyler Millix	TCMA
Ed Pass	AT&T
Jeffrey Otto	Quinebaug Valley Emergency Communications
Steve Savage	Northwest CT Public Safety Communications Center
Carl Sawyer	Groton ECC
Katy Vecelia	West Haven 911
Sue Webster	NWCT Public Safety

Call to Order

Lee Vincent, Connecticut Conference of Municipalities, Acting Chairman, called the meeting to order at 9:07 a.m. Lee Vincent chaired due to Ernie Herrick's absence.

Approval of E911 Commission Meeting minutes of January 6, 2006

Approval of E911 Commission Special Meeting minutes of March 15, 2006

There were no corrections or amendments to the minutes. Lee Vincent announced the minutes were approved.

Correspondence

George Pohorilak, Office of Statewide Emergency Telecommunications (OSET), told the Commission a letter was received from Verizon Wireless regarding the audio blanking problem. This was discussed under Wireless.

Public Comment

John Gustafson, South Central Regional ECC New Haven, mentioned the special meeting held regarding Department of Public Health (DPH) EMS data collection. John urged the Commission to pass the resolution to support the Department of Public Health's (DPH) efforts for the statewide Emergency Medical Service (EMS) data collection.

John and Lee developed a draft of legislation to change the requirement for tagging EMS calls by the PSAPs. Data would be reported on all calls but no tagging would be required. John is hoping the commission will support this endeavor.

Staff Reports

Training Program

JoLynn VanWart, Office of Education and Data Management (OEDM), gave the training program update. Two training classes were held in the first quarter. A total of 30 students were trained at the January 23 class. A total of 32 students were trained at the March 20 through 28 class. The total number of students trained and tested was 62.

During the first quarter, the total number of students re-certified was 30. The total number of students that passed the exam was 55. The total number of students certified was 16. The total number of instructors re-certified was 4.

JoLynn VanWart presented to the Commission an overview of the Telecommunicator Curriculum Development project. Instructor and student manuals were created by OEDM. OSET and OEDM reviewed the manuals. A new program called Train the Trainer will be introduced soon and implemented during October 2006.

JoLynn said OEDM may hold a Curriculum Development conference, which would be similar to the Telecommunicator conferences.

OEDM announced evening classes are cancelled due to lack of registrants.

Lee Vincent said members of the public will get recognized by the chair and commission members if they have contributions to the meeting.

George Pohorilak recognized Dinah Ghirardi, GECC, for her many years of service to the Telecommunicator Training Program and participation in many sub-committee meetings. All in attendance applauded Dinah's contributions. Dinah is retiring.

Emergency Medical Dispatch Training (EMD)

Carey Thompson of OSET said OSET continues to reimburse for the Emergency Medical Dispatch (EMD) training. So far, OSET has reimbursed PSAPs for almost 1200 students. So far, 71 towns have taken advantage of reimbursement. To date, approximately \$366,000 has been reimbursed for EMD.

OSET has had many requests to provide Quality Assurance training. A Quality Assurance training class will be provided for PSAP directors and personnel directly responsible for quality assurance at the PSAPs. Medical Priority will provide training for this class during Summer 2006.

EMS Data Report Q4 2005 / Q1 2006

Mike Guerrero, OSET, reported that 63 PSAP's (58%) submitted EMS Data reports for the 4th Quarter of 2004.

To date, 27 PSAP's have submitted EMS reports so far for the first quarter of 2006.

Public Education

Carey Thompson, OSET, reported. The 911 coloring books are completed and a printer is being sought. This is the foundation for the pre-K to grade 4 curriculum. This curriculum is in the final stages.

Octopus hand puppets have been ordered. These hand puppets go along with the underwater theme developed by the Public Education committee. The coloring books and hand puppets are part of the E9-1-1 education program for children. The committee will have teams go out to do the training if the local towns don't have the resources.

Carey said OSET is looking to renew the contract with the Connecticut Broadcasters Association to run the non-sustaining broadcast announcements. The Governor cannot be used for ads this year because it is an election year.

FY 06/07 E9-1-1 Budget

Carey Thompson reported. A copy of the Statewide Enhanced 9-1-1 Program operating budget was distributed. The budget for state fiscal year 2006/2007 is \$26,643,831.62.

Regulations for increase of funding were passed on March 3, 2006. Included in that was funding for the four multi-towns. There is a new training fund based on 10 cents per capita.

George Pohorilak said the Department of Public Utility Control (DPUC) will have a hearing on this budget April 17.

E9-1-1 Regulations / Legislation

George Pohorilak reported. The E9-1-1 Regulations and Legislation for increase of funding passed on March 3, 2006.

Legislation for the PBX bill is on the senate calendar. It has support from the Governor's Office. OSET will submit legislation again for the wireless problem in the 2007 legislative session.

Lee Vincent said a revision of 28-25b(f) for medical dispatch reports was distributed today. This bill eliminates tagging of all calls.

Jeff Vannais strongly endorses the elimination of tagging calls. Lee Vincent said this is not a proposal of Department of Public Health or Department of Public Safety. If this change cannot be made this session, Lee Vincent hopes that it will be addressed next year.

A **MOTION** was made by Paul Jakobson and **SECONDED** by Jeff Vannais that the commission endorse Proposed Section 28-25b(f). All approved.

Software RFI

George Pohorilak reported. Responses will be coming back. The closing date is April 21, 2006. The RFI committee will form to review the RFI's with the ultimate goal of developing an RFP.

Geographic Information System (GIS)

George Pohorilak reported. OSET submitted an updated version of the TeleAtlas map through AT&T. This map is updated regularly. OSET is looking forward to getting permanent GIS staff soon. Orthophotos will be distributed to the PSAPs soon.

Department of Public Health EMS Data Report

Len Guercia, Department of Public Health (DPH), reported. There are 17 services that are beta testing a third version of the software. When testing is completed and all software is implemented, the Patient Care Data reporting system will collect information for the technical analysis.

Lee Vincent asked Len Guercia if he would like a resolution by the E911 Commission endorsing the project. Len responded that an endorsement from the E911 Commission would help the project.

A **MOTION** was made by Jakobson and **SECONDED** by Jeff Vannais that the 911 Commission heard details of the presentation and supports and endorses the medical dispatch response program of the Department of Public Health.

John Elsesser, Council of Small Towns (COST), expressed his intention to vote against this proposal. John stated it is unrealistic to have volunteer agencies enter in all the required data. He felt it is an incomplete system, and there was too much data with 208 data elements being part of the program.

This issue was not voted on due to the absence of Mike Stemmler, Department of Public Safety. It will be raised at the July E911 Commission meeting during Unfinished Business.

Wireless Issues

Mike Guerrero reported on a study of the audio blanking issue that was conducted at CSP Troop H and Tolland County ECC on January 17th, by OSET and Verizon Wireless. A chip, manufactured by Qualcomm, used in CDMA telephone Handsets, causes the audio blanking problem. The chip uses a single frequency to determine the 9-1-1 GIS location and to transmit the audio of the wireless call. It was determined that the blanking of the audio occurs for a two second period at the beginning of the 9-1-1 call and again when a rebid of ALI is performed. It was also discovered that audio blanking also occurs for Sprint wireless 9-1-1 calls as well. Approximately 17% of Verizon wireless handsets in use at the end of 2006 will not use the single frequency chip and not cause audio blanking.

Mike Guerrero reported that 70 Sprint cell sites were not upgraded from Phase 1 to Phase 2 by the carrier and were unable to provide the latitude and longitude of the 9-1-1 caller. Sprint is in the process of correcting the oversight.

VoIP E9-1-1 Implementations

George Pohorilak reported. OSET will continue to work with Vonage to get them to pay into the 911 fund. OSET may modify the Memo of Understanding to resolve this issue of collecting the surcharge from the VoIP customer. Mike Guerrero reported that Vonage VoIP has been fully deployed and that Intrado and TCS have begun testing.

PSAP Issues

George Pohorilak reported. OSET will continue the PSAP visits. OSET will hire a retired State Police Trooper to conduct the equipment annual inventory process.

Mike Guerrero said Stratford Police Department is no longer the PSAP in Stratford. It has been moved out of the building and is now an ECC run by the town. The town of Sherman is changing its PSAP designation from CSP Troop A to Litchfield County Dispatch effective July 1, 2006.

The Mohegan Tribe is adding land to the reservation. That will result in a change of ESN from Montville ECC to the Mohegan Tribal Police Private Safety Answering point.

E911 Performance Reports

AT&T

Mike Guerrero reported that the AT&T detailed maintenance reports have revealed that most of the troubles reported as "Vision Switch" are related to the Vision telephone handset.

Larry Cole, AT&T, reported that the high number of problems related to ALI link was due to changes made in the network. Cole reported that AT&T has made changes the technical staff assigned to E9-1-1 repair and maintenance. Cole stated that staff would be reduced from the thirty part-time techs to fourteen that would be dedicated full-time to E9-1-1 issues.

Mike Guerrero reported on the number of manual queries reported and the PSAP's that have not reported significant numbers of manual queries performed.

911 Call Counts

Mike Guerrero reported on the call counts for January and February of 2006. The total call counts were tabulated from the total Wireline, VoIP, and Wireless calls received.

CLECs

Mike Guerrero discussed the details of the CLEC's report.

Data Network

George Pohorilak reported. There will be two network design engineers working in OSET in two weeks. They will work on the feasibility study for the data network.

Homeland Security 911 Report

George Pohorilak reported. George will participate in a panel for an RFP for an emergency notification system ENS. The RFP will be distributed soon and responses will be coming back. DEMHS hopes to complete the RFP process by June.

New Business**Telecommunicator Service Priority (TSP)**

George Pohorilak reported. TSP is going to be ordered for all 911 lines within the State of Connecticut. This provides for the restoration of service during a crises situation. The Department of Information Technology (DOIT) is the focal point for all State agencies. Start up costs for TSP will be less then \$100,000.

Public Comment

There was no public comment.

Adjournment

The next E911 Commission meeting is Friday, July 7, 2006. Lee Vincent announced the meeting adjourned at 10:43 a.m.

Ernest Herrick, Chairman

Date