

Approved Minutes
Enhanced 911 Commission Meeting
January 5, 2007
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Fred Dudek
John Elsesser
Ernest Herrick
Paul Jakubson
Roy Piper
Don Richardson
Gordon Shand
Jeff Vannais
Lee Vincent

Representing

Connecticut Fire Chiefs
Council of Small Towns (COST)
Volunteer Fire Service
Connecticut Police Chiefs Association
Department of Emergency Management & Homeland Security
Wireless - Cingular
Department of Public Health – OEMS
Public Safety Answering Point Representative
Connecticut Conference of Municipalities

Staff

George Pohorilak
Mike Guerrero
Jerry Zarwanski
Dan Czaja
John Masciadrelli
Bryan Pavlik
Carey Thompson
Anne Finn

Office of Statewide Emergency Telecommunications (OSET)
OSET
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Others in Attendance

Jon Barbagallo
Alberto Battelli
Bonnie Becker
Marc Bono
Ed Brunt
Larry Cole
Rick Darin
Joseph DelBuono
Leonard Guercia
John Gustafson
Joshua D. Hughes, Esq.
Frank Kiernan
Jennifer Laccone
Wayne Maheu
Deb Montanaro
Jeff Otto

Litchfield County Dispatch
Sprint
Office of Education and Data Management (OEDM)
National Emergency Number Association - CT Chapter
Madison Emergency Communications
AT&T
Valley Shore Emergency Communications
Newtown ECC
Department of Public Health
South Central Regional ECC New Haven
Hughes and Cronin Public Affairs Strategies
Meriden Emergency Communications
Sprint
Division of Fire, Emergency, and Building Services
Cox Communication
Quinebaug Valley ECC

Ed Pass
Steve Savage
Gary Stango
Sue Webster
Gary Wiemokly

AT&T
Northwest CT Public Safety Communications Center
City of Hartford
Northwest Connecticut Public Safety
Department of Public Health

Call to Order

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:03 a.m.

Approval of E911 Commission Meeting minutes of October 6, 2007

Roy Piper motioned the minutes be approved. Alfred Dudek seconded the motion. The minutes were approved.

Correspondence

George Pohorilak, Office of Statewide Emergency Telecommunications (OSET), mentioned two pieces of correspondence he distributed. George said the letter to Louise Rickard regarding prepaid wireless telephones would be discussed when the Commission discusses Wireless Issues. The other piece of correspondence from Department of Public Health would be discussed when the Commission discusses EMS Data Collection.

Public Comment

There was no public comment.

Unfinished Business

Grants and Capital Expense Grants

Capital Expense Grants

Carey Thompson, Office of Statewide Emergency Telecommunications (OSET), reported that two capital expense grants have been approved.

One Capital Expense grant was used to buy a recorder for Tolland County Mutual Aid. Quinebaug Valley Communications Center used their Capital Expense grant to purchase software.

Transition Grants

Transition Grants funding was used to conduct a consolidation study request. This study included East Lyme, Montville, New London, and Waterford to consolidate these towns into a Regional Center.

During 2006, Valley Shore Emergency Communications Center received \$35,289 for their Transition Grant.

OSET recommends PSAPs use the money for extra training, such as Collect and telecommunicator training.

George Pohorilak, OSET, reported that the training subsidy has been very well received by the PSAP community.

Training Program

Bonnie Becker, Office of Education and Data Management (OEDM), introduced herself to the 911 Commission. Bonnie is the new supervisor of telecommunications training programs in OEDM. JoLynn Van Wart is the coordinator in that unit. A full-time clerk typist, Stephanie Czerczak, joined the team in December.

During the 4th quarter of 2006, OEDM trained 44 students, tested 71 students, certified 13 telecommunicators, re-certified 9 telecommunicators, held 1 class, and a total of 66 tests were passed. No instructors were certified or re-certified this quarter.

During 2006, a total of 198 students were trained, 224 students were tested, 92 telecommunicators were certified, 120 telecommunicators were re-certified, 7 instructors were certified, 11 instructors were re-certified, and 206 students passed tests.

The curriculum program is completed and taught by trained instructors. The first class was held in October. The program is being tweaked. The unit is working toward the State of Connecticut getting nationally accredited for this program.

Telecommunicator test banks are being updated. A total of 300 troopers will be trained and tested by March 2007. A total of 12 troopers completed our class. The next class is January 8, 2007. Five test dates are scheduled.

George Pohorilak mentioned troopers are out during the interim, but the troopers must be trained and certified.

Paul Jakubson, Connecticut Police Chiefs Association, suggested they look at the curriculum to see if it complies with statutes.

EMD Report

Carey Thompson reported. As of January 5, 2007, reimbursement for 1600 students was paid. Training is given during one-day courses and CD based training.

Quality Assurance Training

Carey Thompson reported that OSET will be putting a greater emphasis on EMD Quality Assurance. In an effort to ensure that all PSAPs are in compliance, OSET has offered Quality Assurance training by both PowerPhone and Priority Dispatch. A survey sent to all PSAPs last year indicated that while PSAPs have a QA Program in place per regulation- they are not necessarily all reviewing calls and are not in compliance.

As long as there is sufficient interest, there will be more Quality Assurance training in the future utilizing PowerPhone and Medical Priority.

Public Education

Carey Thompson reported that Connecticut Broadcasters Association results would be available at the next 911 Commission meeting. A translation for the non-commercial sustaining announcements was done in Spanish.

Carey showed the coloring books, which are the basis of the curriculum for children, 1500 have been ordered and are currently in the process of being printed and shipped. A distribution process has not yet been determined.

E911 Software RFP

George Pohorilak reported that staff is working on the final draft of the E911 software RFP. Call handling software will not be available much longer. If the RFP is released in the next few months, we could be selecting a successful vendor this summer. This new E9-1-1 software could be deployed late this year or next year. It is expected that many vendors will respond to the RFP.

GIS

Dan Czaja, OSET, reported. Dan presented to the E911 Commission the colored maps that will be a part of the Annual Report. OSET's GIS team, which is now complete with the addition of Bryan Pavlik, created these maps.

Orthophotos are on the PSAP computers now. OSET will follow-up with PSAPs to see if they are using them and how they like them.

George Pohorilak reported the Geospatial Council would determine if there is a way to distribute the cost of future orthophotos.

PSAP Total Call Count Report

Mike Guerrero, OSET, reported that a total of 91 PSAP's submitted reports for the 3rd quarter of 2006. We are now receiving fourth quarter reports.

E9-1-1 Commissioner Lee Vincent requested that a summary page be added to this report.

Wireless Issues

George Pohorilak discussed the letter he sent to Louise Rickard at Department of Public Utility Control (DPUC) regarding T-Mobile's request for a refund on money they submitted to the state for prepaid wireless. OSET has asked the DPUC to open the docket regarding this issue. If the surcharge is not collected from prepaid wireless a significant amount of money will not be collected.

ESN Assignments

Mike Guerrero reported that some Sprint calls are being misrouted. OSET staff is working with Sprint to resolve these problems.

PSAP Issues

Manual Queries

Mike Guerrero reported that over 3 months, 376 manual queries were made; of these more than half were not reported. 151 manual queries were reported of which 123 were for training purposes.

PSAP Visits

Carey Thompson, OSET reported that OSET is working on improving customer service. The effort began as a result of the focus groups held a couple of years ago, which resulted in an effort to get out to each psap and encourage relationship building between OSET and the PSAPs. This effort has been largely well received by PSAP personnel.

Additionally, quarterly forums are held around the state as another opportunity to exchange information. George Pohorilak added that almost 70 people attended the last update meeting. OSET is looking for places to hold their meetings. Suggestions and invitations are appreciated.

Power Study

Jerry Zarwanski reported the Power Study Requirements document has been completed and submitted to the Department of Information Technology (DOIT). DOIT listed five contractors who have a generic contract with the State of Connecticut to do wiring and electrical work. Of the five, two vendors are interested and attended a pre-bid conference meeting. Two bids were received from those vendors.

E911 Performance Reports

AT&T

Mike Guerrero reported on the performance reports submitted by AT&T. The Vision Telephone was the biggest E9-1-1 equipment maintenance issue reported by PSAPs.

911 Call Counts

Mike Guerrero, OSET discussed the E9-1-1 PSAP call counts. He reported that the December wireless numbers were incorrect.

CLEC's

Mike Guerrero, OSET reported on the CLEC performance reports. He stated that Cablevision submitted their report late and it was not included in the report. Global Crossing, Level 3 and Vonage did not submit reports.

Voice Over IP

George Pohorilak, OSET reported that OSET has reached an agreement with Vonage. Vonage will pay into the 911 fund effective February 1, 2007. Janet Ainsworth was thanked for her help with this matter.

Data Network

George Pohorilak, OSET reported DOIT has the data network study and is in the process of reviewing it. OSET does not know when a decision will be made. The data network will be used for public safety purposes.

DPH

State EMS Trauma Plan

Len Guercia, DPH, reported on the progress made so far. The trauma plan includes improved notification of the E911 service for visitors to the State of Connecticut at all access points throughout the state. The State EMS Medical Director will manage the training process. Five

Regional Communication Centers will be established to improve consistency of dispatch protocols. System integration will be developed through mutual aid agreements and links to the MEDNET system. The inpatient bed-availability reporting system will be utilized to ensure patients are routed to the facility most suited to their needs. In order to keep quality high, a statewide quality management process for Regional Communication Centers will be established. The State EMS Medical Director or their designate will manage this.

The committee is moving forward with recommendations. Recommendations come from a group of experts including doctors and nurses.

Gordon Shand asked if the Commission would submit to the trauma committee what they need. If there are three CMEDs in a DEMAS region, improvements may need to be made by towns to accommodate this new plan. There is no alternate agent for the health department. This is an objective view based on the hearings and their own review.

EMS Data Collection

Len Guercia reported. DPH applied for a \$190,000.00 grant. Paul Jakubson, Connecticut Police Chiefs Association, mentioned some of the funding has been shifted.

Homeland Security 9-1-1 Report

Gary Stango, City of Hartford, reported that PSAP's and Municipalities that receive Homeland Security money could use it for training.

New Business

Ernie Herrick, Volunteer Fire Service, mentioned the By-laws dictate the E911 Commission should have a Vice-Chair. John Elsesser, Council of Small Towns (COST), made a motion to nominate Lee Vincent. Jeff Vannais, Public Safety Answering Point Representative seconded the motion. Roy Piper, Department of Emergency Management & Homeland Security, made a motion to close the nominations. The motion was agreed to, and Chairman Herrick announced that Commissioner Vincent was thereby elected as Vice Chairman.

A letter was received stating that Larry Cole of AT&T will retire. Larry Cole said Ed Pass will be the new 9-1-1 Project Manager, Ed's knowledge and history with 9-1-1 will make the transition easier for both OSET and AT&T. Larry worked for AT&T for five years and thanked George Pohorilak for being a good customer.

Public Comment

Jeff Otto asked if the RFP process and review of process is open to the public.

Jeff Otto also discussed the EMS Trauma Plan. He indicated that the report was discussed thoroughly at many meeting and that the report was based on outside experts.

John Gustafson discussed EMD Quality Assurance. He indicated that EMD/Quality Assurance is costly and funding is needed to do this correctly for the State of Connecticut.

Adjournment

The next E911 Commission meeting is Friday, April 13, 2007. Paul Jakobson motioned to adjourn the meeting. Don Richardson seconded the motion. The meeting adjourned at 10:43 a.m.

Ernest Herrick, Chairman

Date