

**Unapproved Minutes
Enhanced 911 Commission Meeting
October 7, 2011**

**Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut**

Commission Members

Ernest Herrick
Len Guercia
James Cetran
Jeff Vannais
Lee Vincent
Paul Zito

Representing

Volunteer Fire Service
Department of Public Health
Ct Police Chiefs Association
Public Safety Answering Point Representative
Connecticut Conference of Municipalities
Connecticut State Police

Office of Statewide Emergency Telecommunications (OSET) Staff/DFISET/DESPP

Robert Ross
Dan Czaja
Chuck Fuller
Matt Gianquinto
Mike Guerrero
Peter Lucco
John Masciadrelli
Carey Thompson
Bryan Pavlik
Steve Verbil
Lee Toffey

Others in Attendance

Aaron Ardelmaseh
Paul Fahey
John Gustafson
Josh Hughes
Kitty Ing
Frank Kiernan
Deb Montanarc
Jeff Otto
Ed Pass
George Peet
George Pohorilak
Joanne Samataro
Joe Silverio
Chris Sinsigallie
Michael Varney
Dick Voyko
Kevin Webb
Randy Young
Tyler Millix

Rave Mobile Safety
Cassidian Communications
DEMHS
CT Police Chiefs
Verizon Business
APCO
COX Communication
QVEC
AT&T
New Haven
Public
DESPP
Southington PD
New Haven
DAS/DOIT
Kova Corp.
Litchfield County Dispatch
Intrado
TCMA

Call to Order

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:00 a.m.

Approval of E911 Commission Meeting minutes of July 8, 2011.

Jeff Vannais motioned that the minutes be approved. Len Guercia seconded the motion. The minutes were approved.

Correspondence

There was no correspondence.

Public Comment

1. Frank Kiernan of APCO – There will be a conference held on October 23rd in Rockport, ME at the Samoset Resort. Details can be found online at the APCO website. Also, APCO is always willing to give letters of support for inclusion with legislative proposals.

Unfinished Business**Grants and Capital Expense**

There are no any transition grants pending. The Torrington/LCD consolidation has been closed out. LCD has two capital expense grants pending: Priority Dispatch Emergency Fire Dispatch Program for \$14,154.00 and \$11,407.00 for labor, materials and equipment costs to upgrade the new center.

Telecommunicator Training

Carey Thompson reported that the Office of Education and Data Management previously responsible for telecommunicator training has merged with the Dept. of Construction Services; the training now falls under the auspices of OSET. Peter and I will be taking on these responsibilities. The last certification class was held in September, 23 telecommunicators were certified, and an additional 154 were recertified.

Training Curriculum Update

OSET contracted with Learning Dynamics to revise the telecommunicator training program. 20 modules have been developed, 9 are complete and 11 under final review. Current training is a customized version of an APCO training program. It is power point – lecture based; the new training is hands-on, interactive and integrated. On-line learning for some of the modules is being developed; it will be a pre-requisite to the training and will reduce class time by one day. Expected rollout is January 2012. Consideration of additional training, though not required, is being discussed and will ensure that skills are maintained.

Public Safety Data Network/BTOP Update

Stephen Verbil reported that the PSDN installation is complete in the PSAPs. DAS/BEST is performing last minute configuration updates. Towns are constantly dealing with moves and changes and need to be reminded that PSAPs should notify OSET. Early notification means less expense, the towns are responsible for the cost of moves/changes. BTOP, part of the Recovery Act, extends PSDN out to 400 additional sites. This money must be spent by September 1, 2013. Chuck Fuller advised that this project adds a separate ring that will work with the existing system. The project is on schedule and 2/3 of the PSAPs have been surveyed. Jeff Vannais had a question regarding governance and rules for access to the equipment. Rob Ross advised that there is no governance committee as of yet but consideration is being given to what the model should be. It may be part of the Commissioners Coordinating Advisory Board. Discussion ensued.

NG 9-1-1 RFP

Mike Guerrero stated that the RFP was released on October 14, 2011 with a response date of November 19th. All vendors who responded to the RFI had an opportunity to meet with the RFP Committee and from Kimball. These meetings went very well and were highly informative. Vendor selection is possible before the end of the year. The RFP was constructed in such a way that we can purchase components and add to the equipment later. The system will be compatible with the NENA i3 solution. The committee put a lot of effort into this project including Mike Guerrero and they should be commended.

Stephen Verbil advised that the FCC has a notice of proposed rulemaking which mandates the ability to deliver text, video, and pictures over 9-1-1.

PSAP Consolidation Study

Steve Verbil reported that the PSAP consolidation study is done. The vendor expected a 40-60% response we had a 100% response rate. All the PSAPs were visited and data collected was and included in the report. This is a comprehensive report which is currently being reviewed and is not yet ready for publication. Lee Vincent suggested that the review of the report may be more than what can be accomplished in a regular Commission meeting and suggested that a special meeting might be needed. Ernie Herrick added that the E9-1-1 Commission does not need to make a decision on this as the bill was vetoed by the Governor. The E9-1-1 Commission should review the information and then recommend an action to the Legislature.

GIS

Dan Czaja advised that the data continues to be updated with over 95.6% of all ALI records being matched. Reviews continue with the towns. OSET manned the GEO lab during TS Irene at the State Emergency Operations Center. Updates continue for CT State Police. Also, AT&T has trained over 70 PSAPs and updated 165 streets in the system. GIS continues to support this update. The 2012 photo flight is still on track for next Towns can purchase off of the contract if they choose. The statewide committee continues to meet and has borrowed New Hampshire's guidelines as a template. The next meeting will take place on November 8th at the South Windsor Town Hall.

Stephen Verbil advised that GIS is critical to the implementation of NG 911 and to OSET. Their map updates result in an accuracy rate in excess of 95%. Their work has saved the state a tremendous amount of money.

Emergency Notification System

Mike Guerrero stated that the CTAlert system has been in operation for two years. Since inception there have been 430 alerts broadcast to the public, with 315 in 2011 and 223 of those for TS Irene. Sixty communities used the system for storm related information. Currently 90,205 persons are registered. Opt-in leading up to TS Irene was approximately 1500 per hour.

The working group met last week and discussed issues regarding State policy and use of the system. The next meeting will be in early November to formalize recommendations and release it to the towns.

PSAP Issues

Stephen Verbil discussed performance statistics during Tropical Storm Irene and noted widespread power failures, with long term transfers to other PSAPs for help and coverage. The system worked well but a number of PSAPs working on generators, which were smaller installed devices, had several failures. This may have been the result of old fuel or little maintenance. It is important for PSAPs to know how important the generator is. One example was Ledyard, whose generator failed and they rerouted to the Mashantucket Pequots, an event that has never happened before. A lot of preparation was done by AT&T, who reviewed the PSAPs contingency plans and were familiar with the power restrictions. They updated the batteries and replaced the ones that they knew were fragile. As a result we had no UPS related failures. PSAPs need to pay attention to the quality, age and condition of the equipment, transfer switches, and the age of the fuel being used. Weekly generator checks under load will help burn some of the fuel so it doesn't sit for long periods. John Gustafson asked for the information to be sent to him for inclusion in the TS Irene After Action Report. Also, he asked if we knew of any failures of the 9-1-1 system, not including the instances of no dial tone. Stephen Verbil advised that OSET verify through AT&T that no 9-1-1 calls were missed. Discussion continued.

Jeff Vannais advised that we may need to place more emphasis or use capital money to be sure the PSAPs have adequate generators and that they are run every week as recommended. Secondly, with the new NG 911 the emergency plans will need to be re-vamped. PSAPs need to think about disaster recovery and determine if the town's equipment/generator can handle the load if they are without power.

PSAP Call Counts

Mike Guerrero reported that all PSAPs, with the exception of Berlin whose server crashed, reported PSAP call counts for the second quarter. Average percentage was 95% of 9-1-1 calls within 10 seconds, with 2 PSAPs failing. Waterbury was at 88.9% and Bridgeport was at 73.8% (July-69%; Aug – 75%, Sept – 78%). OSET has been working with both cities to improve their performance. Stephen Verbil met with Waterbury and was advised that they have hired additional call takers. Bill Youell met with Bridgeport who reported that their staffing levels are currently 40% below the authorized strength because they have not been allowed to fill their vacancies due to budget restrictions. He spoke with the CFO and PSAP Director about the importance of funding the positions and getting them in compliance with state regulations. The civilian management running the PSAP is working with outdated civil service hiring plans and they have significant retention issues. AT&T has been asked for help to see if the existing, but unused auto call distribution (ACD) can be used to help them. It is a two stage program but it is ACD will help distribute calls better, resulting in an equitable distribution of the workload and make each call taker/dispatcher more accountable.

E9-1-1 Performance Reports

Reported on by Mike Guerrero. Highpoints of printed report were the E911 system trouble reports on page one. Page 4 shows an increase in re-routes this was mostly due to the storm. The biggest issue in is the manual queries. Compliance with reporting is poor, with August having 34.5% reporting and 65.5 % not reporting. This is an ongoing issue and real-time oversight is needed on manual query reporting. It is a privacy issue any time the manual query is used. Steve Verbil also noted that this is a. The 9-1-1 database is private data and is protected a query is done it must be reported. The concern is that this service may need to be turned off if PSAPs do not comply with the reporting requirements. Mike gave one example of Plymouth, which had 31 queries in one month did not report any of them.

Mike advised that the last page of the report breaks down maintenance, and although it looks like a lot of failures, most were minor.

One CLEC did not send an update, they were contacted for non-compliance. Most are reporting their updates as required. There are a couple such 3, who take approximately 5 days to update. For call blocking, one vendor, Paetec, is having some issues, but we don't believe any calls are actually being blocked.

9-1-1 Call counts through September are at 1.8 million.

Discussion continued on free cell phones being handed out to elderly and at shelters. Ernie Herrick asked how we were being paid for these phones. Per Steve - Trac Phone pays into the fund. No payment is being received for uninitiated phones. There are a number of initiatives to deal with this issue. There is a company marketing services to get the Feds and agree that uninitiated phones go through a portal first and then on to the PSAP. Jeff Vannais stated that public safety resources are being used for calls that do not exist. The process now in place does not work. Tyler Millix advises senior citizens be educated on the issue and encouraged to only use phones that are initialized, so that call back will work and if the person cannot speak, help can still be sent to them. Discussion continued. Perhaps Federal Legislation needs to be pushed – the intent is good but there is not enough control.

Department of Public Health

EMS Data Collection

Len Guercia submitted to the group the data reports for 2009, 2010 and 2011. The representative of transports and they are just beginning to match data to hospital discharge data. DPH is trying to track from the 9-1-1 call through the hospital discharge. We will be happy to provide the information to the Commission in whatever detail deemed proficient.

Department of Emergency Management Homeland Security

9-1-1 Report

John Gustafson reported that the DEMHS Coordinating Council is no longer in statute due to the consolidation of agencies; however Commissioner Bradford has advised that he wishes the subcommittees to continue to meet and report to a council with a changed structure following ESF's. Interoperable Communications and Citizen Corps bylaws have been completed with other subcommittees to follow soon. Want to advise that GIS was very helpful with TS Irene and in getting the federal Disaster Declaration for this storm. Ernie Herrick advised that Deputy Commissioner Boynton has left DEMHS for another position and Bill Hackett is currently in place as the interim leader of DEMHS.

Troop Dispatch Consolidation Project

Matt Gianquinto reported that the team has been meeting for a couple of months. Goals are first to consolidate CT State Police locations, second to consolidate State Agencies performing like functions; and third to develop plans to consolidate and centralize both groups. Plans are being constructed to start with Troops A, B, and L. Troops A and B dispatchers are proposed to move to Troop L. The Tech Team is finishing plans to complete this move and is engaged in operational solutions. For agencies performing like functions Michael Varney has announced a governance workgroup to be held on October 20, 2011. Agencies have been invited to attend and learn more about governance models that exist within consolidated efforts around the country. They are working on development of procedures and policies for what would be considered an enhanced message center which will provide service to the State Police and other agencies as well. The third phase involves evaluating potential strategies for continuing centralization. The department needs to examine, long term consolidations.

New Business

1. Jeff Vannais – remarked on payment for the upgrade of enhanced 9-1-1. The Lt. Governor’s office sent letters to our federal delegation supporting this initiative, and hopefully this will have a positive effect. He commended AT&T for cooperation we have been getting, program that assigned technical people to each PSAP which works very well. Also they have been working in conjunction with OSET and distributed a policy to be able to reach in-state technical help faster.
2. Stephen Verbil –asked AT&T to report status of equipment for the next 6 months. Per Ed Pass we are good to go for the next 6 months with no shortages foreseen. Secondly, regarding Everbridge, one of the things discovered and important to note: that if to use the Emergency Notification System, you should do so early. With the pole based power system that is now in place, the statistics show that ENS decreased as more outages occurred. Towns need to send their messages out sooner rather than later.
3. Rob Ross – welcomed Michael Varney to the division. Also, Rob advised that during the recent storm, the following staff reported to the State EOC: Dan Czaja, Bryan Pavlik, John Masciadrelli, Carey Thompson, Bill Youell, Lee Toffey, Mike Varney, and Paul Zito and the CTS unit. They dealt with a number of critical issues. The public does not realize how much support the state provides back to the towns.
4. Len Guercia – During the height of the storm we had to evacuate Johnson Memorial Hospital. Wanted to commend Tyler his team from Tolland County Mutual Aid for their help. It was a huge success and the patients were able to return the next day. The GIS folks mapped wells during the recovery phase which was very helpful. Thank you to all on behalf of the Public Health Department.
5. Paul Zito – during TS Irene, CTS staff facilitated communications at the EOC, they received numerous reports of 9-1-1 service outages from the public and towns. It was discovered that the problem was with the network not 9-1-1 service. Sometimes they had to follow-up or more calls to discover what the problem actually was. The problem was that wires and cell sites were down, once repaired entire geographic areas had restored service. The distinction between not having phone and/or wireless service and not having 9-1-1 service is a critical distinction and needs to be made clear. There is no battery backup on the front end of cable companies. We need to do a better job of getting the Towns, PSAPs, etc to do a better job of reporting correctly.
6. Ernie Herrick – We are approaching the next legislative session and Bill, Rob and Ernie will be discussing what legislative issues need to take priority – certainly the surcharge issue. If you have any suggestions on legislation please contact one of us. Jeff Vannais discussed the

multi-line phone issue and PBX calls. There are no solutions at this time it may need to be mandated by the. Discussion ensued.

Public Comment

1. George Pohorilak - advised that 5-6 years ago a major corporation attempted to get legislation on PBX numbers passed but it failed. Special Needs registry – Commission needs to push registry to elderly and disabled. He suggested the un-initialized phones is to put the website links on the OSET website, educating people on where they can get free or discounted wireless service such as Lifeline. Paul Fahey – Reported that the Power Industry Council had a meeting last week with a number of people including the FCC Bureau Chief, advising on behalf of the constituents the extent of the problem with un-initialized. The FCC knows this is an issue and we may see some movement on this from the FCC.
2. Frank Kiernan – regarding the FCC pushing the NG9-1-1 receiving of text messages, one of the Committees I am on is the ADA subcommittee. Part of the push came from an independent study of persons that are hearing disabled who use text messaging as their means of communication above and beyond any other. The FCC is being pushed by this community to make sure these folks can make contact with 9-1-1. There is a standard currently out for public comment regarding ADA compliance with contacting 9-1-1, which he is happy to share.
3. Jeff Otto – There are a number of municipalities waiting to see the PSAP Consolidation study when it is completed. Jeff urged the Commission to have a special meeting once the report is completed so it can go out to the towns as soon as possible.

Adjournment

Jeff Vannais motioned to adjourn the meeting. The motion was seconded by Len Guercia. The meeting adjourned at 10:34a.m.

Ernest Herrick, Chairman

Date