

Approved Minutes
Enhanced 911 Commission Meeting
April 2, 2004
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Alfred Dudek
Ernest Herrick
Richard Jackson
Jeffrey Morrisette
Donald Richardson
Gordon Shand
Mike Stemmler
Jeff Vannais
Lee Vincent

Representing

Municipal Fire Chiefs
Volunteer Fire Service
Council of Small Towns "COST"
State Fire Administrator
Wireless Carrier Representative
Office of Emergency Medical Services
Connecticut State Police (CSP)
Public Service Answering Point (PSAP) Representative
Connecticut Conference of Municipalities "CCM"

Staff

George Pohorilak
(OSET)
Jerry Zarwanski
Mike Guerrero
Joan Carrasquillo
Carey Thompson
Liz Crutcher
Anne Finn

Office of Statewide Emergency Telecommunications

OSET
OSET
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OSET
OSET
OSET

Others in Attendance

Larry Cole
Carol Criscuolo
Peter Christensen
Rick Darin
Joe DelBuono
Mary Devlin
John DonFrancisco
Dinah Ghirardi
RickGrocki
John Gustafson
Rob Howley
Kimberly King
Wayne Maheu

SBC
AT&T
Northwest CT Public Safety Comm. Ctr.
VSECI
Newtown PSAP
West Haven 9-1-1
Quinebaug Valley ECC
Groton Town
CEC
South Central Regional ECC
Cox Communications
Newington PSAP
Department of Public Safety-Fire, Emergency & Building
Services
Tolland County Mutual Aid Fire Services

Tyler Millix

Ed Pass
Kathy Pierce
Roy Piper
Steve Savage
Tina Waring
Dan Worroll

SBC
Cox Communications
Office of Emergency Management (OEM)
Northwest CT Public Safety Comm. Ctr.
Cox Communications
Milford Fire Department

Call to Order

Chairman Herrick called the meeting to order at 9:05 a.m.

Approval of E911 Commission meeting minutes of January 9, 2004

Richard Jackson moved to approve minutes for the January meeting. Lee Vincent seconded the motion. The motion passed unanimously.

Correspondence

The correspondence discussed was the letter AT&T sent to all Public Safety Answering Point's regarding their Voice Over IP (VOIP) service and our response to AT&T. This letter was carbon copied to DPUC, the Attorney General and Chairman Herrick. This letter states OSET's objection regarding 9-1-1 connectivity with AT&T's VOIP service. AT&T's intention is to provide a connection to a ten-digit number within the PSAP. The Attorney General's office and the DPUC are involved.

Public Comment

Chairman Herrick informed all in attendance that the format of the E9-1-1 Commission meeting is changing. From now on, public comment will be allowed at the beginning and end of each meeting. Comments will be recorded and listed in the minutes. Raised issues will be addressed at future meetings.

An issue was raised about the AT&T VOIP service. AT&T is asking the PSAPs to provide a ten-digit number for private service. If a number is to be provided, it was stated that AT&T should pay for it.

Rick Darin from Valley Shore Communications raised an issue regarding re-sectoring. The regional centers met last month to discuss a re-sectoring plan that was to go forward by OSET. There was concern regarding lack of prior notification. A statement drafted by four members of the Regional Emergency Communications Centers Association (RECCA) was distributed to the Commission. Rick said RECCA would like to be involved in any future decisions involving re-sectoring.

Staff Reports

Training Program

Sue Vaughn of the Office of Education and Data Management (OEDM) reported that during the period January 1, 2004 through March 31, 2004 two telecommunicator classes were conducted.

OEDM trained a total of 52 students, tested 38 students, certified 28 telecommunicators, certified one telecommunicator instructor and re-certified three telecommunicator instructors. A total of 32 students passed.

Director Vaughn indicated that OEDM is starting to revise the telecommunicator training program. This will be an opportunity to revise the telecommunicator curriculum to achieve national certification. The curriculum will meet the national NFPA 1061 standard.

OEDM staff member Jo-Lynn VanWart is planning a continuing education conference for the Fall of 2004.

Emergency Medical Dispatch (EMD)

Carey Thompson reported that 62 PSAPs (71%) have implemented EMD programs in compliance with legislation that mandates emergency medical dispatch (EMD) be operational for all PSAPs by July 1, 2004. Presently 16 PSAPs are transferring EMD calls to other agencies. There are 29 PSAPs that have not implemented an EMD program.

A total of 473 students have been trained in the three-day EMD training program. Ninety-eight students have attended the one-day ongoing education program. A total of 571 students have been trained to date.

Unfinished Business - FY 04 / 05 Budget

George Pohorilak and Carey Thompson reported on the FY 04-05 Budget.

PSAP Equipment and Enhancement - There are improvements for cell call processing. All upgrades, enhancements and maintenance on the existing system come to 17% of the year's fiscal budget. This is a reduction of over \$3.3 million from last fiscal year.

Regional Centers - Over \$2 million has been set aside to fund eight regional centers. This is a total of 15% of the budget and an increase of approximately \$62,000.

Funding for Eight Cities with Populations Over 70 Thousand - Funding for these cities will exceed \$743,000, or 6% of the budget. This is a decrease of approximately \$59,000.00. This funding is determined by a formula found in DPS regulations.

Funding for New Regional Centers - It is anticipated that at least one new regional center will be formed in fiscal year 04-05. \$195,000, or 1% of the budget has been allocated for this. This is an increase of approximately \$65,000 from the previous year.

Network Costs - Network costs are estimated at over \$4.8 million. This covers wireline services including network support and services and database management. It also covers wireless costs including startup and ongoing charges for Phase I services and accuracy verification. This represents a decrease of approximately \$129,000.00.

Transition Grants - \$1.2 million, 9% of the budget, is allocated for this item. Grant requests are anticipated from Valley Shore and from the Town of Farmington. This is an increase of \$600,000 from the previous year.

CMED Subsidy - \$519,000, 4% of the budget, has been allocated for this item. The subsidy is based on 15 cents per capita. This is an increase of \$8,330 from the previous year.

OSET Costs - \$694,000 has been allocated for OSET to cover salaries, training and travel. This is 5% of the budget and an increase of over \$52,000 from the previous year. OSET staff is at a full complement of seven people.

DPH Subsidy for Collection of EMS Data – This annual subsidy totals \$250,000 yearly. This represents 2% of the budget.

Training and Public Education - \$546,000, 4% of the budget, has been allocated to cover training for telecommunicators, EMD, public education initiatives and the development of a public education program. This is an increase of over \$185,000 from the previous year.

There is no pending legislation for fiscal year 04/05.

Budget charts for fiscal years 03/04 and 04/05 were distributed. The 04/05 budget decreased by \$1.8 million from the previous year.

Wireless

Mike Guerrero reported on the status of Wireless carriers.

- AT&T is Phase II compliant for GSM and TDMA.
- Cingular Wireless is Phase II compliant for GSM and TDMA.
- Nextel is Phase II compliant.
- Verizon is Phase II compliant for CDMA.
- Sprint PCS is in the testing phase for Phase II compliance. Testing is near completion.
- T-Mobile anticipates being Phase II compliant by August of this year.

Accuracy Testing

George Pohorilak introduced Liz Crutcher to the commission. Liz is a Geographic Information Systems (GIS) consultant for OSET. She will be working on several projects including location accuracy testing and 9-1-1 call mapping.

Location accuracy testing of 9-1-1 calls from cell phone carriers will begin in May. Two retired troopers will conduct testing. Cell phone calls will be made at randomly selected sites. Coordinate data of these calls will be matched against coordinate data from GPS units to compare accuracy cell. Phones of all six Connecticut wireless carriers will be tested at each site. Results will be entered in an Access database and analyzed.

PSAP Issues

Customer Premise Equipment (CPE) Upgrade

George Pohorilak reported that new platform equipment has been installed in New Britain and Northwest Public Safety. Testing is underway for a two-week period. No major problems have been

encountered at this time. SBC will begin deploying the new platform equipment at all the PSAPs if no major issues occur during the rest of this two-week period.

GDT/MSAG Reconciliation

George Pohorilak reported that OSET has purchased a statewide map from Geographic Data Technology, Inc. (GDT) which will be deployed in the new PSAP platform equipment. It is anticipated that PSAP telecommunicators will detect many errors in the initial map. OSET is developing a process to verify corrections and submit them to GDT, to be incorporated into the next map update. Updates will be issued every six months.

Mapping corrections will be reconciled with the Master Street Address Guide (MSAG).

PSAP Focus Group

Joan Carrasquillo reported the Focus Group meetings are being held through June of this year to discuss equipment and technology needs, training and other issues. PSAP representatives, E9-1-1 commission members and OSET staff are attending the meetings. All PSAPs and all Commission members have attended or will be invited to attend.

To date, five sessions have been held. Some of the issues raised include:

- PSAPs involvement in 911 equipment decision-making. OSET is developing other forums to meet this need.
- Accuracy of cell phone caller location. Participants recommended that wireless carriers be held to the same standards of service as wireline companies are. At a minimum, a cell phone call should display the caller's name, number, vendor and type of technology.
- Most PSAPs report that there is too much equipment and not enough space. This results in ergonomic issues.
- Standardization of data formats has been requested.
- Changes to telecommunicator training were recommended. Currently, a person may work as a dispatcher without initial certification. Certification is required within one year of employment. Focus group members have recommended that certification be required prior to employment. Academy-style training was also recommended. Focus group members anticipate that dispatching will become a licensed profession. Increased training requirements will be good preparation for licensing.
- The public needs to be educated about cell phone call limitations regarding 9-1-1, particularly regarding location information. Convenience calls also need to be addressed.

A summary of the notes from the five sessions held to date was distributed.

E9-1-1 Performance Reports **SBC - System Trouble Report**

Mike Guerrero reported that some PSAPs have reported Palladium Software problems. Dispatched technicians have found that the system needed rebooting. A large number of the reported problems were directly attributed to the reboot of the system.

The report distributed indicated N/A for number of records processed for February. This is incorrect. The number of records processed for February was 87,368.

No blocking problems were reported.

Sixty-five percent of manual queries were not reported. Letters have been sent to non-reporting PSAPs. A list documenting the PSAPs with this greatest number of non-reported queries was distributed.

Larry Cole of SBC reported on the 9-1-1 failure involving the Darien to Norwalk tandem. An SBC technician inadvertently removed 9-1-1 utility in entire 203 area code region. This went on undetected for 19 minutes. A total of 38 minutes passed before the problem was corrected. SBC, in conjunction with OSET, has developed and implemented several corrective measures.

As part of corrective measures, OSET will be testing a new monitoring system in mid April.

911 Call Counts

Mike Guerrero reported there were errors in the 911 Call Count data mailed to the commissioners. The wireless calls for February were undercounted. Corrected data was distributed at the meeting.

Competitive Local Exchange Carriers (CLECS)

Mike Guerrero distributed a report and discussed its content. AT&T and Comcast sent 3-day updates. Conversent Communications did not submit data. Paetec submitted partial data. There were no issues with the other CLECs. They were in compliance with regulations.

New Business

George Pohorilak reported on Emergency Service Number (ESN) re-assignment of wireless sectors to municipal PSAPs was discussed. This involves the PSAPs not under contract with regional centers. Wayne Maheu and George Pohorilak will meet with affected towns. These meetings will be scheduled during the next several weeks.

Wayne Maheu reported that this intended March 1st date for reassignment of municipal sectors was put on hold. He indicated that CSP was briefed on the subject and some confusion resulted when the regional center heard about the intended changes.

Wayne Maheu, Director of Department of Fire, Emergency and Building Services (DFEBS), commented no changes will be made until towns and PSAPs are notified of the forthcoming changes.

Public Comment

Pete Christensen from Northwest Public Safety spoke briefly on implementation of Phase II and how well it went. He thanked everybody at SBC, OSET, all the specialty vendors that came and the local people involved. A couple small software problems came up that are being worked on diligently. Overall the system is working well.

John DonFrancisco had a question regarding highway issues and future meetings at the municipalities. Ernie Herrick reminded everyone that highway issues could be brought up but would not be discussed as an agenda item at this meeting. John DonFrancisco asked “will the affected PSAPs be involved in upcoming meetings regarding the changes in the cellular 911?” George Pohorilak mentioned the meetings have not been set up yet and OSET will get back to him with a response.

Dinah Ghirardi of the Town of Groton, the National Emergency Number Association (NENA) and Managers of Emergency Communications Centers Association (MECCA) spoke. She is on the National Committee for Americans with Disabilities Act (ADA) for NENA. Technology for speech and hearing impaired is advancing quickly, pagers, videos and cell phones are now available for hearing impaired. TDD calls can be made from cell phones. She requested that the needs and technologies for the speech and hearing impaired be incorporated into the next generation of 9-1-1 equipment.

National Telecommunications Week is the week of April 12, 2004. The Telecommunicators Educational Conference is Tuesday, April 13, 2004 at Mystic Marriot in Groton.

Wayne Maheu spoke about the EMS Data Subsidy to the Department of Public Health (DPH). He requested that George Pohorilak set up a meeting with DPH to discuss this. The subsidy is required by State statute. The Commission needs to move forward on this issue.

Wayne apologized to the Commission for lack of notification about the reassignment of municipal cell sectors. A tentative reassignment date of March 1 had been circulated earlier but was not implemented. Wayne reiterated that it is not the Department’s intention to circumvent the 9-1-1 Commission. DPS is also reviewing ways to adjust subsidy and funding formulas. This will be presented to the Commission at future meetings. The Department will work with the Commission and with the various representatives and elected officials of the municipalities.

Adjournment

A motion was made by Lee Vincent, seconded by Al Dudek and unanimously approved to adjourn the meeting at 10:46 am.

Ernest Herrick, Chairman

Date