

Approved Minutes
Enhanced 911 Commission Meeting
January 4, 2008
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Alfred Dudek, Jr.
John Elsesser
Ernest Herrick
Don Richardson
Gordon Shand
Jeff Vannais
Lee Vincent

Representing

Connecticut Fire Chiefs
Council of Small Towns (COST)
Volunteer Fire Service
Wireless - Cingular
Department of Public Health – OEMS
Public Safety Answering Point Representative
Connecticut Conference of Municipalities

Office of Statewide Emergency Telecommunications (OSET) Staff/OEDM

George Pohorilak
Mike Guerrero
Jerry Zarwanski
Charles Fuller
John Masciadrelli
Dan Czaja
Bryan Pavlik
Carey Thompson
Jodie Brinley
Bonnie Becker

Others in Attendance

Andrew Champion	New Haven Fire Department
Rick Darin	Valley Shore ECI
Denise Frascona	AT&T
Rob Howley	Cox
Josh Hughes	Hughes & Cronin
Yvonne Lewis	CFPC
Tyler Millix	Tolland County Mutual Aid
Jeff Otto	QVEC
Ed Pass	AT&T
Wayne Sandford	DEMHS
Gary Stango	City of Hartford
Matt Valleau	CSP-CTS
Sue Webster	Northwest CT Public Safety Communications Center
Gary Wiemokly	Department of Public Health

Call to Order

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:02 a.m. Because there was not a quorum at this time, the minutes were not approved.

Correspondence

There were three pieces of correspondence.

- Patient Care Report Data Collection from Gary Wiemokly, Department of Public Health
- Level 3 Communications letter regarding the system failure that occurred on October 29, 2007
- Letter from Commissioner James Thomas advising the E911 Commission that Wayne Sandford will be replacing Roy Piper as an E911 Commission member. The Commission is waiting for a letter from the Governor confirming that appointment.

Approval of E9-1-1 Commission Meeting minutes of October 5, 2007

Additional commission members arrived and Jeff Vannais motioned the minutes be approved. John Elsesser seconded the motion. The minutes were approved.

Public Comment

George Pohorilak introduced Charles Fuller, Information Technology Analyst, as a new member of the Office of Statewide Emergency Telecommunications staff.

Training

Bonnie Becker from Office of Education and Data Management reported that the department taught 18 telecommunicator classes last year. There were a total of 447 students trained, 266 students passed, 45 students failed and approximately 100 students still need to take the exam. Bonnie Becker noted that she met with several dispatch supervisors to evaluate and improve the curriculum.

Unfinished Business

Grants and Capital Expense Grants

Capital Expense Grants

Carey Thompson, Office of Statewide Emergency Telecommunications (OSET), reported that there were 3 capital expense grant requests and a request pending for New Haven. For Tolland County Mutual Aid, \$14,747 for a recorder, \$95,000 to New Haven for upgrades to their PSAP for their consolidation move and \$31,000 to Colchester Emergency Communications Center for equipment upgrades. There have been inquiries from Groton and Northwest Ct. Public Safety to utilize the capital expense fund. To date \$140,000 has been utilized from the Capital Expense fund. George Pohorilak stated that the budget will be prepared during the month of January. The total amount of funding will not be available until the CPI factor is determined by the federal government, which should be by the end of February.

Transition Grants

Carey Thompson reported that there have been inquiries regarding regionalization from Monroe, Trumbull and Easton. Also, Redding, Ridgefield, Wilton, and Weston have shown interest in regionalization. Transition grant money was provided to Waterford to conduct a study for the purpose of consolidating the towns of Waterford, New London, Montville, and East Lyme. George Pohorilak stated that funding to conduct a study is \$15,000 for two municipalities and an

additional \$5,000 for each town. Funding for a study will be granted after each town official has signed off indicating that they are interested in the study. If towns do decide to regionalize, each town will be given up to \$250,000 to fund the transition into a regional center. Regionalization is greatly encouraged. Jeff Vannais suggested that there be a “project leader” appointed after the study is completed, to make recommendations on how to eliminate obstacles that prevent the towns from regionalizing. Wayne Sandford proposed that a subcommittee be composed to review and look at the final studies and develop a regionalization model and frequently asked questions document for the current PSAPs to refer to, to assist the PSAP in making their final regionalization decision. The commission supported the recommendation of developing a subcommittee and will move forward to assemble one.

EMD Report & PSAP Training

Carey Thompson reported that one issue with EMD training is the lack of classes. There will be an attempt to regionalize the classes and have more classes in the area. There will be one more class for quality assurance training. Carey Thompson also reported on the training reimbursement fund and stated that over 40% of the funds reimbursed to date, was spent on overtime and backfill. Reimbursement for mileage and meals is no longer allowable. OSET is continuing to inform the PSAPs that the training fund is available and should be utilized. Only 28 PSAPs have taken advantage of the training fund (only \$47,000 of the \$352,000 FY 07/08 has been used).

Language Line

Carey Thompson indicated that a report from the Department of Education states that there are over 126 different languages spoken by children. The top 15 languages stated in the report coincide with the languages that are being seen on the Language Line report. The average cost is approximately \$1,200 per month for Language Line.

Legislation

George Pohorilak indicated that the department is moving forward with the request for raising the statutory surcharge cap from the current 50 cents to 99 cents. This legislation also clarifies the E911 Commission’s role in terms of the fiber optic network.

Public Education

Carey Thompson indicated that Connecticut Broadcasters Association ran the announcements from August through November. They were closed captioned and there was also a Spanish version. The announcements ran on 44 radio stations and 6 TV stations. Connecticut Broadcasters Association values the announcement at \$950,000 but we paid \$75,000. CBA proposed running the announcements for 6 months at a cost of \$100,000, which OSET plans to move forward with. OSET will contact an outside vendor to possibly conduct a survey regarding the effectiveness of the announcements. John Elsesser recommended sending the announcement to the community access channels and 911 web page.

E9-1-1 Software RFP

George Pohorilak reported that the RFP document is complete and responses are due back January 23rd. The RFP committee will meet on January 29th at 1:00 pm in room #348.

GIS

Dan Czaja reported. Dan indicated that OSET has processed updates from 85 towns. This year OSET made approximately 4900 edits. Starting in 2008, OSET GIS staff will be taking over the State Police street map update. The call volume maps have been updated. VoIP call counts have increased slightly. OSET's GIS map has won the GIS State Peoples Choice award for the best map. The state addressing subcommittee will be meeting on January 15th to begin a business plan. PSAP maps are available along with a Connecticut Department of Public Safety shared resources map that shows all State Police towers, PSAPs and shared resources.

PSAP Total Call Count Report

Mike Guerrero, from OSET, reported that OSET has achieved 100% submittals in PSAP total call counts. There were 6 PSAPs that did not meet the 90% of the calls answered within 10 second call threshold, 3 State Police troops and 3 cities. These locations have been notified.

Wireless Issues

Mike Guerrero indicated that the number of new sites coming into the state has dropped off significantly. However, a misroute between New Milford and Milford revealed that T-Mobile had been doing their own ESN assignments. A large number of sites have been added to the State and OSET is now working to get these maps to ensure the routing of the new T-mobile sites is accurate.

George Pohorilak reported that Tracfone has not been paying the 911 surcharge. The legal staff has sent Tracfone a certified letter indicating that if they did not start paying, the matter would be turned over to the Attorney General. Carey Thompson reported that there had been an update and the legal staff advised her that Tracfone has contacted them and inquired about the method of payment and when payment is due.

PSAP Issues

George Pohorilak reported that Connecticut Valley Hospital has been inappropriately directing their 9-1-1 calls from the campus to their own center and not to the PSAP in Middletown which is a direct violation of the Connecticut statute. A letter was sent to their commissioner notifying them to cease doing this and that all calls must go to the Middletown PSAP. They have not yet complied. A meeting with OSET and CVH is forthcoming. A formal application to become a Private Safety Answering Point has not yet been received from them. Once it has been received, the E911 Commission will discuss the application. CVH would also be required to attend the Commission meeting to discuss their application if they meet the preliminary requirements.

E9-1-1 Performance Reports

Mike Guerrero indicated that Paladium Software was the biggest problem reported by AT&T for each month. The second biggest problem reported was Vision Switch. The third highest was customer related. The success rate for the ALI retrievals was over 99%. ALI Records Not Found spiked during week ending 11/3 due to the issue that occurred on October 29th caused by Level 3. Over 56% of manual queries done by PSAPs were unreported (discounting training).

The PSAP maintenance visits report shows that Vision phone in September – November was the biggest problem.

George Pohorilak reported on the Level 3 correspondence and indicated that Level 3 submitted correspondence indicating the cause of the failure that occurred on Monday, October 29th. They were very responsive.

The statewide call count total, for the year, was 2,293,914. Approximately 67% of those calls were wireless.

CLEC's

Mike Guerrero reported that on the Service Order Performance Report, Choice One Communication/Conversent (Legacy Conversent) was the only report not received.

Focal/Broadwing and Level 3 are the worst performers in updating their service orders. On October 30th Focal/Broadwing had 18,475 overflows due to the Level 3 issue that affected New Haven ERC. The Network Performance Report shows most CLEC have appropriate amount of trunks in place, however, Paetec Communications is nearing their capacity.

Data Network

George Pohorilak reported that OSET is meeting with fiber optic vendors and determining the best approach for the PSAPs. There are three vendors that have contracts with DOIT, AT&T, Verizon, and Fiber Tech. Once the appropriate plan is determined the deployment will happen quickly because, in many cases, the fiber is already there.

DPH

EMS Data Collection

Gary Wiemokly reported for the Department of Public Health. There have been 420 Toughbook computers distributed or pending distribution for field use and data capture by EMS Care providers. He indicated that 17 towns and 30 EMS providers still need to sign up for Toughbooks, with a deadline of 1/1/09.

Homeland Security 9-1-1 Report

Gary Stango, City of Hartford, submitted a draft of the Emergency Management and Homeland Security Coordinating Council executive report to Governor M. Jodi Rell and the Connecticut General Assembly. It will be amended. It is a one year synopsis with three year goals/plan. The Coordinating Council currently meets monthly and the meetings are held at the State's Attorneys office in Rocky Hill. These meetings are open to the public.

Wayne Sandford reported that DEMHS and DPS have jointly submitted legislation to look at opening up the database for local municipalities that have an emergency warning system. Approximately 50% of the communities have an emergency warning system in place, which covers about 70% of the state's population. The legislation would open up the database where these municipalities would get an updated database every 30 days. George Pohorilak reported OSET will fund the 911 database dump that will be done by AT&T. The PSAPS will be sent a MOU to insure that they understand the correct use of the database information. Wayne Sandford noted that there will be a state emergency management seminar in Cromwell, on May 15, 2008.

Also, DEMHS has purchased a software program, Web EOC. This will be installed, January 20th on the DEMHS and DOIT servers. This will be DEMHS way to share information.

New Business

Jeff Vannais thanked Carey Thompson and Nancy Carter for their work updating the list of PSAP contacts. Also, he stated that, this month, there is a National Emergency Numbers Association (NENA) conference in Nashville. George Pohorilak thanked everyone who attended the APCO, 9-1-1, 20th Anniversary conference last October. Additional celebrations are currently being planned for this year and next.

Public Comment

Andrew Campion thanked George Pohorilak, Ed Pass and Level 3 for their expeditious response to the system failure incident on October 29th in New Haven. Because of their promptness, the problem was resolved in thirty minutes.

Jeff Otto stated that the Regional Emergency Communication Center Association (RECCA) may have resources available that could help the regionalization subcommittee. He stated that the employment positions at the regional centers are not dead-end employment opportunities. Jeff Otto feels that it would be more effective to install software such as Web EOC in regional centers than in small towns.

Adjournment

John Elsesser motioned to adjourn the meeting. Donald Richardson seconded the motion. The meeting adjourned at 11:03a.m.

Ernest Herrick, Chairman

Date