

Approved Minutes
Enhanced 911 Commission Meeting
April 3, 2009
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Alfred Dudek, Jr.
John Elsesser
Ernest Herrick
Richard Mulhall
Don Richardson
Gordon Shand
Michael Stemmler
James Thomas
Jeff Vannais
Lee Vincent

Representing

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

Office of Statewide Emergency Telecommunications (OSET) Staff/OEDM

George Pohorilak
Steve Verbil
Mike Guerrero
Charles Fuller
Dan Czaja
Carey Thompson
John Masciadrelli
Gerald Werner
Rosa LaChance
Jodie Brinley

Others in Attendance

Les Bowman	AT&T
Rick Darin	Valley Shore ECC
Joe DelBuono	Litchfield County Dispatch
Denise Frasca	AT&T
John Gustafson	DEMHS
Frank Kiernan	Meriden Emergency Communications
Yvonne Lewis	Office of Fire Prevention and Control
Deborah Montanaro	Cox
Jeff Otto	QVEC
Ed Pass	AT&T
Greg Prevost	Valley Shore ECC
Terry Schnure	Office of Policy and Management
Sean Thakker	Criminal Justice Information System Board
Michael Varney	DOIT
Sue Webster	Northwest CT Public Safety Communications Center
Dan Worroll	Milford Fire

Call to Order

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:01a.m.

Approval of E911 Commission Meeting minutes of January 9, 2009.

Alfred Dudek motioned that the minutes be approved. The motion was seconded by Jeff Vannais. The minutes were approved.

Correspondence

George Pohorilak sent an email to the Commission notifying them of his retirement on April 30, 2009. This will be discussed further under 'New Business' at the end of the meeting.

Public Comment

Ernie Herrick dedicated public comment to Carl Sawyer, who passed away a few weeks ago. Carl Sawyer was a major contributor to the E911 Commission. George Pohorilak, Gordon Shand, John Gustafson and Rick Darin all spoke, remembering Carl Sawyer.

Unfinished Business

Grants and Capital Expense Grants

Capital Expense Grants

Carey Thompson, Office of Statewide Emergency Telecommunications (OSET), reported on four pending capital expense grants. Tolland County has requested approximately \$85,000 for base station upgrades. Litchfield County Dispatch has requested approximately \$26,000 for the purchase of a voice recording system and ProQA medical software and quality assurance software programs. New Haven is receiving \$31,000 for crossing training for their combination dispatch center. George Pohorilak noted that the budget was submitted to the DPUC. Based upon the budget submitted, the surcharge will be raised to 47 cents. There was an 11.7% shortfall in revenue due to the decline of wirelines. The bill to raise the surcharge cap, has not surfaced. As noted in the budget, George Pohorilak stated that the funding for Bridgeport will be restored due to their consolidation of services and eliminating their secondary answering point. Bridgeport will receive \$831,000 for FY 09/10 for restoration of full funding for 3 years.

Transition Grants

Carey Thompson stated that there are no pending transition grants at this time.

Training Program

George Pohorilak reported that OEDM submitted a list of the training that was conducted by OEDM. The RFP for the new curriculum is still in process.

EMD Report & PSAP Training

Carey Thompson reported that 33 PSAPs and 1 CMED have used EMD training funds for the current fiscal year totaling \$33,500. Only 38 PSAPs used funds for PSAP training for FY 08/09 and 6 PSAPs have used all their funds. OSET will be sending letters to PSAPs reminding them of their available funds and indicating what their funds will be for FY 09/10. Some PSAPs hesitate taking advantage of this funding because reimbursement will go into the General Fund and not back to the PSAP.

Legislation

George Pohorilak reported that the legislation submitted to increase the statutory surcharge cap to 75 cents has not surfaced. The Department of Emergency Management Homeland Security submitted legislation which will permit the use of the 911 data base for emergency notification; it continues to move forward. House Bill No. 6055 concerning conducting a study of regionalizing PSAPs is also moving forward. This bill will require the Commission to complete a study for statewide regionalization. This study could also a need to raise the surcharge cap. Lee Vincent requested that the executive group for the Commission be consulted before hiring a consultant for this study. George Pohorilak noted that Commissioner Danaher spoke before the Appropriations Committee and noted that the E911 funds have been allocated to the 911 software and data network. Jeff Vannais indicated that the multi-line telephone system (MLTS) legislation was not brought forward again this year. George Pohorilak suggested having a meeting this summer to put together a package to present to the DPS Commissioner.

Public Education

George Pohorilak stated that Connecticut Broadcasters Association will run the 911 non-sustaining commercial announcements for 6 months at \$100,000.

E9-1-1 Software RFP

George Pohorilak reported that OSET is working with AT&T and DOIT to finalize the contract for the acquisition of the new software platform for all PSAPs.

Emergency Notification Systems

George Pohorilak noted that he is working with DOIT to implement a statewide emergency notification system. There will be a meeting next Wednesday with a possible vendor. OSET has budgeted \$1.4 million for this project. James Thomas met with the Governor and the chief of staff yesterday, and indicated that use of the data base will most likely be approved; however, the ENS needs to be implemented by this summer. George Pohorilak indicated that there may be multiple vendors for this statewide system.

GIS

Dan Czaja reported that there have been additional updates over the past three months. Over 50% of the towns have been completed. The 2009 URISA/NENA conference will be in Providence from August 4th to the 6th. The PSAP map has been updated and is available on the OSET webpage. The Connecticut Geospatial Council's Addressing Sub-Committee is accepting comments on its completed first draft of a statewide address point program business plan. The draft plan can be viewed on the council website (www.ct.gov/gis). George Pohorilak stated that under the broadband federal initiative, there is a requirement that all the broadband access be mapped and with a total of \$350 million federally available, Connecticut could possibly use some of this funding for flyovers. The application for the criteria for the broadband mapping and initiative will be available by June.

PSAP Total Call Count Report

Mike Guerrero, from OSET, reported that all 107 PSAPs submitted a report for the 3rd quarter. CSP Troop H did not meet the state standard requiring that 90% of the 9-1-1 calls be answered within 10 seconds. OSET has been working with Troop H to achieve this requirement.

Wireless Issues

Mike Guerrero reported that a study was conducted with 4 PSAPs using Tracfone to determine whether or not to grant Tracfone's request for certification of their Lifeline wireless telephone service. Lifeline is a federal service that will provide "free" cell phones and "free" minutes to low income individuals. The study showed that any Tracfone under Lifeline service that has available minutes will be viewed for ALI information as any other phase II caller (latitude/longitude location and call back number). However, the phones without available minutes, the ALI comes in as a non-initialized phones. Latitude and longitude is received, but there is no call back number. George Pohorilak stated that DPS attorneys reviewed this study and concluded that Tracfone is compliant and a letter will be sent to Tracfone notifying them of this. George Pohorilak noted that Tracfone is submitting payment for the E911 surcharge. Mike Guerrero discussed Pocket Communications; a new carrier in the Hartford/New Haven/Waterbury/Litchfield area. They are currently operating under Phase 0; calls are being delivered over 10 digit lines. They have until May 11, 2009 to comply with OSET's request to go Phase II. Pocket is working currently with Intrado to implement Phase II. Mike Guerrero stated that he has been conducting a study in regards to calls received by Troop H and has determined that the routing of some calls/sectors will need to be changed. It has been also been recommended that Troop H make some procedural changes that would help them process calls in a more timely manner.

PSAP Issues

George Pohorilak reported that he met with New Milford regarding possible interest in becoming part of LCD. Mike Guerrero stated that as of the end of February, East Putnam Fire District has changed from Putnam PD to Quinebaug Valley.

E9-1-1 Performance Reports

Mike Guerrero reported that the biggest problems reported by AT&T were related to Vision Switch followed by Palladium Software and the third biggest problem was customer related issues. There were over 1,000 records not found for AT&T ALI retrievals week ending January 31st. Ed Pass from AT&T will look into the cause of that. Approximately 52% of the manual queries done by PSAPs were unreported. State Police troops had the most AT&T maintenance visits for the months of December, January and February with Vision Phone being the biggest problem for all months. Jeff Vannais noted that AT&T technicians have been conducting routine maintenance which has proved to be helpful. George Pohorilak stated that there is a potential for an AT&T strike, but 9-1-1 will not be affected.

The statewide report of the total call count for the first three months of 2009 was provided.

CLEC's

Mike Guerrero reported that Paetec and One Communications did not submit a report. Level 3 and Focal/Broadwing have problems completing updates within 5 days.

Data Network

George Pohorilak introduced Gerry Werner as the temporary Project Manager to assist with the data network project. Gerry Werner reported that he has been reviewing the 2007 Feasibility Study to verify that the same requirements are still accurate. The project is moving along and the original design target date is the end of June 2009. The construction stage will then begin in July and be completed August 2010. The order of construction has not yet been determined. The first site should be up by the end of 2009.

DPH

EMS Data Collection

No report was available.

Homeland Security 9-1-1 Report

Steve Verbil, OSET and John Gustafson, DEMHS reported. Steve Verbil indicated that they are working with a radio vendor to fine tune procurement to make sure that it will function properly. There have been two requests from non-state agencies to utilize this switch, New Britain and the Bridgeport area (to put voice on the system). John Gustafson discussed Investment Justification #2. They have finished reviewing the GSA contract list for the mobile communications vehicles and have narrowed it down to 11 possibilities. John Gustafson stated that there was a meeting in February with the special services units and the channel requirements for those groups were determined. He thanked Chief Mulhall for his assistance. IJ #3 money will be used to sustain the ITAC/ICAL radio system and STOCs radios. On Monday, there will be a meeting regarding the transit security grant. Steve Verbil stated that the long-term goal for IJ #3 is radio to radio operability. All 700 MHz frequencies in southwest Fairfield County have been used. Other methods will be discussed at the 700MHz meeting on April 20th. John Gustafson stated that Director Hackett has been asked to represent the National Emergency Management Association on the metropolitan efforts to take the D-block back from the wireless carriers. George Pohorilak stated that the use of 911 funds to create the data network, the use of 911 match money to help the PSIC grant and to connect the 700MHz radio system to the data network has been cited by the Federal Homeland Security as a best practice. Mike Stemmler stated that the P25 switch is an upgrade to the existing (core/central control) state police system. He has concerns regarding the funding for the long-term sustainability and maintenance of this upgrade to the existing system. George Pohorilak stated that ongoing maintenance, as part of the data network and the switch, will be funded. Initial purchase is under the PSIC grant and the maintenance of the switch will come from the E911 fund. Ernie Herrick stated that the priority of 911 funding is to support/maintain telephone system versus radio and when requesting an increase in the surcharge, the legislatures will need to understand how they work together. James Thomas suggested that the commission vote on long-term sustainability of this system.

James Thomas motioned that the E911 Commission support the ongoing maintenance of the current public safety system and to the improvements. Jeff Vannais seconded the motion. All were in favor except for the following abstentions: John Elsesser, Lee Vincent and Michael Stemmler. The motion passed.

New Business

Ernie Herrick stated that he has enjoyed working with George Pohorilak and he will be missed. George Pohorilak thanked numerous individuals for their work and support and has enjoyed his career. Carey Thompson announced that the retirement party for George will be on April 30th. Jeff Vannais also thanked George for his hard work and dedication to the state. Lee Vincent also expressed his appreciation to George.

Public Comment

Jeff Otto discussed House Bill No. 6055 and suggested that the Commission adopt a policy with respect to the consultant's work that calls for a thorough public vetting prior to the submission to the Public Safety Committee. Jeff Otto requested that the deployment of the high speed data

network be done along the DEMHS regional lines. Also, he suggested an establishment of public policy, by the state of Connecticut, in regards to the deployment of the 700MHz frequencies. Joe DelBuono announced that the MECCA Telecommunications Conference is scheduled for April 13th and will be held at the Crowne Plaza in Cromwell, CT. Dan Worrell from Milford Fire notified the Commission that Mary Devlin, Chief Telecommunicator from West Haven is very ill.

Adjournment

Alfred Dudek motioned to adjourn the meeting. The motion was seconded. The meeting adjourned at 10:52a.m.

Ernest Herrick, Chairman

Date