

**Unapproved Minutes**  
**Enhanced 911 Commission Meeting**  
**July 9, 2010**  
**Department of Public Safety**  
**1111 Country Club Road**  
**Middletown, Connecticut**

**Commission Members**

Fred Dudek  
John Elsesser  
Ernest Herrick  
Richard Mulhall  
Don Richardson  
Jeff Vannais  
Lee Vincent  
Gary Wiemokly  
Paul Zito

**Representing**

Connecticut Fire Chiefs  
Council of Small Towns (COST)  
Volunteer Fire Service  
Connecticut Police Chiefs Association  
Wireless – AT&T Mobility  
Public Safety Answering Point Representative  
Connecticut Conference of Municipalities  
DPH/OEMS  
Connecticut State Police

**Office of Statewide Emergency Telecommunications (OSET) Staff/DFEBS**

William Youell  
Steve Verbil  
Dan Czaja  
Mike Guerrero  
John Masciadrelli  
Carey Thompson  
Bonnie Guarnieri

**Others in Attendance**

Ed Brunt	Madison ECC
Joseph DelBuono	Litchfield County Dispatch
John DonFrancisco	QVEC, Inc.
Paul Fahey	Plant CML/EADS
Michael Fischel	Kimball
Cindy Guinta	AT&T
John Gustafson	DEMHS
Carroll Huges	Hughes & Cronin
Kitty Ing	Verizon Business
Frank Kiernan	Meriden Emergency Communications
Leon Malinoski	Plant CML
Deb Montanaro	Cox
Don Nagle	Kimball
Ed Pass	AT&T
Philip Penny	Intrado
George Pohorilak	Public
Steve Savage	NW CT Public Safety
Joe Schimpa	Intrado

Joseph Silverio  
Gary Stango  
Michael Tersmette  
Commissioner James Thomas  
Anthony Yim  
Randy Young

Southington PD  
DEMHS Liason CMED  
Plant CML  
DPS  
Avaya  
Intrado

### **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 April 9, 2010.**

*John Elsesser motioned that the minutes be approved. The motion was seconded by Richard Mulhall. The minutes were approved.*

### **Correspondence**

No correspondence.

### **Public Comment**

Frank Kiernan, Meriden PSAP, brought to the Commission's attention that a committee from APCO and NENA is reviewing OnStar, which will start doing EMD through their On Star process when they speak to clients in their vehicles. They have an injury algorithm which takes information received via computer and determines injury severity. The information will be transferred to the PSAP, and will be then given to the responder. The committee will determine how this information will be distributed. A question was asked regarding who will establish medical control for EMD, how the training will be handled with different vendors, which vendor will be used and how they are going to transfer the information. The CBC has determined the criteria algorithm and what percentage of EMS will require Level 1 trauma response. However, it is felt that a "hands on" approach is necessary to make such a determination.

Chairman Ernest Herrick, introduced Commissioner James Thomas.

### **Unfinished Business**

#### **Legislation**

Commissioner James Thomas reported that he had a very positive meeting with the Governor on July 8, 2010. She realizes the cost benefits of regionalization and believes the best way to proceed is to do a study to find out what issues are critical to consolidating PSAPs, for instance call volume vs. populations. He indicated OSET is authorized to do the study, which is critical and will allow for more informed decisions. He praised the E9-1-1 Commission and acknowledged all of their efforts in making E9-1-1 successful.

#### **Grants and Capital Expense Grants**

Carey Thompson reported one new transition grant is pending and is awaiting signature by the Commissioner's office. The grant is for the purpose of conducting a study for the regionalization of Newtown, Bethel and Brookfield. All three towns have signed on and are waiting for the MOU to

be signed. Capital Expense Grants remain steady and the trend is the same. They are mostly used by regionals. For 09/10, OSET has received six requests, one from New Haven, two from LCD and three from Tolland. Capital Expense Grant requests include computer software, upgrades, consoles and improvements to radio systems.

### **Training Program**

Carey Thompson reported on the Telecommunicator Training Program for the Office of Education and Data Management. For the year 2009-2010 starting with July, there were six classes held. Of 140 people trained, 131 passed the exam and 6 failed. 16 equipment classes were held by AT&T, and 103 people attended. There were 80 telecommunicators trained and certified and 124 were recertified. There were 3 new telecommunicator instructors trained and certified and 3 were recertified.

### **Training Curriculum**

Mike Guerrero reported that the telecommunicator training curriculum RFP is on the street and was posted on the Department of Administrative Services portal last week. An addendum has been added to the RFP document. OSET is awaiting responses from the potential vendors.

### **PSAP Training & EMD**

Carey Thompson reported that 51 PSAPs attended training with expenditures for this category over \$52,000. There are renewed efforts to get state police troops to select people to attend EMD training from the troops. OSET is working very hard to get people to use the training fund which is available to them. Last year it was reported that 50% of the PSAPs had used 44% of the funding. To date 79% of PSAPs have used 66% of their funds. The goal was 75% this year and this has been exceeded. Personal emails have been sent to the PSAP directors to make them aware of the funding and offering alternate ways they can utilize funds.

### **Public Safety Data Network**

Steve Verbil reported that the Public Safety Data Network is under construction. This is a System Development Methodology project. The backbone network is comprised of high speed connections that make up the loops and are 80% complete while the laterals to the PSAPs are at approximately 90% completion. To date there has been approximately two months of improvement in delivery time. The original acceptance date of April, 2011 for the Public Safety Data Network is now scheduled for January, 2011. Reasons for improvement of the date include Fibertech performing the fiber installation work faster than originally projected.

Steve reviewed the components of the public safety data network which include the fiber optics and the equipment to light the fiber. DPS facilities at the Meriden Campus are being used to stock and kit the CISCO equipment. Kitting is the process of breaking down the equipment and packaging into kits for delivery to each of the PSAPs. The cabinets that will hold the equipment have been delivered. Chuck Fuller has been working with PSAPs to find space, which is not easy due to the age of many buildings and because a 4' x2' space is needed for this large cabinet. He thanked the PSAPs that agreed to be touch points for us because they need to host two of these big boxes. There are six PSAPs in the state where extra space is needed. John Masciadrelli and Chuck Fuller will be creating the kits that the vendor will be using. They will work their way around the rings as they start the installations.

Also mentioned was the Broadband Technology Opportunities Program, which is the federal grant program to expand broadband technology. The State's grant application is being reviewed by the federal government's contractor. The total project is valued at \$117 million, and the DPS portion of that is approximately \$79 million. The State will be able to move forward with Phase II of the PSDN, if the BTOP application is approved.

### **NG 9-1-1 RFP**

Mike Guerrero stated that the Next Generation 9-1-1 RFP has been developed and sent to DOIT for their review. An RFP development committee was established which included: Jeff Otto, Jeff Vannais, Maureen Will, Dan Czaja of OSET, Steve Verbil of OSET, Gerry Werner, our data network consultant and Mike Guerrero of OSET. DOIT will determine when the RFP will be released. The business requirements phase end date for this project has been extended to December 30, 2010. A vendor should be selected before that date.

### **GIS**

Dan Czaja reported on GIS. There is a new street and address updating program at OSET, and an upgrade of the GIS software is currently in motion. The plan is to increase the updating frequency to a much faster system. A few months ago OSET was able to obtain a perpetual license from Tele Atlas for the Dynamap so access to that data will go on indefinitely, reducing chances of losing our license to collect data. OSET is continuing to collect data from municipalities, according to the map there are just a few towns that have not sent data. He stated OSET should have a 911 update by the end of this summer, as soon as everything is up and running.

This spring a large collection of street and address data was collected through the Department of Environmental Protection. AT&T has begun the 911 Information Manager roll-out. This website allows direct access to review and submit updates to the master street address guide and will replace the current manual process. Recently, the DPUC requested approximately \$ 4.3 million for broadband mapping. If awarded, this money will allow Connecticut to increase the mapping programs data collection, allow for further analysis of broadband availability throughout Connecticut and to create web applications to help spur broadband usage. The state addressing subcommittee finished an addressing data model to be used for the broadband mapping project and meet with DPUC to discuss.

One additional report is that the GIS council completed an RFI for a statewide ortho flight, which should be released by the end of July.

### **ENS Project Report**

Mike Guerrero reported that the CT Alert Emergency Notification System was announced to the public at a press conference on June 28th. The website is for citizen sign up where the public can register their wireless phone numbers, email addresses and text message numbers. Letters were sent to the municipalities to inform them of the system and ask them to link their municipal pages to the CT Alert site. The CT Alert logo is posted on the DPS website. There are currently 6,300 people signed up and the number is growing on a daily basis. A significant amount of emails have been received from the public with questions. The last training session was held in June, and more will be done in the fall. Approximately 90% of the PSAPs have had personnel trained in the use of the system.

### **ENS Project Public Relations Effort**

Carey Thompson stated that a press conference was held on June 28 at the Police Academy. The speakers included the Lt. Governor and Public Safety Commissioner Thomas. The objective and message was to be aware of the system and encourage registration on the opt-in page. Press kits were sent to chief elected officials so they could have information they could reprint for themselves. It was also sent to PSAP Directors and included FAQs and media information to assist them with the effort. The spokespeople for the non-sustaining commercial announcements include Willimantic Chief Lisa Maruzo-Bolduc representing Police Chiefs Association, Lt. Paul Vance from Public Safety, Chief Heather Burford representing the Fire Chiefs, Chief Michael Spera from Old Saybrook representing CT Emergency Managers, Leonard Guercia from the Dept. of Public Health and Chief Edward Casares, Hartford Fire Chief who will do a Spanish translation. The announcements are due to start running in August. They were run on the large Connecticut stations on June 28<sup>th</sup>.

Mike Guerrero thanked the Office of Education and Data Management for running the ENS training sessions. They coordinated 14 of those sessions which began in November of last year through June of this year.

State statutes require OSET to give the 911 data base to any municipality for an Emergency Notification System. Currently there is one signed MOU for Newtown which is in process. Other towns interested which need to be signed and processed are: Darien, Meriden, Stamford and Norwalk.

### **PSAP Issues**

Steve Verbil stated that the Bridgeport Public Safety Communications Center is now open. Bridgeport Fire as a PSAP is closed as is the Bridgeport police dispatch. The Center is working out very well.

Old Saybrook had flooding problems and has moved the PSAP to a new facility. The equipment has been moved there. Ed Pass from AT&T was thanked for the all the work he and his people did to move the equipment.

### **PSAP Call Count Report**

Mike Guerrero, reported on the total call count for the first quarter of 2010. All 107 PSAPs submitted a report. Two PSAPs did not achieve the state's standard requiring 90% of all the calls be answered within 10 seconds. Waterbury achieved 89.4%, while Stamford achieved 89.9%. The statewide average for all PSAPs in the first quarter of 2010 is 90%.

### **E9-1-1 Performance Reports**

Mike Guerrero discussed the AT&T report and stated that the biggest problems were with the Vision Switch and telephones, followed by the Palladium software. There were a total of 118 for the Vision and 92 for software over three months. The success rate was almost 99% for AT&T ALI retrievals. The service order performance report shows that 96.79% of the records were updated within 2 days. The rate of service for the network is good. We had 10 reroutes that were done for PSAPs. It was noted that 62.3% of the manual queries done are unreported. Letters were sent out to the PSAP that did not report manual queries that were performed. AT&T maintenance visits are broken down by month and Vision switch and Vision phone are the primary problems every month.

## **CLEC's**

Mike Guerrero reported on the CLEC Service Order Performance Report. One Communications did not submit a service order performance report. Network Performance reports showed that on May 20, Paetec required more circuits than they had in place but it did not show any calls being blocked.

## **Wireless Issues**

Mike Guerrero reported that T-Mobile is performing testing in Fairfield County. There were wireless 9-1-1 misroutes in the New Haven area which have been worked out.

## **E9-1-1 Call Counts**

Mike Guerrero reported that as of the end June there were 1.1 million 911 calls made and 71% of those were wireless.

## **DPH**

### **EMS Data Collection**

Gary Wiemokly reported that there are CDs with 2009 and 2010 data which contains the EMS Data collection. The reports are on an excel spreadsheet which can be expanded to identify particular services. There were approximately 400,000 data uploads in 2009 and for the first quarter of 2010, there were about 89,000. The grant money has just been released which was supposed to have been released in November 2009. Thirty EMS Agencies still need Tough Book computers. They should have them by the end of this month. The final quarter of this year should have full data uploading. A couple of software vendors are still unable to link into the DOIT system they are still working on this. This may not happen because of a transition in 2011 for the EMS Data and software programs are not going to be able to achieve the new compliance. Note was made that Connecticut is actively involved in the new data dictionary to come out in 2011. One of the components that have been missing data is multiple agencies with one call. For example a first responder, basic ambulance and a paramedic interceptor, now will be able to tie those three surfaces into the one call.

### **Homeland Security 9-1-1 Report**

Gary Stango stated that at the last E9-1-1 Commission meeting there was discussion regarding investment justification and grant money breakdowns. During the last three meetings at Homeland Security, incidents played a major role in the past quarter, including the clean energy power plant, various weather problems including flooding along the coastline and FEMA involvement. Also a factor is the displaced 911 centers in Old Saybrook and the Bridgeport tornado. The Commissioner noted that we are looking at a potentially active hurricane season this year. Upcoming events were announced.

## **New Business**

Ernie Herrick announced Bill Youell as the new Director of OSET.

Lee Vincent made mention of the need for mile markers on the Connecticut state highways. These markers are used to identify the vehicle location of someone making an E9-1-1 call on the highway. It was recommended that the Commissioner of DPS contact the Commissioner of DOT regarding this matter. This will be reviewed at the next commission meeting.

**Public Comment**

Jeff Vannais presented the “Next Generation 9-1-1 Transition Policy Implementation Handbook”.

Frank Kiernan reported that new standards are open to public comment regarding 911 through both NENA and APCO. One of the changes is to the Minimum Training Standards for Public Safety Telecommunicators. Another is the Service Capability criteria rating scale for 911 Centers as well as Standards for handling calls pertaining to missing and sexually exploited children. All of these standards are available for review at: [standards@apcointl.org](mailto:standards@apcointl.org) .Another standard is the human machine interface for PSAP display requirement available at [OPSDOCreview2@Nena.org](mailto:OPSDOCreview2@Nena.org).

**Adjournment**

*Jeff Vannais motioned to adjourn the meeting. The motion was seconded. The meeting adjourned at 10:10 a.m.*

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Ernest Herrick, Chairman

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Date