

Approved Minutes
Enhanced 911 Commission Meeting
October 3, 2003
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Fred Dudek
Ernest Herrick
Richard Jackson
Jeff Morrisette
Donald Richardson
Gordon Shand
Jeff Vannais
Lee Vincent

Representing

CT Fire Chiefs
Volunteer Fire Service
Council of Small Towns "Cost"
State Fire Administrator
Wireless Carrier Representative
Office of Emergency Medical Services
PSAP Representative
Connecticut Conference of Municipalities

Staff

George Pohorilak
Jerry Zarwanski
Mike Guerrero
Joan Carrasquillo
Carey Thompson
Anne Finn

OSET
OSET
OSET
OSET
OSET
OSET

Others in Attendance

Janet Ainsworth
Gary D. Bruce
Andrew Campion
Larry Cole
Carol Criscuolo
Peter Christensen
John DonFrancisco
John Gustafson
Rob Howley
Paul McNamara
Robert Muller
Bernie O'Donnell
Ed Pass
Kathy Pierce
Kristen Roberts
Carl Sawyer
Steven Savage
D. Tapley
Sue Vaughn
Tina Waring

DFEBS
South Central Regional ECC
New Haven ERC
SBC SNET
AT&T
Northwest CT Public Safety ECC
Quinebaug Valley ECC
South Central Regional ECC
Cox Communications
Cox Communications
New Haven P.D.
Dept. of Information Technology
SBC SNET
Cox Communications
Comcast Cable
Private Citizen
Northwest CT Public Safety ECC
Cox Communication
OEDM
Cox Communications

Call to Order

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

Approval of E911 Commission meeting Minutes of July 11, 2003

Chairman Herrick moved to approve minutes for the July meeting. Fred Dudek seconded the motion, the motion passed unanimously. Minutes were corrected to include Jeff Morrissette and Fred Dudek.

Introduction by Wayne Maheu

Wayne Maheu, who has a background in fire service, replaced George Luther as Director of DFEB'S. Wayne acknowledged his appreciation for the work that the commission does.

George Pohorilak introduced Joan Carrasquillo and Carey Thompson. They are the new Research Analysts in OSET. He announced that an Office Assistant will be joining OSET soon.

Correspondence

Requests for change of PSAP's were discussed.

It was reported that Chaplin and Hampton has left WFSB and are now with Quinebaug Valley. Scotland has also requested a change to leave WFSB and go to Quinebaug Valley.

Roxbury left Litchfield County Dispatch and went to Northwest CT Public Safety ECC.

Deep River ECC is no longer a PSAP. The towns of Deep River and Chester are now affiliated with Valley Shore ECC.

OSET would like 90 days advance notice of any proposed PSAP changes.

Revised funding numbers showing changes that occurred were distributed.

Public Comment

There was no public comment.

Staff Reports

Training Program

Sue Vaughn of Education and Data Management reported. From July 1, 2003 through October 1, 2003, 13 telecommunicators were certified.

One class was conducted, trained and tested 36 students and re-certified 55 telecommunicators.

No instructor certifications were issued or instructor re-certifications issued. The new schedule for the 2004 Telecommunicator Training Program will be available in two weeks. All information will be on the website.

The next class for telecommunicators is October 20, 2003 in New Haven. There are 28 students registered.

EMD

Carey Thompson from OSET reported. So far, 42 towns have approved the EMD program. A total of 42 students have registered. Three hundred eighty five have already taken the course. The total reimbursement for EMD training is approximately \$108,540.00.

George Pohorilak commented. All the Psap's have until July 1, 2004 to implement. A letter will go out to PSAP'S that have not complied yet so they are aware of the requirements. The problem with EMD reimbursements is that Core-CT conversion has delayed some of the payments back to the municipalities and the PSAP'S. Core-CT is a statewide conversion of our financial systems.

Legislation

Last year we proposed legislation regarding PBX problems and fixing the problem. We resubmitted the legislation again and the legislation for collecting the surcharge on prepaid wireless cell phones. Both have not made it to the next step. We have no legislation.

Unfinished Business

Wireless

Mike Guerrero reported two carriers that are completely Phase II at this time, Nextel and Verizon Wireless.

AT&T and Cingular are Phase II for TDMA service.

AT&T & Cingular GSM service are currently not Phase II compliant. AT&T will implement GSM Phase II in November. Cingular will make that service available to the Psap's by March 12 of next year.

T-Mobile and Sprint have not deployed yet. Sprint is deploying an NCAS solution, which is slightly different from what the other carriers are doing. They begin testing at the end of this month. T-Mobile does not plan to implement Phase II until the first quarter of next year.

Wireless Phase II

State is going to impose the same requirements on the wireless carriers to give us network grade of service performance reports for the facilities that connect their switches to the tandems. Currently, this is being done to SNET and to the CLEC's. In order to check how the trunks that are in place are handling the traffic flow, we need to see reports. In six months, those wireless carriers will provide the performance reports.

Regarding the record not found problem with wireless calls, the carriers will be requested to provide information to allow PSAP'S better identify those types of calls and where they are coming from.

Wireless carriers will be requested to confirm their current trunk group assignments. Any changes of assignments will require OSET approval.

There is a class of service feature that was supposed to be available to the PSAP'S from the Intrado platform. That tells the PSAP what type of information is displayed for a wireless call.

The class of service issue was discussed. This feature provides different identifications for Phase I and Phase II wireless calls at the PSAP.

Intrado will provide clarification on the availability of that feature.

OSET will conduct accuracy testing of the latitude and longitude of the callers Phase II data in the future.

PSAP Issues

CPE Upgrade

George Pohorilak reported. A formal agreement has been reached with SBC for upgrade of 911 equipment in all the Psap's to provide for additional functionality for Phase II.

We're getting the new release of Paladium call handling software and GIS software from Microdata for handling the 911 latitude and longitude. We are providing GDT street centerline mapping. We are providing a new server, new clients, additional monitors, arms and we will replace non-state owned 911 positions that are out there.

We will replace non-state owned equipment one time only for the PSAP. OSET will conduct focus groups after the first of the year to provide for PSAP input into the development of future 911 systems requirement.

All new equipment and mapping will be deployed sometime in the first quarter of 2004.

ASK Reports

New functionality that will provide PSAP's with the ability to be an internet connection to look at data related to their PSAP regarding 911 calls.

We're working with SNET to put together a little training piece and employ that functionality. We can look at PSAP information on an hourly basis if they choose.

EMS Reports

Mike Guerrero reported. A graph was handed out and discussed. Last quarter of 2003 compliance was only about 43%.

Some PSAP's have never complied. OSET will take action in the future by notifying the Attorney General of noncompliance.

GIS

George Pohorilak and Joan Carrasquillo reported. This is part of the upgrade of CPE. We are providing street centerline data to all PSAP'S. We have contracted with GDT for this data.

The requirements include an MOU to each PSAP with the terms of use that won't be copied or shared with third parties. When those are received back to us, we will send out the disks and acknowledgement of receipt.

E911 Performance Report

SNET

Mike Guerrero discussed the following reports for 3rd quarter of 2003.

1) Trouble Report

The number of ALI retrievals is up. This quarter the number has reached 822,000. This is 200,000 higher.

2) ALI Retrieval

3) The Service Order Performance Report.

4) Network Blocking Report.

5) Manual Query Report

Call count information indicated that wireless calls doubled during the month of June. We have asked SBC/Snet for an explanation.

CLECS

Mike Guerrero discussed E9-1-1 reports submitted by CLECS.

2004 Meeting Dates

Future meetings will be held on January 9, April 2, July 9 and October 1 in 2004.

New Business

OSET has approved the change of the location of the E911 database from its current CT site to SBC facilities in St. Louis and Dallas.

Public Comment

There was no public comment.

Adjournment

A motion was made by Fred Dudek, seconded by Gordon Shand and unanimously approved to adjourn the meeting at 10:24 am.

Ernest Herrick, Chairman

Date