

**Approved Minutes**  
**Enhanced 911 Commission Meeting**  
**January 8, 2010**  
**Department of Public Safety**  
**1111 Country Club Road**  
**Middletown, Connecticut**

**Commission Members**

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

**Representing**

Connecticut Fire Chiefs  
Council of Small Towns (COST)  
Volunteer Fire Service  
State Fire Administrator  
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**

Robert Ross  
Steve Verbil  
Charles Fuller  
Mike Guerrero  
Carey Thompson  
Dan Czaja  
John Masciadrelli  
Bonnie Becker  
Rosa LaChance  
Bonnie Guarnieri

**Others in Attendance**

Joseph DelBuono	Litchfield County Dispatch
John DonFrancisco	QVEC
Rich Grocki	Colchester ECC
Cindy Guinta	AT&T
John Gustafson	DEMHS
Deb Montanaro	Cox
Kurt Mirakian	AT&T
Ed Pass	AT&T
George Pohorilak	Southington
Steve Savage	NW CT Public Safety
Joseph Silverio	Southington Police Department
Gary Stango	Hartford
Sean Thakker	Criminal Justice Information System Board
Mike Varney	DOIT
Katy Vecellio	West Haven 911
Susan Webster	NW CT Public Safety
Randy Young	Positron

## **Call to Order**

Chairman Ernest Herrick, Volunteer Fire Service, called the meeting to order at 9:00a.m.

## **Approval of E911 Commission Meeting minutes of October 2, 2009.**

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

## **Correspondence**

Ernest Herrick announced that Paul Zito from the Department of Public Safety has been appointed to the E911 Commission by Governor Rell.

## **Public Comment**

Rob Ross introduced Bonnie Guarnieri who is now an office assistant for OSET. Ed Pass from AT&T introduced Cindy Guinta who has replaced Denise Frasca. Denise has transferred to Florida.

## **Unfinished Business**

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

Carey Thompson indicated that there are two new capital expense grants pending. QVEC has requested \$25,000 for custom base stations and New Haven has requested \$90,000 for two new servers. There have been two capital expense grants that have been approved and processed; New Haven, \$8,000 for radio and antenna enhancements, and Litchfield County Dispatch to upgrade their dispatch consoles for \$21,000. An additional \$10,000 was approved to LCD for work station upgrades. Steve Verbil stated that there are guidelines that PSAPs need to adhere to when requesting capital expense grants and to contact Carey Thompson if you have any questions. Carey Thompson requested that the PSAP submit the required documentation for the match from the regional board or the chief elected official when requesting capital expense grants.

### **Training Program**

Carey Thompson indicated that a letter will be sent to PSAPs next month regarding PSAP training reimbursements. After comparing last year reimbursements with the current year, PSAPs have requested slightly more this year, possibly due to budget cuts. Jeff Vannais inquired about the possibility of reallocating unused training funds. Carey Thompson stated that according to the regulation, the formula for funding is 10 cents per PSAP. Also, any unused funds will be carried over to the next year; it is not lost.

Bonnie Becker reported for the Office of Education and Data Management. Last year 91 new telecommunicators were certified and 102 re-certified. There were 2 new instructors certified and 9 re-certified. Seven classes were held and 146 individuals attended. This year there are 7 classes scheduled. There were 20 AT&T classes and 144 people, of the 144 exams given, 121 people passed. Everbridge conducted 6 user training classes which 157 people attended and 4 methodology classes attended by 89 people. Additional supervisor classes for Everbridge will be held at the end of January and February and there are still openings for the February class. Mike Guerrero stated that the RFP for the new training curriculum is currently on hold and within the next week or two it will be determined whether it is a DOIT project or if the DAS portal will be used. Jeff Vannais would like a recertification process developed and to have topics such as TDD and ENS use reviewed.

## **EMD Report & PSAP Training**

Carey Thompson reported that 11 PSAPs and State Police troops requested reimbursement of EMD training funds for the 09/10 fiscal year totaling \$8,200.

## **Legislation**

Steve Verbil indicated that OSET is working with the legislative liaison for the next session and the priority will be to raise the surcharge cap. Steve Verbil also stated that there will be language added to allow DPS to recover payments from users of shared radio systems. Ernie Herrick stated that he and Rob Ross attended the legislative committee meeting for fire service organizations. The Connecticut State Fire Fighters' Association supports the bid to increase the 911 surcharge. John Elsesser requested a copy of the proposed legislation to pass on to the Council of Small Towns and the Connecticut Conference of Municipalities for their support

## **Public Education**

Carey Thompson stated that public education initiatives will be focused on public awareness of the emergency notification system. Jeff Vannais expressed concern regarding public service announcements being aired before the town/city emergency notification system is operating. Steve Verbil stated that on the registration page for the emergency notification system, the user is warned that their town/city may not be participating in this system.

## **E9-1-1 Software RFP**

Mike Guerrero stated that this project will be known as the Next Generation 911 Project and is a systems development methodology project (SDM project). OSET has completed the first stage – business issues phase and is now in the business requirements phase, the phase when the RFP document is developed. It should be completed in March.

## **Emergency Notification Systems**

Mike Guerrero stated there have been over 150 people trained in this system. Eight municipalities have chosen not to participate; they are Bethel, Cheshire, Darien, New Fairfield, Newtown, Southbury, West Haven, Weston and the state universities. Approximately 20 PSAPs and two state agencies (Corrections and Developmental Services) have not sent representatives to Everbridge training, 2 additional classes will be held in February. There is an ENS working group meeting today at 1:00pm. The main issues to be discussed are to develop a policy on sending out alerts and to write the final language for the opt-in page. Donald Richardson asked if there was a cost to towns/PSAPs for training, and Mike Guerrero indicated there is no cost.

## **GIS**

Dan Czaja reported on the GIS mapping report. OSET continues to provide updates to Tele Atlas, totaling over 11,000. OSET is the process of upgrading its GIS software server. Call volume maps were distributed and showed that VoIP calls have increased dramatically since 2008. The broadband mapping grant award to the state should be announced by the end of January. It is anticipated that the state should receive approximately \$1.5 million for broadband mapping. OSET is conducting an appeal process for the rejected addresses by the Census Bureau. The State Addressing Subcommittee has sent an address guideline and address point survey to Connecticut's addressing stakeholders. Feedback from the towns should be received by mid January. Jeff Vannais inquired about the possibility of future flyovers for mapping. Dan Czaja stated that there will be a report presented from the US geological survey at the next GIS council meeting at the end

of the month. They do a project with NGA to do urban areas and OSET would like to buy off that contract for 2011. Also, the CRCOG flight should be coming out in February or March.

### **PSAP Total Call Count Report**

Mike Guerrero, from OSET, reported that all 107 PSAPs submitted a report for the 3rd quarter of 2009. Putnam PD and Waterbury PD did not meet the state standard requiring that 90% of the 9-1-1 calls be answered within 10 seconds. The statewide average for all PSAPs in the third quarter of 2009 is 95.8%. Steve Verbil stated that VoIP calls have doubled from last year. Donald Richardson suggested public education may be necessary regarding 911 calling with VoIP carriers. Magic Jack and Skype phones were discussed. Steve Verbil stated that 911 calls can not be made with Skype or Magic Jack if it is connected through a computer. He believes that the FCC will get involved because there is no standard for the determination of where an IP device is and how to route it correctly.

### **Wireless Issues**

Steve Verbil reported on an October NBC30 news report that covered how, when making a 911 call using a cell phone, your location is determined. The two tests that the reporter conducted with Litchfield County Dispatch were successful. Steve Verbil stated that in November, Commissioner Danaher, Rob Ross and he were at an informational hearing at the LOB regarding the issue of texting messaging 911 calls and why it doesn't exist. Mike Guerrero reported Sprint will be offering a VoIP service in the near future.

### **PSAP Issues**

Steve Verbil stated that Bridgeport ECOG will be opening up this month. Steve Verbil thanked Doree Price for her help in consolidating the PSAPs to one in Bridgeport, resulting in Bridgeport receiving \$895,000. Carey Thompson stated that Meriden and Southington are also working towards consolidation.

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

Mike Guerrero discussed the trouble report and stated that the biggest problems reported by AT&T were Palladium Software, Vision (phone and switch) and customer related issues. The service order performance report shows that 97.6% of the records were updated within 2 days. PSAPs rerouted in the 4<sup>th</sup> quarter were; Newtown PD, New Haven ECC, Simsbury, PD, Southington PD, Bristol PD and Bridgeport PD. The manual query report shows that 53.3% of all manual queries were unreported. The maintenance problem report shows that in September and October Vision Phone and data links were the biggest issues. In November, Vision Phone and call transfer problems were the biggest issues. Ed Pass reported that Monroe recently contacted AT&T because they had been experiencing problems receiving 911 calls. AT&T determined that the problem was not with the 911 equipment but with a "SLC" (subscriber line carrier) that serves the PSAP; it was a network issue. The technicians that repair network problems did not realize that a PSAP was involved, consequently, the repairs were not made for several hours. Ed Pass stated that there will be new methods and procedures in place that will prevent any repair delays in the future. Steve Verbil reported that the method of reporting inquiries, problems with 911, invalid address, etc will be changing. A pilot program will entail a few PSAPs trying an on-line method. Cindy Winter, from AT&T, stated that an instant messaging system trial with five or six PSAPs will begin in March.

### **E9-1-1 Call Volume**

Mike Guerrero reported that from January through December 2009, the wireline calls totaled 656,847; VoIP 21,150; Wireless 1,540,757 (69.9% of all calls); total calls 2,218,754.

### **CLECs**

Mike Guerrero reported on the CLEC Service Order Performance Report. All CLECs reported. Broadwing and Level 3 take 5 days to update their records. In regards to network performance, Paetec Communications did not have enough circuits in place on three occasions.

### **Data Network**

Steve Verbil reported that the design phase has been completed and the data network is now in the construction phase. The PSAP site surveys have been completed. All timelines are being met. OSET has received the final cost figures. The procurement process has begun on lab equipment. Purchasing has been done through the state bidding process. There has been a significant change in network speed. It was originally 10 gigabits but is now much faster.

Rob Ross noted that the application period for the position of Director of the Statewide Emergency Telecommunications closed January 7, 2010. It is possible that a new Director could be hired by the next commission meeting in April.

### **DPH**

#### **EMS Data Collection**

Gary Wiemokly reported that from January 1<sup>st</sup>. through September 30<sup>th</sup>, 313,324 9-1-1 calls were documented and handled by 158 different EMS providers within the state. A breakdown of those calls, as it relates to EMD, shows that there were 17,896 calls that lights/sirens were initially used and then downgraded. There were 849 calls that started as no lights/siren and then upgraded. There were 140,639 dispatched calls that began and ended with lights/sirens and 153,574 calls where lights/sirens were not used at all.

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

John Gustafson reported and submitted the December 10, 2009 minutes from the DEMHS Coordinating Council Meeting. In regards to the emergency notification system, the commission agreed to allow John Gustafson to discuss a new federal system, IPAWS (Intermittent Public Alert Warning System) at the next commission meeting.

### **New Business**

Donald Richardson inquired about SMART 9-1-1 (RAVE Mobil Safety). Mike Guerrero stated that the University of Connecticut uses that company as their emergency notification system. The use of Tracfone's federally subsidized phone service, "Smart Phone" was discussed and Steve Verbil stated that it is difficult to determine from their surcharge remittances, if OSET is collecting for this subsidized service. The commission agreed to include a letter within the Annual Report to the General Assembly, explaining the operations of the Enhanced 9-1-1 system and how other states are following Connecticut's lead. Ernie Herrick asked that if anyone would like to make additional suggestions for this letter, to contact Carey Thompson within the next two weeks.

**Public Comment**

Joe DelBuono, representing MECCA, stated the next annual Telecommunications Conference will be held on April 5, 2010 at the Crowne Plaza Hotel in Cromwell. George Pohorilak reiterated the need for public awareness as to the problems with “Magic Jack” and “Skype” as it pertains to making 9-1-1 calls. Jeff Vannais announced he has been elected to serve on the Board of Directors for the E911 Institute and the “911 Goes to Washington” event will be held in March. At this event 8 awards will be presented to individuals who have gone above and beyond as related to 9-1-1. Information on this event can be obtained at [www.nena.org](http://www.nena.org).

**Adjournment**

*Fred Dudek motioned to adjourn the meeting. The motion was seconded. The meeting adjourned at 10:40a.m.*

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Ernest Herrick, Chairman

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Date