

Unapproved Minutes
Enhanced 911 Commission Meeting
January 17, 2014
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

Lee Vincent
George Pohorilak
Donald Richardson
Jeff Vannais
Teresa Lockwood
Paul Zito
Fred Dudek
John Elsesser

Representing

Connecticut Conference of Municipalities
Public Representative
Wireless Services
Public Safety Answering Point Representative
DESPP – CSP Troop H
DESPP-CSP
CFCO
Council of Small Towns

Division of Statewide Emergency Telecommunications (DSET) DESPP

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

Others in Attendance

Bill Hackett	DESPP/DEMHS
Jean Claude Rizk	AT&T
Bill Verrastro	AT&T
John Emra	AT&T
Nancy Carter	AT&T
Mary Ann Argy	AT&T
Marc Montminy	CPCA
Tyler Millix	Tolland County Mutual Aid
Kevin Webb	Litchfield County Dispatch
Randy Young	Intrado
Jeff Otto	QVEC
Ed Pass	AT&T
Cindy Guinta	AT&T
Jan Mott	WSECA
Susan Webster	NWCTPS
Dan Soule	Litchfield County Dispatch
Michael Varney	DESPP
Chris Sinsigalli	New Haven PSAP
Rick Voythko	Kova Corp
Gary Stango	South Central Regional ECC
Chris Hammick	Vernon Police Dept.
Jerry Deno	Branford Police Dept.
Lt. Mark Movello	Bristol Police Dept.
Lt. Lyle Bennett	Hamden Police Dept.
Sgt. Paul Scarcella	Hamden Police Dept.
Gene Jopeak	Glastonbury Police Dept.
Charles Kelleher	QVEC

Call to Order:

Lee Vincent called the meeting to order at 9:00 a.m.

Approval of E911 Commission Meeting minutes October 4, 2013.

George Pohorilak motioned that the minutes be approved, seconded by Jeff Vannais. The minutes were approved.

Correspondence

No correspondence

Public Comment

No Public Comment

Unfinished Business

Bill Youell announced that Bill Hackett, Division of Emergency Management and Homeland Security, has been recommended as a member of the Commission. The Commission appointment is awaiting approval of Governor Malloy. He also announced that Chief Richard Mulhall will be retiring from the Commission. Chief Marc Montminy has been recommended to Governor Malloy to fill the open position.

George Pohorilak recommended sending a letter of thanks to Chief Mulhall.

Mr. Youell announced that Commissioner Reuben Bradford will be retiring from DESPP at the end of the month. Dora Schriro has been appointed by Governor Malloy to succeed Bradford as the new Commissioner of DESPP as of February 1, 2014.

NG911 RFP

Mike Guerrero introduced representatives of AT&T.

John Emra, President, AT&T Connecticut, discussed briefly the AT&T/Frontier transaction. Mr. Emra stated that the transaction will take approximately nine months to complete. The transition of the E9-1-1 system is of the highest importance to AT&T and will ensure that Frontier gives executive level attention to this transaction as well. AT&T will also deliver on the commitments which were made to deploy NG911.

Jean Claude Rizk, also with AT&T, discussed details of the responsibilities of AT&T and Frontier. Current AT&T technicians will remain and continue to provide 9-1-1 support on the legacy system as well as the future contract. AT&T will continue ownership of the CT Network Operations Center (NOC) and this will remain in place and continue as planned. ESI, Core, Call handling and IP infrastructure will remain with AT&T. The "legacy assets," TDM assets, ALI database, and wireline assets currently in place are being transferred and sold to Frontier.

There was a discussion regarding this transition.

Mr. Rizk announced that Ed Pass and Cindy Guinta, of AT&T will be retiring. There were congratulatory wishes for all concerned.

NG Deployment Plan/PSAP Site Visits

Mike Guerrero stated that the deployment of NG9-1-1 will take a minimum of 18 months to complete. First deployed will be the B2 Core, then 10 pilot PSAPs will be cutover later in the year. After that all other PSAPs cutovers will follow. Notification will be given to the PSAPs when their specific cutover date is scheduled. DSET is currently creating the project teams and sub-teams for the implementation phase. DSET staff has completed PSAP site visits which included determination of space availability and rack placement and compliance with electrical and air conditioning requirements. Letters have been sent out notifying PSAPs of their responsibilities to be ready for the cutover of the NG911.

John Elsesser asked if there was a communication plan established to notify the public of the cutover.

Bill Youell stated there is a sub-team under the heading of "Communication" that will be responsible for the overall communication plan including notifying the public. The timing of the notification will be dependent on the deployment schedule.

Disaster Recovery Backup Network

Steve Verbil reported that DSET has received proposals from a large number of providers all with different modalities. In the next few weeks Staff will be meeting with several providers with diverse methods such as terrestrial and satellite service. It is estimated that a decision should be made before the next commission meeting.

Text-to-9-1-1

Steve Verbil reported Text-to-9-1-1 will be possible this spring as a result of the voluntary agreement and a subsequent report and order of the FCC. DSET will pilot the service after the first 10 pilot PSAPs are up and running efficiently. Two of these 10 will be selected to receive the initial Text-to-9-1-1 calls. Roll out of the system will begin once it has been established that it is working accurately.

Grants/Training/Pub Ed

Carey Thompson reported on Public Awareness Education in regard to Text-to-9-1-1. DSET staff is working along with Connecticut Broadcaster's Association to model the state of Vermont's 9-1-1 Campaign which has been very effective. Connecticut is planning to use the message "Call when you can, text when you must." This Campaign is estimated to begin late summer, early fall, and will run for six months both on television and radio.

There was a discussion on this regarding training, texting vs. calling, and the inevitability of texting in the future.

Ms. Thompson reported that currently there are three approved Capital Expense Grants. One is for QVEC for replacement of a base station, with DSET's share of the cost \$12,250. The second is for Northwest Public Safety for a digital recorder, with DSET's share of the cost \$26,000. Finally, one for the City of New Haven CAD interface with EMD software through Power Phone \$80,000. There is one approved transition grant for Middlebury for the transition to Northwest Public Safety. **Total** cost was \$139,000.

Training

Carey Thompson reported that in 2013, 145 students were certified and 315 were recertified. Feedback on the new curriculum remains very positive from the **PSAP** directors, **instructors** and **telecommunicators**. There are seven classes scheduled for 2014 and all be held at the Police Academy.

Teresa Lockwood reported that the fourth class of the Connecticut State Police Dispatch Training is beginning on January 27. Meriden Police Dept. and East Hartford Dept. are each sending two students to the program. It is anticipated that this will become a certification program and would require all the dispatchers to attend this program.

Public Safety Data Network

Bill Youell reported that the network has been completed relative to the federal deadline. Currently fiber remediation is underway to achieve greater route diversification.

PSDN Governance Board

Bill Youell stated that BEST staff are currently working on the PSDN fiber remediation, therefore, they have been unable to process the applications. Once the fiber remediation is complete, post February, these applications should start moving through the design phase.

John Masciadrelli reported that to date there are 48 PSDN requests. DSET has received 19 new requests since the October PSDN Governance meeting. An initial meeting has been held with 47 of the 48 applicants. Of the 48 requests, 15 requestors have not returned a completed PSDN Technical Specifications Form to DSET. A requestor's application will not be moved forward to the Design and Cost Estimate Phase unless a completed PSDN form is received. Eighteen of these applications are in the Design and Cost Estimate Phase. Mr. Masciadrelli described the types of network applications being requested to operate on the PSDN.

Notice of Proposed Regulatory Change

Steve Verbil reported on progress with reviewing the NPRC responses, and the work being done to create a new subsidy model for PSAPs. After analysis, DSET believes that some type of "red lining" for PSAPs adversely affected by these changes will be necessary, and it is clear that there are not sufficient funds within the DSET budget to fund this. With specific concerns about our exposure to unbudgeted costs during the rollout of NG911 and the disaster recovery network, it is prudent to wait until NG911 deployment is underway and our budget situation is clear before initiating the regulatory change process.

Geographic Information Systems

Dan Czaja stated that the Geographic Information System (GIS) map data updates have reached nearly 36,831. The geocoding match rate is nearly 98.00% as of January 1, 2014. Continued support is being provided to the State Police with mapping and GIS data, including a customized GIS data set for their CAD system. The 9-1-1 IM System continues to roll on, with over 600 MSAG updates provided. To date, AT&T has trained over 80 PSAPs to use 9-1-1IM. GIS Geocoding for the Everbridge CT Alert system continues. To date, DSET has been able to locate over 84% of Everbridge's unmatched opt-in registrations and has begun the process to perform all geocoding for the CT Alert system.

Emergency Notification System

Mike Guerrero reported that since the last commission meeting there were 34 CT Alert broadcasts reaching over 90,000 households. For the year 2013 there were 218 alerts reaching over one million households. This is a decrease from 2012 probably due to the lack of major storms. There are currently 155,290 Opt-in registrations. There have been over 14,000 AWARE broadcasts since October 4, 2013. LCD used the AWARE system almost 9,000 times, DESPP/CSP over 4,000 times, and DEEP about 500 times since the last Commission meeting,

E9-1-1 Reports

Mike Guerrero reported there were a total of 2,276,679 of 9-1-1 calls during the year 2013. This was a 6% decrease from 2012. 76.7% of all the 9-1-1 calls made in 2013 were wireless. Wire-line 9-1-1 calls were less than 18% of the total of all 9-1-1 calls made.

Manuel Queries compliance remains poor.

Total Call Count Report - Mr. Guerrero reported that Waterbury PD has finally reached the 90% threshold in the third quarter with regard to Total Call Counts. Bridgeport PSECC was at 80.4% in the third quarter, has

improved however, in the fourth quarter with a total of 84.7%. A new chart was provided showing the call answering performance for each PSAP sorted from best to worst.

PSAP Issues

Sue Webster, Northwest Public Safety, reported on the consolidation of the Middlebury PSAP on September 25, 2013. The transition went very well, with the exception of some issues with COLLECT. The process is moving forward.

Dept. of Public Health

Bill Youell announced that Raphael Barishansky, DPH, is planning a presentation at the April Commission meeting.

Dept. of Emergency Management Homeland Security

Gary Stango reported on the October and January meetings stating that school security was a priority. Public Act 13 made several requirements of DESPP. The School Security Infrastructure Committee (SSIC) submitted plans to the new legislative session for the current year. This is a \$21million grant implementing school security which is strongly supported by the Governor. Currently there is also an accreditation plan of state agencies and emergency management programs. There is an upcoming Dept. of Health Strategic National Drug Stockpile exercise statewide. At least one pallet of substance will be delivered to 39 sites throughout the state. This is anticipated to be held before the Governor's statewide exercise which is scheduled for June 21, 2014.

New Business

Jeff Vannais announced that the MECCA sponsored Telecommunicator Day will be held on April 15, at the Crowne Plaza in Cromwell. This event is co-sponsored by MECCA, APCO, NENA, and DSET.

Mr. Vannais reported on the Multi Line Telephone System legislation.

Mr. Vannais also discussed the issues mentioned earlier between Northwest Public Safety and COLLECT.

Public Comment

Sue Webster announced that MECCA is sponsoring the Center Manager Certification Program (CMCP) through NENA. It will be a week long program; cost to NENA members is \$1,000 and \$1,200 for non-members. A scholarship committee has been set up through MECCA for distribution of four scholarships. It will be hosted at St. Mary's Hospital.

Ms. Webster, president, NENA, announced there are open positions on board of directors.

Ms. Webster also reported on the "9-1-1 Goes to Washington" program being held March 23-26.

Jeff Otto commented on the Notice of Proposed Regulatory Change.

Adjournment

The meeting was adjourned at 11:30 a.m.