

Approved Minutes
Enhanced 911 Commission Meeting
January 8, 2016
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

Lee Vincent
William Hackett
Alfred Dudek
John Elsesser
Don Richardson
Jeff Morrissette
George Battle
Clayton Northgraves
Wendy Furniss
Michele Etzel

Representing

Conference of Municipalities
DESPP/DEMHS
Municipal Fire Chiefs
Council of Small Towns
Wireless Services
State Fire Administrator
Connecticut State Police
Manager 9-1-1 PSAP
DPH Emergency Medical Service
Public Representative

Division of Statewide Emergency Telecommunications (DSET) DESPP

William Youell	Steve Verbil
Carey Thompson	Mike Guerrero
Dan Czaja	John Masciadrelli
Chuck Fuller	Jerry Zarwanski
Bonnie Guarnieri	

Others in Attendance

Jean Claude Rizk	AT&T
Pete Fontneau	AT&T
Randy Young	Intrado
Chris McGearry	Intrado
John Klebonis	AT&T
Karen Zealor	AT&T
Mary Ann Argy	AT&T
Gene Jopek	Glastonbury
Jeff Otto	QVEC
George Pohorilak	Public
Frank Kiernan	Meriden ECC
William Fitzmaurice	NWCTPS
Joseph Silverio	Southington Police Dept.
Jon Wellinger	AT&T
Stefan Mroczkiewicz	TCS
Brian McNealy	TCS
Ann Kloter	DPH – DEMS
Susan Webster	NWCTPS
Doug Knowlton	KX
Scott Haddad	Tolland County
Dan Soule	LCD

Kevin Webb
Joseph Silverio
Ed Brunt
Steve Savage

LCD
Southington Police
Madison Police
NWCTPS

Call to Order:

Lee Vincent, Acting Chair, called the meeting to order at 9:00 A.M.

911 Commission

William Youell introduced four new members to the commission. Wendy Furniss, Branch Chief, DPH. Representing the public is Michele Etzel, CFO & SVP of National Graphics Direct Mail Printing Company in North Branford. Replacing Jeff Vannais as the PSAP representative is Clayton Northgraves, Hartford PSAP Manager. Finally, representing the CSP is Major George Battle, Commanding Officer Bureau of Field Technology Infrastructure and Transportation.

Mr. Youell thanked former commission member, George Pohorilak, for his work on the commission and also on the PSAP consolidation sub-committee.

Mr. Youell reported that any other expired terms will soon be addressed by the Governor's office.

Lee Vincent introduced DESPP Commissioner Dora Schriro for an update.

Commissioner Schriro thanked all the new members of the commission as well as former members for their services.

Commissioner Schriro provided a briefing and update on recent changes specific to DESPP dispatching functions.

Three advisory groups were established to review the benefits of consolidation. The groups were: 1) a group specific to Line Staff and Dispatchers; 2) a senior management group regarding the cost associated with deploying the manpower and impact on the operation; and 3) a working group was established with community partners notably through COST and CCM.

Commissioner Schriro reported that implementation varied between the East, West and Central districts, which all had a unique set of challenges: cost savings envisioned were not realized, in fact, cost was greater. Assessment had concluded that staffing would be 34 dispatchers and 12 sergeants. However, all of those excess positions were covered on overtime. Additional personnel were necessary and were paid time and a half, double, and sometimes even triple time.

The goal was to capture inefficiencies and difficulties prior to consolidation. The plan was aggressive but achievable, and upgrades were made to the troops which included more desks, more screens, and upgraded equipment including new mapping.

In the end, dispatchers were re-assigned to their "preference" locations and vacancies have been approved by OPM and will be filled soon.

Jeff Otto, QVEC, asked for guidance from state government, along with DSET, to promote consolidation.

Commissioner Schriro stated that the State Police are a leader in consolidation. DESPP/CSP/DSET determines what the optimal span of control for consolidation within state police and continues to affirm congregating activities to the greatest extent feasible. DESPP/CSP/DSET continues to evaluate the work and looks for opportunities for more efficient and effective ways to improve consolidation, and continues to pursue them.

Lee Vincent supported Jeff Otto in his efforts for fostering consolidation.

George Pohorilak presented an editorial from the Hartford Courant in support of consolidation. Mr. Pohorilak stated that it is his understanding that Troop B is running with three civilian dispatchers. Mr. Pohorilak questioned “How do tax payers benefit by using troopers in a large extent to fill in dispatch positions”?

Commissioner Schriro answered that “Troop B is currently the only one with vacancies.” OPM has approved four vacancies along with an additional fifth vacancy and they will be filled as quickly as possible.

Donald Richardson made a motion to approve the minutes of the October 2, 2015 meeting. Al Dudek seconded the motion. The minutes were approved.

Public Comment

Frank Kiernan, Town of Meriden, reported that he contacted the Hancock County, Indiana, 9-1-1 center to discuss similar problems with the NG9-1-1 system. Mr. Kiernan stated that he spoke with the current manager and the retired manager along with the current Director reported that the software used in Indiana was several versions older than the one Connecticut had problems with. Some of the problems reported by Indiana PSAPs were dropped calls, positions locking up and not working, and problems transferring calls to the proper centers. Mr. Kiernan reported that after a tragic incident in Hancock County, the system was removed and replaced with a different system. Mr. Kiernan questioned “How long is Connecticut going to wait before something tragic happens”? Mr. Kiernan expressed concern with liability issues for his city and also the State of Connecticut.

It was established that employees of AT&T are addressing these concerns.

Legislation

Steve Verbil reported that Substitute Senate Bill #1071 and the MLTS have received preliminary approval from DESPP. Mr. Verbil stated that the bills also received preliminary approval from the OPM and the Governor’s office for construction of the actual language to be used. They are now waiting Executive Branch approval. Mr. Verbil stated it will not be known if the bills are going forward until the beginning of February.

Lee Vincent requested that members of the commission be notified by email of any significant updates on these bills prior to the April meeting.

Regulations

Steve Verbil reported that the regulatory package continues to be reviewed by DSET/DESPP legal staff. Mr. Verbil stated the process could take approximately one and half years until completed and no comments by staff can be made prior to this.

Training

Carey Thompson reported that 615 people have been trained for the NG9-1-1 system. Training will resume when the cutovers resume. Legacy training is also being conducted, but will taper off when the cutovers are completed. In 2015, 79 new telecommunicators were trained, and 218 were recertified. A total of 241 people took and passed the state certification class. There are nine training classes scheduled in 2016, and they are posted on the DSET website. 17 PSAPs have utilized their training funds for a total of \$56,000.

Grants

Carey Thompson reported that there are no active grants at this time. However, there is anticipation of a Transition Grant request for the City of Waterbury for their move to Northwest Public Safety. The capital expense grant for Quinebaug Valley for construction of a radio tower in South Killingly has been closed out with a total matching cost for the state of \$250,000.

Lee Vincent questioned what happens if money is not used by the end of a fiscal year?

Bill Youell answered that the money can be rolled over.

Next Generation 911 Deployments

Bill Youell asked AT&T for an update of the current status of NG9-1-1.

Jean Claude Rizk, AT&T stated that AT&T recognizes the importance of this project and it is with highest priority that AT&T deliver everything that was promised.

Mr. Rizk introduced AT&T and TCS staff members: Peter Fontneau; Stefan Mroczkiewics, TCS; MaryAnn Argy; Brian McNeely; TCS, John Klebonis; Jon Wellinger; John Emron; Chris Manouse; and Karen Zealor.

Mr. Rizk gave a recap of remarks from the last commission meeting which discussed an upgrade to the system. The upgrade was performed on December 7 & 8, and went well. Upon monitoring and evaluating the system after the upgrade, significant performance issues were identified, some of which Frank Kiernan had earlier expressed concern about. Upon analysis of the issues that are outstanding, it has been identified that this is cause for a continued pause of the project until AT&T can remediate the items. There is a full action plan in place and a remediation plan to improve the situation and the performance, remove the significant performance issues that are out there and get back to a stable platform so continuation of the project can resume. The intense, high resource engagement remediation plan is estimated take place mid-February.

Mr. Rizk addressed Mr. Kiernan's concern about the issues Indiana faced by stating that this system is an entirely different configuration of the software.

Al Dudek asked if old problems have been resolved and is AT&T working on new problems, or have the old problems not yet been resolved.

Peter Fontneau stated that AT& T has identified three critical reasons why the positions are locking up and they have identified an action plan for each of the problems.

Lee Vincent invited AT&T to bring updates or newsletters to the commission meetings with regards to keeping Connecticut number one in the public safety field.

John Elsesser requested a copy of the contract between AT&T and the state of Connecticut/DSET, for all the members of the E9-1-1 Commission.

Bill Youell answered “yes” to the request for a copy of the contract, which is a public document. Mr. Youell reported that DSET has met with DAS procurement and legal to assure compliance with remediation penalties, etc. Also, officers of AT&T met with Commissioner Schriro last evening and gave her a commitment from AT&T to get this resolved.

John Wellinger, AT&T, stated that AT&T has total responsibility for the solution and stability of the system and will be given the highest priority

There was a discussion regarding this matter.

Text to 911

Peter Fontneau, AT&T, reported that Text to 9-1-1 software has been deployed to all the PSAPs, however, this feature is on hold until all the issues have been resolved.

Public Education

Carey Thompson stated DSET is producing public service announcements, press releases and other public education material in anticipation of announcing the availability of text to 9-1-1 to the public. Ms. Thompson stated that public service announcements for CT Alert, opt-ins will be broadcast on the radio and television for the next three months.

Public Safety Data Network Governance

John Masciadrelli reported that the PSDN Governance Board continues to receive requests from the public safety community to utilize the PSDN. Mr. Masciadrelli reported that three PSDN requests were reviewed and approved by the board at the December 16th meeting.

Mr. Masciadrelli stated that to date, 95 requests have been submitted to the PSDN Governance Board. 55 of those requests have been raised, reviewed and/or voted on by the board. There are 28 requestors operating on the PSDN, and there are 23 requests awaiting an implementation date, or in the process of being implemented.

The next PSDN Governance Board Meeting will be held on February 17th at DESPP.

Geographic Information Systems

Dan Czaja reported that DSET/GIS continue to collect and process street and address updates that have been provided by the towns and PSAPs. A total of 78,123 segments have been updated/verified since taking over the updating process from Tele Atlas. DSET is adding GIS building and tax parcel center address points for many of Connecticut’s municipalities to the

NG911 system. This new GIS dataset will be used in conjunction with the GIS street centerline to further improve call location accuracy. The total address points currently deployed in the NG911 system is 996,324. As of January 1st, the geocoding match rate has reached 98.71% of all ALI records geocoded and 99.07% for NG9-1-1. Since 2010, DSET has provided approximately 1,000 MSAG update requests to AT&T and Frontier Communications.

DSET has signed a memorandum of understanding with the Department of Transportation (DOT), the Office of Policy and Management (OPM) and the Capitol Region Council of Governments (CROG) on behalf of all state Councils of Governments (COGs) to procure a statewide high-resolution aerial orthoimagery dataset. The acquisition flight for the dataset is currently scheduled to be flown in the spring of 2016. DSET also continues to assist the state police with mapping needs and as of February 2015, the CSP have been using a customized version of the 9-1-1 street centerline GIS dataset for their Computer Aided Dispatch (dataset has since been updated). DSET/GIS has also assisted CSP with the mapping and analysis of rural road accidents and 2015 Hartford homicides. DSET continues to work with the state's emergency notification system vendor, Everbridge, to support the GIS portion of CT Alert system. 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 approximately 60% of PSAPs have been transitioned over to the Mass Notification platform. During 2015 there have been 107 CT Alert broadcasts on the AWARE platform, reaching over 1,000,000 contacts. There were 69 alerts on the Mass Notification platform, reaching approximately 177,000 contacts. Since the last commission meeting, eight broadcasts have been made on the AWARE platform and seven on the Mass notification platform. At the end of 2015, there were 123,298 opt-in registrants. A new module is being added to the CT Alert system which is called "Community Engagement", which is being deployed this month. Mr. Guerrero reported on some of the new functions this module will feature.

John Elsesser questioned if the Everbridge contract has just been renewed?

Mike Guerrero answered "yes", it has been renewed every year since 2009.

Bill Youell made an offer for Frances Willett, Everbridge, to give a presentation at the next commission meeting.

E9-1-1 Reports

Mike Guerrero reported that the call volume reports for the legacy system for the 2015 year-end will be available on DSET website as soon as all the reports are received. Two PSAPS did not meet the state standard for the end of the third quarter. They are: Bridgeport with a total of 88.4%, and Stamford at 89.9%. DSET is working with Bridgeport to improve their performance. Mr. Guerrero reported that due to a time stamp issue within the NG911 xMIS programing, there has been no data collected for the total call counts for NG 911 PSAPs. The problem is being corrected, and the reports should be available early in 2016 retroactively.

PSAP Issues

Mike Guerrero reported that Haddam Neck has parted from Colchester ECC and currently their 9-1-1 calls are being received by Valley Shore ECC. Bill Youell reported that due to a vote by the board, Colchester KX dissolution is expected by June 30, 2016. DSET is working on a plan to support the surrounding towns in search of new partners with regards to funding and coordination operations. In the event the center closes prior to June 30th DSET is working on a plan to support them in the concept of emergency radio support and reroute options for 9-1-1. John Gustafson has been recruited to lead this project as a disaster recovery plan.

Doug Knowlton, Colchester KX, reported that all the towns currently using Colchester notified them that they will not renewing effective July 1, 2016. Legal issues are being discussed, in regard to securing creditors, and filings that need to be made. Formal notifications have been made to all the towns and creditors.

Department of Public Health

Wendy Furniss, DPH, introduced Ann Kloter, Epidemiologist, who gave a presentation on EMS data commission funds. Ms. Kloter discussed the gathering of trauma data and EMS data, which will be used for annual reports. Ms. Kloter also reported on the costs for emergency medical and trauma registry data systems, as well as some of their collaborations since April, 2015: occupational health research, prisoner health, American Heart Association, and pediatric services research, and many others.

John Elsesser asked if the data dictionary issue is between the Trauma database and the EMS database or within the EMS database itself?

Ann Kloter answered it is with both.

Mr. Elsesser expressed a concern regarding costs of the upgrade, and requested that a timeline be given as to when this will be necessary.

Ms. Kloter stated that the NEMESIS website has a “software vendor news section” which gives detailed information.

Division of Emergency Management and Homeland Security

William Hackett reported that the Governor’s Emergency Planning and Preparedness fourth annual exercise was held in October. The successful exercise demonstrated a tornado scenario with an emphasis on unified command and collaboration with school safety and security components. The resources of the State Urban Search and Rescue Team (USAR) were exercised along with several towns testing their NG911 systems. Mr. Hackett thanked Bill Youell and Mike Guerrero from DSET for their assistance. Mr. Hackett also reported that DEMHS is upgrading the Everbridge notification system, and also upgrading the WebEOC system with several enhancements. DEMHS continues to monitor Ebola issues with DPH and is also working with the Department of Agriculture and several other state and federal agencies on Avian Flu preparedness. The division is participating in two agency-wide initiatives that involve strengthening civil unrest protocols and establishing protocols and training for active shooter incidents. DEMHS continues to hold cybersecurity meetings for issues affecting the state of Connecticut, the next one is to be held on January 25th.

Mr. Hackett announced he has assumed additional responsibilities as Statewide Interoperable Communications Coordinator (SWIC).

FirstNet

Bill Hackett announced he has been assigned by the governor as the State Single Point of Contact (SPOC) for the FirstNet broadband initiative and the State and Local Implementation Grant Program (SLIGP) also associated with the national initiative.

Mr. Hackett announced three major FirstNet activities for 2016. They include: expanding outreach and education with state/territory, tribal, local, and public safety entities, obtaining state and territory input to form state plans and network deployment policies, processes, and procedures, and preparing key decision-makers for state plan delivery and network deployment.

New Business

John Elsesser questioned a back-up plan for the 9-1-1 system in the event all the landlines go down.

Bill Youell reported that DSET has been working with vendors on landline backup and also wireless options. This issue is still being addressed.

Public Comment

George Pohorilak expressed his support for consolidation for State Police troops. Mr. Pohorilak urged the commission members to consider changing the regulations to increase funding to \$3.00 per call only for consolidated state police troops handling three or more troops together.

Sue Webster, NWCTPS, MECCA, NENA, commended the governor for nominating Clayton Northgraves to the commission. Ms. Webster announced that the Emergency Telecommunicator Conference for 2016 will be held on April 12th, at the Radisson Hotel in Cromwell. The speaker will be Gordon Graham.

Jeff Otto, QVEC, requested the commission to decide on a policy of public comment. Mr. Otto disagreed with Lee Vincent requesting only one public comment per meeting.

Lee Vincent will reconsider the request before the next meeting.

Adjournment

Alfred Dudek made the motion to adjourn the meeting. Wendy Furniss seconded the motion. The meeting was adjourned at 10:39 A.M.

Ernest Herrick, Chairman

Date