PA12-134

HB5378

House	3337-3341	5
Public Safety	299-300, 330-331, 355, 359-369, 457-462, 504-508, 516-517, 523, 585-595, 599-600	43
Senate	4462-4465	4
		52

H – 1132

CONNECTICUT
GENERAL ASSEMBLY
HOUSE

PROCEEDINGS
2012

VOL.55
PART 10
3113 – 3437

SPEAKER RYAN:

Thank you, Representative Flexer.

Will the Clerk please -- are there any other announcements or introductions?

Okay, then.

Will the Clerk please call Calendar Number 151.

THE CLERK:

On Page 36, Calendar 151, substitute for House Bill Number 5378, AN ACT CONCERNING THE MAXIMUM SURCHARGE FOR ENHANCED 911 SERVICE, favorable report by the committee on Energy and Technology.

SPEAKER RYAN:

Representative Dargan of the 115th.

REP. DARGAN (115th):

Thank you very much, Mr. Speaker.

I move acceptance of the joint committee favorable report and passage of the bill.

SPEAKER RYAN:

The question is on acceptance of the joint committee's favorable report and passage of the bill.

Representative Dargan, you have the floor.

REP. DARGAN (115th):

Thank you very much, Mr. Speaker.

This bill will just simply allow the 911 emergency system to upgrade its system by increasing the surcharge cap.

SPEAKER RYAN:

Will you remark further on the bill? Will you remark further on the bill?

Representative Giegler of the 66th -- I'm -- excuse me, of the 138th.

REP. GIEGLER (138th):

Thank you, Mr. Speaker.

The bill that is before us is important in it -- as it -- the 911 system has been so important to our state.

This surcharge that we're trying to raise will provide the funds necessary to improve the emergency infrastructure including the equipment. So I urge my colleagues support. Thank you.

SPEAKER RYAN:

Thank you, Representative.

Representative Miner of the 66th.

REP. MINER (66th):

Thank you, Mr. Speaker.

Mr. Speaker, I've had the pleasure of serving on the E911 Commission, I think almost 20 years ago. And the State of Connecticut was one of the first states to actually have reverse 911. So I want to state on the record that I believe in this system. I think it's important that we've taken the steps that we have in the past.

I have real concerns about continuing to add a surcharge on our phone bills. I think there are still segments of our phone industry -- some of them may be the ones, as I understand, that you buy when you go into a convenience store, where all those people don't pay a surcharge. I think I'm right.

And it seems to me that one of the places we should have gone to look for some additional revenue would have been to kind of even the playing field rather than providing for an additional surcharge on people's home phones or the cell phone services that we currently have.

The pool of phones in the State of Connecticut is huge. And this is going to generate a ton of money. So I would hope that in supporting this today that we're not

sending a message that, "Don't worry about it. Adding another quarter to people's bill isn't going to be noticed." Because I think it will be noticed by a lot of people.

Thank you, Mr. Speaker.

SPEAKER RYAN:

Thank you, Representative.

Will you remark further on the bill? Will you remark further on the bill?

If not, will staff and guests please come to the well of the House? Will all Members, please take your seats. The machine will be open.

THE CLERK:

The House of Representatives is voting by roll call. Members to the Chamber. The House is taking a roll call vote. Members to the Chamber, please.

SPEAKER RYAN:

Have all the members voted? Have all the members voted?

Please check the roll call board and make sure your vote has been properly cast.

If all the members have voted, the machine will be locked and the Clerk will please take a tally.

Clerk, please announce the tally.

THE CLERK:

House Bill 5378.

Total Number Voting	144
Necessary for Passage	77
Those voting Yea	144
Those voting Nay	0
Those absent and not voting	7.

(Speaker Donovan in the Chair.)

SPEAKER DONOVAN:

The bill is passed.

Will the Clerk please call Calendar Number 194.

THE CLERK:

On Page 37, Calendar 194, substitute for House Bill Number 5021, AN ACT CONCERNING COMPETITIVE ALCOHOLIC LIQUOR PRICING AND HOURS OF OPERATION FOR PERMITTEES, favorable report by the committee on Finance.

JOINT
STANDING
COMMITTEE
HEARINGS

PUBLIC
SAFETY AND
SECURITY
PART 1
1 – 317

2012
INDEX

REP. DARGAN: The next presenter is first selectwoman, is it Susan Bransfield from Portland?

SUSAN BRANSFIELD: Members of the committee, thanks for the chance to speak before you. My name is Susan Bransfield. I'm the first selectman in the town of Portland, and I'm also the chairman of the Connecticut Conference of Municipalities Policy Committee on Public Safety.

The Connecticut Conference of Municipalities, as you know, is Connecticut's statewide association of towns and cities and the voice of local government and where we feel partners in governing Connecticut. Our membership represents over 90 percent of Connecticut's population, and I certainly appreciate the opportunity to testify in front of you today on a couple of bills.

First, CCM supports H.B. 5379 -- excuse me, 5378, which would allow the Public Utilities Regulatory Authority to set the appropriate maximum monthly fee to fund the enhanced E-911 system. The bill is a reasonable approach to increasing the current statutory surcharge cap. Increasing the surcharge is essential toward offsetting administrative costs of maintaining the current E-911 system. HB5381

Furthermore, there are many limitations of the current E-911 system, including lack of replacement parts as well as inability to address new forms of communication. Therefore, H.B. 5378 would be necessary in order to acquire the much needed Next Generation 911 software.

The second bill, CCM has some serious concerns

with H.B. 5381, which would mandate consolidation of Municipal Public Safety Answering Points into the Regional Public Safety Answering Points by way of a state mandate. CCM appreciates certainly the intent of this bill. In fact, regionalization occurs on a daily basis among many facets of local government and that should certainly be encouraged. However, there are serious concerns that the bill would unilaterally endorse the recommendations of a study known as the Kimball Report which was only released about five weeks ago. The report has not been properly vetted among key stakeholders, including local CEOs, mayors, first selectmen, et cetera, and public safety personnel, those people that keep us safe every day of the year. Although the Kimball Report may have some theoretical merit, we feel it falls short practically and creates more questions than answers with regard to core logical and up-front financial concerns. Local officials should continue to be afforded the discretion to determine which Public Safety Answering Points work best for their communities either operating locally or regionally as they already do. Make no mistake, local officials strive for more efficient means to operate local government, however, they equally require the option to determine how best to manage the communities we live in.

In summary, CCM urges the committee to favorably report H.B. 5378, and please take no action on H.B. 5381. If you have any questions, I'd be happy to answer them.

REP. DARGAN: Thank you very much for your testimony. Any questions from committee members?

JOINT
STANDING
COMMITTEE
HEARINGS

PUBLIC
SAFETY AND
SECURITY
PART 2
318 – 658

2012

have the answer for those guys.

REP. ROVERO: No, it sounds good on paper but I just -- and I'm not saying we shouldn't implement it, but most of the people I know that drive under those circumstances they really don't care about $150 fine, and that's my only concern. Thank you, Mr. Chairman.

REP. DARGAN: Thank you. Further comments or questions? Thank you very much.

JOHN HARWOOD: Thank you, Mr. Chairman, Senator Hartley, members of the committee, thank you very much.

REP. DARGAN: The next presenters on rotation level is Chief Reed and Salvatore.

ANTHONY SALVATORE: Good afternoon, Representative Dargan and Senator Hartley, my name is Chief Anthony Salvatore for the Town of Cromwell representing the Connecticut Chiefs as well as Chief Matt Reed from South Windsor and we're the legislative co-chairs.

HB5376
HB5385

Chief Reed.

MATTHEW REED: Good morning, members of the committee, thank you.

REP. DARGAN: Thank you very much for coming. Just an important update with seven minutes to go in the first half, UConn is up by 10 over DePaul. So thank you.

MATTHEW REED: Thank you for that update, Representative, appreciate it.

SB322
HB5378
HB5379

Good morning, Matthew Reed from the South Windsor Police Department, legislative cochair

of the Connecticut Police chiefs Association. As you know, the Connecticut Police Chiefs Association represents all of Connecticut's municipal police chiefs as well as police departments at private and state universities. Today CPCA is here to voice their support and some opposition to a number of bills on the committee's agenda.

First off, we support Senate Bill 322, which is AN ACT CONCERNING EMERGENCY MEDICAL DISPATCH TRAINING. And in fact, we do not see it necessary to train our dispatchers. If we choose, as municipal police departments, to contract out emergency medical dispatching to an outside organization, then what this act will do is it will eliminate the need for us at the local Public Safety Answering Point to continue to train our people in emergency medical dispatch. It doesn't make sense that we continue to bear that cost if we have contracted out our emergency medical dispatching responsibilities.

The Connecticut Police Chiefs Association supports House Bill 5378, which is AN ACT CONCERNING THE MAXIMUM SURCHARGE FOR ENHANCED 911 SERVICE. In order for 911 equipment across the state to be maintained at modern service levels, it is imperative that the 911 surcharge be raised to an amount that will provide the funds necessary to improve the 911 emergency call infrastructure.

The Connecticut Police Chiefs Association also supports House Bill 5379, which is AN ACT CONCERNING THE FUNDING FOR POLICE TRAINING. Funds that have been designated by this legislature to be assessed for the purpose of police training should in fact be segregated from the general fund of the State of

ROBERT DUVAL: It's basically to warn the occupants of a home, so the standard recommends that you have them on every level inside the home, not necessarily in the garage. There are certain locales that do require them in the garage, but then you have the problem with nuisance alarms, wintertime and you're warming your car up and you don't open the door or you forget to open the door. So it's basically to warn the occupants. If you put it close to that source, like in a breezeway or near that doorway, but not necessarily right up against where the automobile is running, it would be the equivalent of putting it right next to the wood stove like within inches of the wood stove. You want it in an area where it's going to sense the carbon monoxide but not necessarily right immediately within inches of the source.

REP. KIRKLEY-BEY: Is the combination fire alarm carbon monoxide very good, recommended to use?

ROBERT DUVAL: The technologies are the same. It's just that they put both technologies into the same shell, so to speak. And so instead of having two devices, they put all of the technologies into a single vessel, for lack of a better term. It's the same technology. It's just one for the price, you know, for that price.

REP. KIRKLEY-BEY: Thank you.

REP. DARGAN: Thank you. Further questions from committee members? Hearing none, thank you very much, Bob, for your testimony.

Next presenter is Steve Spellman.

STEVE SPELLMAN: Good afternoon, Representative HB5392 HB5345 SB322 HB5391 HB5381 HB5378

I should be clear that it's not an OSET study, it's a third-party disinterested that was contracted with in order to develop the study. And there's some great information in it and data in terms of like the different PSAPs, some of which get very few calls, some of which get a lot of calls. But in terms of the recommendations of the report, it would be impossible to implement for these reasons: The report said you could do three different things. It said you could what they call the optimum response to have three in the State of Connecticut. An alternative strategy which would be to have five, which would mirror DEMHS' five regions. But the report indicated that those approaches would be both very costly initially and politically unfeasible also. So what this study actually recommends is to continue the bottoms-up approach which has happened for years in the State of Connecticut, although not very successfully. The existing statutes provide exclusively a carrot approach in terms of consolidation, and I think at some point in time the General Assembly is going to have to look at the statutes and say do we have to add a stick to that in terms of really making this happen because we still have 106 Public Safety Answering Points. But in terms of implementing the study, it's not really possible to implement the study as drafted. What we need to do collectively with municipal partners, with the General Assembly and with my agency is look at the data that came in in that report and decide what makes sense going forward and how we can make it happen.

The last bill that I would like to testify in regard to is House Bill 5378, AN ACT CONCERNING THE MAXIMUM SURCHARGE FOR ENHANCED 911 SERVICE. Commissioner Reuben Bradford

gave me very specific instructions in coming before you today in regard to this bill. He said, "I want you to tell the committee two things. Number one, I want you to tell them that this is the single most important piece of public safety legislation before the General Assembly in this session. And the second thing I want you to tell them is that we need your help."

It has often been said that the most important function of government is providing for public safety. And what is more important than knowing that if you dial 911 and you're alone and hurt or scared or endangered that somebody is going to be there to answer the call and provide the appropriate help.

Unfortunately in the State of Connecticut we're in a situation right now where the stability of that system is threatened, and it's threatened because the existing system is antiquated, they are not making any parts for it anymore, so if something breaks down we have to cannibalize parts in order to repair the system. There is not money in the existing 911 fund to provide a new E-911 system for the State of Connecticut. The fund comes from money that is a surcharge on people's telephone bills. And one thing I want to be clear in pointing out that's easy to get confused on is that you are not setting the rate in this piece of legislation, the rate is actually set by PURA, which was formerly DPUC, but the problem that we have is that when this legislation was originally adopted back in 1989, it set a statutory cap on the surcharge of 50 cents and it has never been changed. And for the past two years DPUC, now PURA, has set the rate at 50 cents and went so far in their decision last year as

to say that the General Assembly should be setting the rate at between 75 cents and a dollar in order to adequately meet the needs of the 911 fund. The 911 fund is entirely a creature of statute. It does a number of listed things that are set forth in the testimony that provide for monies to the towns and to the various PSAPs, and as it is right now, we are the eighth lowest surcharge in the country at 50 cents. And this service, if you think about it, with one line you pay $6 per year to know that somebody is going to be there to respond when you have a 911 call. And it really is essential that we change this cap so that we can have a proper rate so that we can have a system that will be up to date and stable for the coming years. So urgently I would seek your help in regard to that bill. And with that I'll be glad to respond to any questions.

REP. DARGAN: Thank you, Steve. Representative Orange.

REP. ORANGE: Thank you, Mr. Chairman. Good afternoon, this was very informative today, and I can't believe that we can actually can agree to disagree on the implementation of Public Safety Answering Point Consolidation Feasibility Study. I don't think that there is money that even comes with this, first of all. HB5381

STEVE SPELLMAN: That's correct, and that's one of the concerns. It's like one of their recommendations they make is to increase the carrot approach to give more money to people who consolidate. Well, when you look at what I just testified to in regard to the 911 fund, the money is not there. It's not even there to provide the new system. So certainly HB5378

there's not the money there right now in terms of providing that increase incentive to consolidate.

REP. ORANGE: So are you saying then, Steve, that if the 911 surcharge were increased that that would cover also this --

STEVE SPELLMAN: It would provide the availability to do that. And I should be clear that even without the need to replace the existing system, there's a need to increase this cap. Because in terms of complying with existing statutory mandates, we've been at the cap for two years at 50 cents. And it's also worth pointing out that, you know, you tend to think that these things always go up, you know, but in fact if you look at the history of the 911 rate going back almost 20 years now, it's gone up and down. And historically it goes up when there's needs of the 911 fund to do some sort of upgrade and then it's gone back down. It went from like 40 cents to 16 at one point. And what I'd anticipate is that it would go up in terms of providing the funding to get the new system to encourage consolidation and then it would stabilize again.

REP. ORANGE: Are we collecting -- Steve, are we collecting monies from cell phones as well as land lines --

STEVE SPELLMAN: Yes, we are.

REP. ORANGE: -- for this? And what about the TracFones, they pay up front and, you know, that that's the end of the whole thing when they're done or they get a new card or whatever, is there a 50 cent surcharge in that as well?

STEVE SPELLMAN: I don't believe it's 50 cents, but -- it is 50 cents, okay. Yes, there is.

REP. ORANGE: So there is on the TracFones as well?

STEVE SPELLMAN: Yes, yes. And --

REP. ORANGE: Is that each time someone is buying minutes or each time someone purchases the phone itself?

STEVE SPELLMAN: Purchases the phone.

REP. ORANGE: Thank you.

SENATOR HARTLEY: Thank you, Representative Orange. Are there further questions? Yes, Representative Kirkley-Bey.

REP. KIRKLEY-BEY: I wanted to go back to the traffic light thing. I mention and I asked the gentleman before you a question, but I have a statement to make. If the reason for the cameras is to get your marker plate to see whether or not you have life insurance, for individuals throughout the state that are on welfare or are poor, a $350 fine takes an awful lot of money out of their pocket. That's probably why they don't have insurance. And then if you get caught a second time, I don't know if it goes up, but the probability of ever getting that money is nil unless you're going to put them in jail, which they'll probably go to jail.

HB5391

STEVE SPELLMAN: I agree, and I'd add to that --

REP. KIRKLEY-BEY: That makes no sense whatsoever.

STEVE SPELLMAN: I'd add to that that there has never been a public policy in Connecticut of

enforcement of laws for purposes of generating revenue.

REP. KIRKLEY-BEY: There's a commercial that if you buy from the admiral or the general that you could get it for $39. Well, they don't sell to certain zip codes. They don't sell to the north end of Hartford. My girlfriend called to get insurance and they wouldn't give it to her. So they have certain zip codes they're excluding from the State of Connecticut and that's in the poorer areas, so that doesn't apply to that commercial. Thank you.

SENATOR HARTLEY: Thank you, Representative Kirkley-Bey. Further questions? Steve, thanks for being here and for all of your testimony. On 5378 so the surcharge has fluctuated, meaning it has gone up as well as it has gone down?

STEVE SPELLMAN: Correct.

SENATOR HARTLEY: Can you give me the track on that to share with us, you know, the numbers that have gone up and down and --

STEVE SPELLMAN: I actually have a graph, a bar chart, that I think we have available right now.

SENATOR HARTLEY: Okay, if you can leave that with the committee so we can all have a look at that.

STEVE SPELLMAN: Yes.

SENATOR HARTLEY: And then how much money is in the fund right now?

STEVE SPELLMAN: Well, I think it's 8 point and a

decimal point million in the fund, but the fund is -- you know, you heard testimony at the last public hearing about the Public Safety Data Network where the state got a 94 million dollar federal grant to provide this fiberoptic highway in Connecticut. The matching funds for that come from the 911 fund, and it's matching funds that were in three payments, and the last of these payments is 8 million dollars, and that will be due, I think, sometime later in this fiscal year. So essentially, you know, we've got like a little more than 8 million dollars, and we've got an 8 million dollar bill coming due very soon. So we're right now going before PURA again in terms of setting the rate for next year, but there's not any extra money in the fund essentially.

SENATOR HARTLEY: You are currently before PURA for the establishment of the '12/13 year?

STEVE SPELLMAN: We're submitting at this point in time, yes.

SENATOR HARTLEY: But what year is that for?

STEVE SPELLMAN: I have Bill Youell here who's the director of OSET, so I'll let him respond to that.

SENATOR HARTLEY: Thanks for being with us. Just for the record, state your name.

William YOUELL: Bill Youell, Director of the Office of Statewide Emergency Telecommunication.

SENATOR HARTLEY: Thanks, Bill.

WILLIAM YOUELL: Yes, we are preparing to submit

our budget to PURA in April and it's for fiscal year '12/13.

SENATOR HARTLEY: Okay, so that's April. And then when do you hear? How long does that process take?

WILLIAM YOUELL: The decision usually is in June.

SENATOR HARTLEY: Uh-huh. And do you go in and ask for a specific amount or no?

WILLIAM YOUELL: No, we submit our budget, they do an analysis, and come up with a rate.

SENATOR HARTLEY: And then on that subject, so when it's being -- the oversight, when it's being audited, as all state agencies are audited, it's part of the department, but I can find no specific section in the department audit reports that speaks to this account and I'm being told that the process is one where they do a random sampling. But this is a very large account. It would seem to me that it would warrant a paragraph even?

WILLIAM YOUELL: My understanding of the audit it's actually done at DESPP in total, and they look at OSET as a part of that. That's my understanding of the audit process.

SENATOR HARTLEY: So it's not done by the state auditors?

WILLIAM YOUELL: Yes, it is, but they look at the entire agency, OSET of which is a part.

SENATOR HARTLEY: Right. So there's no section in the state audit of the department, only this random sampling?

STEVE SPELLMAN: The random sampling, as I understand it, Senator, is done in regard to all parts of the agency, you know. And while you might not find like a specific paragraph on OSET, OSET is also unique within the agency in that their budget is subject to specific review and approval by PURA, so there's really like a double review.

SENATOR HARTLEY: But as I understand it, the PURA review is one based really it's a calculation that there are this many lines, there is this assessment, but the other part of that conversation is the, you know, how the money goes out, not just how it comes in.

STEVE SPELLMAN: But this is what I would point out about that. If you look at our testimony, one thing we tried to do is to set forth practically everything that OSET does is statutory. You know, like over the years the General Assembly has said we want you to use the 911 fund for these purposes, you know, provide subsidies to the regional emergency centers 3.86 million dollars, subsidies of 22 cities with populations greater than 40,000, 5.85 and so forth. So there is really no discretionary areas in there other than the administration of what the General Assembly has provided in the statute on the 911 fund. The actual staffing of OSET is remarkably small in regard to the amount of money that they administer.

SENATOR HARTLEY: So then can you show me that, whatever you are quoting from, that shows me the composition of OSET's operation? I'm just trying to understand it. That's all. It seems like it --

STEVE SPELLMAN: Well, what we did was, you know,

provide bullet points in the testimony as to all the money coming out of the fund. And if you look at it, it's statutory, statutory, statutory, you know, like everything that we're told to do comes about in that way. One thing that we don't have in there is an actual breakdown of the staff, but we could certainly, you know, provide that to you easily enough and it's really minimal.

SENATOR HARTLEY: Okay. So we're going forward with some kind of a surcharge change. So can you hypothetically give me how the breakdown would come if you had, you know, I've seen all kinds of numbers, 75 cents, I've seen 99 cents, how that would be spent?

STEVE SPELLMAN: First of all, let me go back to the point that it's not the surcharge you're setting, it's the cap, you know, and --

SENATOR HARTLEY: I understand.

STEVE SPELLMAN: And one thing that, you know, is interesting, if you look at what the value of what 50 cents was back when they first set that cap, you know, it's about 25 cents now, you know, and so really just on passage of time and inflation it should be changed. But in terms of what it would be used for, I mean, basically you would be looking at -- we could certainly provide you with the budgetary figures that are being presented to PURA this year.

SENATOR HARTLEY: Give me some budget information. That's all I'm looking for.

STEVE SPELLMAN: Absolutely.

SENATOR HARTLEY: Okay. Thank you very much. Are

there questions from committee members? Thanks very much for being with us. I appreciate it, and thanks for bearing with me.

STEVE SPELLMAN: Thank you.

SENATOR HARTLEY: That will bring us to Craig Metz on the public side.

CRAIG METZ: Good afternoon, Senator Hartley, Chairman Dargan, honorable members of the Public Safety and Security Committee. My name is Craig Metz, and I'm the business manager of the International Union of Operating Engineers Local 478, as a labor organization that represents over 3,500 heavy equipment and crane operators throughout Connecticut. In addition to representing most of the crane operators, we also have a strong working relationship with almost every crane company in our state. For that reason I thank you for the opportunity to speak to you today about Senate Bill 323, AN ACT CONCERNING CRANE OPERATIONS IN THE STATE OF CONNECTICUT.

Each year the Bureau of Labor Statistics publishes data regarding the most dangerous occupations in our nation's based on the number of injuries and fatalities. Statistically speaking, jobs in the construction industry always rank among some of the most dangerous. In the past few years in the area of the heavy construction industry, there has been an increase in fatality accidents in the operation of cranes. We have all read in the newspapers and seen on nightly news reports about the cranes in New York City that have crashed down onto workers and pedestrians. At Local 478 one of our brothers lost his leg when a steel wall toppled a crane at the Milford Power Plant

regulatory sanctioned match under the UFC?

JAMES DONOHUE: I don't believe it was a UFC. I only meant to say that it was an MMA fighter who had died, I believe, from a heart attack or something that was unrelated to anything that had happened in the ring, but it was something that had gotten some press sometime ago, but it wasn't in regards to what he did during the -- it wasn't like something that happened a couple of days later after a fight. It was something unrelated to specifically his MMA fighting.

REP. CLEMONS: Okay, thank you very much.

SENATOR HARTLEY: Thank you, Representative Clemons. Further questions? If not, thanks for being with us, James. Jeffrey Otto.

JEFFREY OTTO: Good afternoon, members of the committee and thanks for putting up with all this testimony all day. I guess it's not over yet.

I'm here to speak in support of Raised Bill 5378. My name is Jeffrey Otto. I'm president of Quinnebaug Valley Emergency Communications, one of Connecticut's seven regional communication centers. These centers that are members of RECCA, the Regional Emergency Communication Centers Association, are shown on the reverse side of my testimony, so you have a map and a listing there. They provide 911 call receipt and dispatching services for 49 percent of Connecticut's 169 towns. My center whose groups are in county government serves 17 towns, 34 fire departments, 14 ambulance organizations and 3 police departments in eastern Connecticut. Our rural towns benefit from the multi-frequency radio

HB5381
HB5378

systems, advanced computer-aided dispatching programs, wide-area alpha paging and most of all the dedicated professionals dispatchers that we employ. No single town could afford to support such a system. Without the economies of scale that arise out of regionalization made possible by the subsidy of our operations from the E-911 fund, these rural towns would be reduced to receiving emergency alarms and summoning volunteer responders using phones in volunteer's homes and outdoor sirens in the same way that these chores were handled in the 1940s. The subsidy, a small charge on telephone service, less than a quarter of that assessed by other states, has allowed Connecticut to provide the infrastructure and augment local funds as an incentive for towns to work together.

The E-911 fund also subsidizes call answering at the busiest Connecticut State Police troops, subsidizes these operations in cities of greater than 40,000 population, provides training for dispatchers and subsidizes ambulance to hospital communications. The operation of the fund is reported annually to the legislature. This funding has allowed Connecticut to advance several generations in emergency communications technology and helps Connecticut to be seen as a leader in the nation in this important public safety area.

We're now at a critical point in the rapid evolution of communications technology. Our core 911 system needs to be upgraded to deal with digital communications as part of a Next General 911 system. It needs to be overhauled to allow, for example, 911 dispatchers to receive and respond to text messages or to receive and process digital images from cell phones, tablets and other devices. Important

on-scene information in the form of telematic transmissions from automobiles involved in crashes or audio clips from a caller with firsthand observations need to be processed by the 911 center and forwarded, if needed, to responders. These system upgrades are being studied and implemented by all the states, and if Connecticut fails to move forward, will eventually reside in a backwater unable to exchange critical information with other states.

Connecticut has over 16 years of system growth and currency devaluation, finally reached the statutory subsidy limit of 50 cents per assessable line per month. The vision and leadership of this committee and the prudent use of funds by the Office of Statewide Emergency Telecommunications has allowed our state to remain a leader in 911 systems at significantly lower cost to users than is the case for many other states, but with the subsidy at its current limit maintenance of the existing system and the modernization I've just discussed cannot take place. Even in these difficult times, the legislature must have the courage and will to take the steps necessary to improve public safety. Increasing the subsidy cap to 99 cents per assessable line will allow the evolutionary improvements of the system as proposed annually by OSET and approved by PURA to provide critical benefits to Connecticut residents in this important area.

Increased emphasis and incentives for rational regionalization can help our citizens to benefit from improved economies of scale and should continue, but without the ability to increase charges on telephone lines and address the capital and operating cost of

increased regionalization or to pay for system infrastructure upgrades, real benefits to Connecticut residents will never materialize and our existing system will become increasingly out of date. Please vote to increase the statutory cap so the 911 system can be modernized.

And with the committee's permission, I'd like to just comment on Raised Bill 5381. RECCA does not support this bill. I'd like to say that I've been involved with emergency communications in Connecticut for over 50 years. I'm a very active promoter of regionalized dispatching in the state. I'm proud of the practical economics and otherwise unachievable advanced capabilities provided to towns served by RECCA members, and I'm perplexed at the reluctance of towns that have not consolidated dispatch operations to work with their neighbors to lower the cost to their taxpayers. I was therefore encouraged that the consolidation feasibility study would lead to clear plans to increase consolidation of dispatch centers in our state. Despite my enthusiastic support of further consolidation, I find that I must speak in opposition to Raised Bill 5381 for the following reasons: The feasibility study is a large document containing many recommendations. Many of these are good. Some do not fit with the political realities of our state and some recommendations are inconsistent with one another and with past practices in Connecticut. It would not be feasible to implement all of the recommendations in part because both existing statutes and regulations will need to be revised. The consultant's suggestions need to be rationalized against Connecticut's experience and situation. In some parts of the report, particularly the

nonsensical suggestion that funding should be taken from currently consolidated centers so that PSAPs that have resisted consolidation would be encouraged to change their behavior, need to be ignored. Lastly, further incentives, including financial incentives to consolidate, need to be strongly considered. The most effective tool in Connecticut and in other states with the jurisdictions delivering these services as small has been financial incentives, not sanctions as suggested in some cases by the consultant. We propose that the important effort to support regional increased consolidation be carried forward by altering the language of the bill to eliminate complete compliance with the consultant's report and to require that the E-911 commission and OSET convene a panel of affected parties, for example, this Connecticut Chiefs Association -- Fire Chiefs Association, the Connecticut Chiefs of Police, COST, CIRMA, RECCA, a representative of an unconsolidated PSAP and perhaps others, to develop recommendations for regulatory, statutory and fiscal changes. The timing and reporting requirements for this panel should be identical to the proposed bill.

It goes almost without saying that the ability of this panel to suggest new policies is tied to the passage of Raised Bill 5378. RECCA sincerely hopes that the panels suggested above and diligent work by its members, the E-911 commission and OSET staff will result in policy changes that will incentivize many of the 40 percent of Connecticut's PSAPs who handle fewer than one 911 call per hour to join with their neighbors to provide better service at lower cost. At the same time it's crucial for Connecticut not to lose the substantial progress it has made in

regionalizing half its towns by removing the affordable incentives that have resulted in this great progress.

I'd like to thank you for the opportunity to testify here again, and I'd be happy to answer any questions either now or in the future.

SENATOR HARTLEY: Thank you for being with us, Jeffrey. Senator Guglielmo.

SENATOR GUGLIELMO: Thank you, Jeff. Just a quick question. I know from talking to you and others that some of the equipment is so old that there's not replacement parts available; is that correct?

JEFFREY OTTO: Yes, that's true. There are no replacement -- the so-called vision phone, which is the basis of this system, there are no replacements available anywhere in the country. OSET has done a diligent job of trying to track down parts and they're just not there.

SENATOR GUGLIELMO: Do you have to cannibalize other equipment?

JEFFREY OTTO: Yes, there are a few training phones and some emergency repair phones that can be cannibalized if an actively used phone breaks down, but that's not a good way to run a ship.

SENATOR GUGLIELMO: No. Thank you very much.

SENATOR HARTLEY: Thank you, Senator. Further questions? Thank you and thank you for your detailed testimony which you submitted and duly noted in the colored maps. Thank you much.

JEFFREY VANNAIS: Thank you. Thank you for being patient as well. Representative Dargan, Senator Hartley, members of the Public Safety Committee, I'm here to talk to you about House Bill 5378, the Act Concerning the Maximum Surcharge for the Enhanced 911 Service. That name is probably going to change very shortly. It's come up in discussion earlier. I'll go over it briefly in a few moments.

Good afternoon once again or good evening. First I'd like to thank everyone who's played a role or a part in getting us to this moment in time, each individual who's had a role in the vision, the planning and the implementation of each stage of the 911 emergency telephone system, can take some satisfaction knowing that the State of Connecticut has up until now kept abreast or ahead of the nation.
It's because of those same people that we find ourselves on the eve of what I would call the most sweeping improvement in the emergency reporting system since its inception.

Many concurrent activities are now converging in such a way that Connecticut is poised to take full advantage of them all and to end up with a 911 system or emergency reporting system that will provide its citizens with access to public safety response in a manner that the new technology age has caused them to expect.

Let me back up for just a second because I realize with the pronunciation of my name I didn't tell you who I was. Jeff Vannais. I'm the PSAP representative on the Connecticut 911 commission.

So we hope to be able to set up the system to

provide citizens with the access in a manner that the new technology age has caused them to expect. We've heard much of what I'm referring to in the news already. People, and I'm not just talking about teenagers, have adopted texting as their primarily method of communication. While the jury is still out on the effectiveness of texting the way that it currently works, the expectation from the news accounts still seems to be that people should be able to text to 911. Today that's not possible. People can take pictures and videos which lead some people to think that being able to send those pictures or video of emergency scenes to the 911 dispatch center so that they could then be forwarded to the responding public safety units would also be a great idea. Today that's not possible.

As a result of the large scale disasters in recent memory, discussions occurred about linking emergency centers so that they could take over for each other. With the older technology this would have been cumbersome. With technological improvements it is now much easier. It does require that the connections between those centers and the systems that they are running, however, be compatible. This has led to the development of standards so that as these centers are built they will utilize the same or similar technology.

Connecticut has been fortunate in many ways. We developed our 911 system on a statewide basis. Many other localities do it by county or other geopolitical divisions that reduce their cost effectiveness. Our method allows us to plan in a very efficient manner. Our current system was great for its time. It was well thought out and maintained. It's quote unquote rate of success was very near the 100

percent mark. However, its time has passed. The building blocks of the hardware portion of the system are no longer being manufactured. You've heard that from others earlier today. Its software is no longer supported. We need to progress to what is being hailed as the Next Generation of 911.

In keeping with the theme of staying ahead of our time, people, some retired, some still here, worked on laying the groundwork for the advent of this Next Generation 911. One of the fundamental requirements is the installation of an IP-based network over which this communication traffic will ride. A few years ago the planning was initiated, the funding put in place to the point where we now have a very capable fiber network called the Connecticut Public Safety Services Data Network, CPSSDN or the Public Safety Data Network for short. This is installed and will be working soon at which time it will provide service to its customers, the public safety community.

We recently issued a request for proposals for a new 911 or emergency call reporting system. We received a number of submissions which have been evaluated and scored and which are being reviewed by our consultant as we speak. The expectation is that we will make an award shortly to one of those vendors which will then start the process of negotiating a contract.

So the convergence I mentioned earlier is occurring. The standards for Next Generation are nearly complete so that we know what to buy and what to build. The network is in place for robust and reliable connectivity to the PSAPs or Public Safety Answering Points or

911 centers. We are about to try to buy a new 911 or emergency reporting system. The problem is that we can't afford to purchase it with the surcharge cap at its present level. While we will not know the exact amount that we will need to charge until the contract negotiation is complete for the new system, we know based on preliminary information that it is likely to come in somewhere between 76 cents and 99 cents. The surcharge will only be set at the amount needed to purchase and run the system. It gets set after we know the budget. There will not be any extra funds sitting anywhere unspent. We need your concurrence on this. Without your help we cannot afford to provide the citizens of the State of Connecticut the 911 emergency reporting system they deserve. I urge you to vote to increase the surcharge cap to 99 cents. As Steve Spellman said earlier, and I believe it as well, this is probably the most important piece of legislation that you'll be deliberating during this term. It's very important to the citizens in the State of Connecticut who I believe deserve the best system that we can provide for them. Thank you.

SENATOR HARTLEY: Thank you, Jeff. Are there questions, comments by committee members?

Yes, Representative Rovero.

REP. ROVERO: I'd just like to say I agree with you one hundred percent. You know, you read in the paper almost on a daily basis the three-year-old or a four-year-old called up 911 and save their mother or father and grandmothers and hopefully grandfathers also. And I think it's time that we have to realize that you can't put an up-to-date 911 system

without dollars. And I know our local system isn't up-to-date, it's a new building and so forth, but they still couldn't put in the latest technology to keep things functioning with the small amount they have. And I agree with you a hundred percent. And if it takes 99 cents, I think it's time that we give you the 99 cents so you can fulfill all the great work you've done in the past. Thank you very much for coming and testifying.

JEFFREY VANNAIS: Thank you.

REP. ROVERO: Thank you, Mad Chairman.

SENATOR HARTLEY: Thank you, Representative Rovero. Questions, comments from other members? Thank you very much. You have given us written testimony?

JEFFREY VANNAIS: I have.

SENATOR HARTLEY: Okay, thanks. That brings us to our last individual, John Butts.

JOHN BUTTS: Senator Hartley, Representative Dargan, somebody has to be last, so it might as well be me, so thank you for your indulgence. My name is John Butts. I am the executive director of the Associated General Contractors of Connecticut. We are a division of the Connecticut Construction Industries Association. You have my written testimony. I am here to represent CCIA's safety committee. Our safety committee is comprised of more than 40 construction companies safety directors, consultants and other professionals with a wealth of knowledge and experience. We're here to support Senate Bill 323, AN ACT CONCERNING CRANE OPERATIONS.

CONNECTICUT STATE FIREFIGHTERS ASSOCIATION, INC.

March 6, 2012

Senator Joan Hartley, Co-Chair Public Safety & Security Committee
Representative Stephen Dargan, Co-Chair Public Safety & Security Committee
Senator Eileen Daily, Vice Chair Public Safety & Security Committee
Representative Ed Jutila, Vice Chair Public Safety & Security Committee
Senator Tony Guglielmo, Ranking Member Public Safety & Security Committee
Representative Janice Giegler, Ranking Member Public Safety & Security Committee

My name is Ted Schroll and I am the Legislative Representative for the Connecticut State Firefighters Association. The Association represents approximately 26,000 career and volunteer firefighters in Connecticut.

Our Association wishes to comment on several bills on today's agenda. You will be hearing from many speakers who will elaborate more than I on these bills, but this Association wishes to submit our opinion of these bills.

HB5380
HB5381
SB327
HB5383
HB5394

SUPPORT

Raised Senate Bill #320 **AA Concerning Fire Prevention Code Regulations**
Our Association supports this bill. It is our understanding that this bill is necessary as part of the normal processes needed to update new regulations and delete regulations that become obsolete over time. Fire Prevention Code Regulations are continually under review which makes this bill necessary.

Raised House Bill #5378 **AA Concerning the Maximum Surcharge for Enhanced 9-1-1 Service**
We believe that this bill is absolutely essential. This bill is more than just increasing funding for/by the State. By statute, **ALL** funding received from this surcharge are used for the implementation of the E-911 system in Connecticut. The current maximum limit was set by the General Assembly in the mid 1990s. While I understand that this committee does not need any explanation as to the intent of this bill, an increase of the maximum surcharge (up to 99 cents) does not mean an automatic immediate increase in a subscriber's monthly fee to this level. This just gives PURA the flexibility of annual increases in the coming years as per statutes. As is known, it has taken from 1996 until now to push up to the current maximum of 50 cents. Upgrading of the current E-911 equipment is necessary now, but the State is not able to accomplish these upgrades because funding (E-911 surcharge) is not adequate. Additionally, it is expected that the increase will fund the Public Safety Data Network which will allow

(over)

for the exchange of information among public safety and criminal justice entities. This network will become a very useful tool to be used by Police Departments, Fire Departments, Homeland Security, and Emergency Medical Services in this state. Please do not think of this as just another tax; think of it as a support emergency service **FOR** the citizens of Connecticut.

Raised House Bill #5380 AA Requiring The Display Of House Numbers
Our Association supports this bill. The numbers of anecdotal stories related to this issue are innumerable; delays of emergency service providers attempting to find addresses when time is of the essence. This issue is usually addressed by individual municipalities by ordinances but this allows for up to 169 different solutions. This legislation would allow for one uniform solution no matter in which municipality a person is present.

OPPOSE

Raised House Bill #5381 AA Concerning The Implementation Of The Public Safety Answering Point Consolidation Feasibility Study
This Association has a position on the Coordinating Advisory Board of the Department of Emergency Services & Public Protection, so we have a very slight knowledge of the PSAP Consolidation Feasibility Study. We are very interested in the issue of PSAP Consolidation. Candidly, some of our members are in favor and some are opposed. We do know that this study was only received by OSET/DESPP in January of 2012. In our opinion, it is not clear that this study, and ultimately the information in this bill, could be logically disseminated by OSET and ultimately be implemented within this short timeframe. Therefore, while we certainly can support the concept proposed by this bill, we must **OPPOSE THIS BILL AT THIS TIME.**

ADDITIONAL

Additionally, there are a few bills on your agenda that we have an interest. We feel that we would be remiss if we did not mention these bills. They are all subjects that are of interest to the Fire Service. These bills are:

- **Senate Bill #327 AA Concerning Fire Safety Enforcement Officials**
- **House Bill #5383 AA Requiring Carbon Monoxide & Oxygen Sensors On Portable Electric Generators**
- **House Bill #5394 AA Concerning Smoke & Carbon Monoxide Detectors And Alarms In Residential Buildings**

At the time of this writing, some of our members have some differences with some of the language in all three of these bills. We understand that these issues are being discussed as we speak, and look forward to being able to support language that is acceptable to the CT Fire Marshals Association and their members.

Respectfully Submitted,

Ted Schroll, Legislative Representative
Connecticut State Firefighters Association

CONNECTICUT POLICE CHIEFS ASSOCIATION
1800 Silas Deane Highway-Rear Bldg., Rocky Hill, Connecticut 06070
(860) 324-5726 (860) 324-6285 Fax: (860) 529-4265
Web site: www.cpcanet.org

March 6, 2012

Testimony presented to the Public Safety and Security Committee
Chief Anthony Salvatore, Chief Matthew Reed for the Connecticut Police Chiefs Association

HB5379
HB5380
HB5390
HB5392

The Connecticut Police Chiefs Association (CPCA) represents all municipal police departments in Connecticut as well as police departments at private and state universities.

CPCA **SUPPORTS** S.B. 322, AAC Emergency Medical Dispatch Training. In many communities, the PSAP is a function of the local police department. If the PSAP contracts the services for emergency medical dispatching to an outside agency then local PSAP operators should not have to bear the cost of training local dispatchers to be certified in emergency medical dispatch functions.

CPCA **OPPOSES** in part and **SUPPORTS** in part H.B. 5376, AAC Constables for Fish and Game Protection and the Possession of Firearms on School Grounds.

Allowing Fish and Game constables to be appointed by each municipality is within the rights of each municipality. However, CPCA **OPPOSES** granting them status as some type of law enforcement officer through the completion of an unregulated and managed "basic police training course". To have such training conducted by a certified police officer without approved curriculum or other guidance is inappropriate. This essentially creates another classification of police officer; a police officer who is not required to undergo annual certification as required by law and POSTC regulation.

CPCA **SUPPORTS** Section 3 of the proposed bill (H.B. 5376) which amends 53a-217b of the general statutes. Police officers both on duty and off duty frequently carry firearms. To prohibit a police officer from school grounds with a weapon simply because he or she is "off-duty" is absurd and not in keeping with the public protection of our local police officers. The amended statute will fix this oversight an exempt a peace officer from the existing prohibition.

CPCA **SUPPORTS** H.B. 5378, AAC The Maximum Surcharge for Enhanced 9-1-1 Service. In order that 9-1-1 equipment across the state be maintained to modern service levels, it is imperative that the 9-1-1 surcharge be raised to an amount that will provide the funds necessary to improve the 9-1-1 emergency call infrastructure.

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P33
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Rep. Stephen Dargan
Sen. Joan Hartley
Public Safety and Security Committee
Legislative Office Building
Hartford, CT 06106

HB 5378 AN ACT CONCERNING THE MAXIMUM SURCHARGE FOR ENHANCED 9-1-1 SERVICE

Good morning. First, I would like to thank everyone who has played a part in getting us to this moment in time. Each individual who has had a role in the vision, the planning, and the implementation of each stage of the 9-1-1 emergency telephone system can take some satisfaction in knowing that the State of Connecticut has up until now kept abreast of or ahead of the nation. It is because of those same people that we find ourselves on the eve of what I would call the most sweeping improvement in the emergency reporting system since its inception.

Many concurrent activities are now converging in such a way that Connecticut is poised to take full advantage of them all, and to end up with a 9-1-1 system, or emergency reporting system that will provide its citizens with access to public safety response in a manner that the new technology age has caused them to expect. We have heard much of what I am referring to in the news already. People (and I am not talking just teenagers) have adopted texting as their primary method of communication. While the jury is still out on the effectiveness of texting the way that it currently works, the expectation from the news accounts still seems to be that people should be able to text to 9-1-1. Today, that is not possible. People can take pictures and videos, which leads some people to think that being able to send pictures or video of emergency scenes to the 9-1-1 dispatch center so that they could then be forwarded to the responding public safety units would be a great idea. Today, that is not possible.

As a result of the large scale disasters in recent memory, discussions occurred about linking emergency centers so that they could take over for each other. With the older technology, this would have been cumbersome. With technological improvements it is now much easier. It does require that the connections between those centers and the systems that they are running be compatible. This has led to the development of standards so that as these centers are built they will utilize the same or similar technology.

Connecticut has been fortunate in many ways. We developed our 9-1-1 system on a statewide basis. Many other localities do it by county or other geopolitical divisions that reduce their cost effectiveness. Our method allows us to plan in a very efficient manner. Our current system was great for its time. It was well thought out and maintained. Its "rate of success" was very near the 100% mark. However, it's time has passed. The building blocks of the hardware portion of the system are no longer being manufactured. Its software is no longer supported. We need to progress to what is being hailed as the Next Generation of 9-1-1.

In keeping with the theme of staying ahead of our time, people (some retired, some still here) worked on laying the groundwork for the advent of this Next Generation 9-1-1. One of the fundamental requirements is the installation of an IP-based network over which this communication traffic will ride. A few years ago the planning was initiated, the funding put in place, to the point where we now have a very capable fiber network called the Connecticut Public Safety Services Data Network (CPSSDN), or the Public Safety Data Network (PSDN). This is installed and will be working soon, at which time it will provide service to its "customers" in the Public Safety community.

We recently issued a Request for Proposals for a new 9-1-1 or emergency call reporting system. We have received a number of submissions which have been evaluated and scored, and which are being reviewed by our consultant as we speak. The expectation is that we will make an award shortly to one of the vendors, which will then start the process of negotiating a contract.

So, the convergence I mentioned earlier is occurring- the standards for Next Generation are nearly complete so that we know what to buy and what to build. The network is in place for robust and reliable connectivity to the PSAP's (Public Safety Answering Points, or 9-1-1 centers). We are about to try to buy a new 9-1-1 or emergency reporting system. The problem is that we can not afford to purchase it with the surcharge cap at its present level. While we will not know the exact amount that we need to charge until the contract negotiation is complete for the new system, we know based on preliminary information that it is likely to come in somewhere between $0.76 and $0.99. The surcharge will only be set at the amount needed to purchase and run the system. It gets set after we know the budget. There will not be any "extra" funds sitting somewhere unspent. We need your concurrence on this. Without your help, we can not afford to provide the citizens of the State of Connecticut the 9-1-1 emergency reporting system they deserve. I urge you to vote to increase the surcharge cap to $0.99.

Jeffrey Vannais

PSAP Representative

Connecticut Enhanced 9-1-1 Commission

PUBLIC SAFETY & SECURITY COMMITTEE

March 6, 2012

The Connecticut Conference of Municipalities (CCM) is Connecticut's statewide association of towns and cities and the voice of local government - your partners in governing Connecticut. Our members represent over 90% of Connecticut's population. We appreciate the opportunity to testify on bills of interest to towns and cities.

HB 5378 *"An Act Concerning the Maximum Surcharge for Enhanced 9-1-1 Service"*

This bill would allow the Public Utilities Regulatory Authority (PURA) to set the appropriate maximum monthly fee to fund the Enhanced 9-1-1 (E-911) program.

CCM supports HB 5378 as a reasonable approach to increasing the current statutory surcharge cap. Increasing the surcharge is essential towards offsetting the administrative costs of maintaining the current E-911 system. Furthermore, there are many limitations with the current E-911 system, including lack of replacement parts as well as inability to address new forms of communication. Therefore, HB 5378 would also be necessary in order to acquire the much-needed next generation 9-1-1 software for this program.

CCM has consistently advocated for an increase from the current surcharge amount of .50 cents to .75 cents as a modest means of improving the delivery of public safety to our residents. Simply put, an increase is long overdue and HB 5378 would help facilitate such relief.

CCM urges the committee to **favorably report HB 5378.**

★ ★ ★ ★ ★

If you have any questions, please contact Mike Muszynski, Legislative Analyst of CCM
via email m-muszynski@ccm-ct.org or via phone (203) 500-7556.

41

Regional Emergency Communications Centers Association Testimony on March 6, 2012 before the Public Safety and Security Committee in support of RB 5378

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Members of the Public Safety and Security Committee, my name is Jeffrey Otto. I am President of Quinebaug Valley Emergency Communications, one of Connecticut's seven Regional Communications Centers. These centers, members of RECCA, the Regional Emergency Communications Centers Association, are shown on the reverse side of this page. They provide 911 call receipt and dispatching services for 49.1% of Connecticut's 169 towns. Our Center, whose roots are in County Government, serves seventeen towns, thirty-four fire departments, fourteen ambulance organizations and three police departments in eastern Connecticut. Our rural towns benefit from the multi-frequency radio systems, advanced Computer Aided Dispatch programs, wide-area alpha paging and, most of all the dedicated professional dispatchers that we employ. No single town could afford to support such a system. Without the economies of scale that arise out of regionalization made possible by the subsidy of our operations from the E-911 fund, these rural towns would be reduced to receiving emergency alarms and summoning volunteer responders using phones in volunteer's homes and outdoor sirens in the same way that these chores were handled in the 1940's. The subsidy, a small charge on telephone service, less than ¼ of that assessed by other states, has allowed Connecticut to provide the infrastructure and to augment local funds as an incentive for towns to work together. The E-911 fund also subsidizes call answering at the busiest Connecticut State Police Troops, subsidizes these operations in cities of greater than 40,000 population, provides training for dispatchers and subsidizes ambulance to hospital communications. The operation of the fund is reported annually to the Legislature. This funding has allowed Connecticut to advance several generations in emergency communications technology and helps Connecticut to be seen as a leader in the nation in this important public safety area.

We are now at a critical point in the rapid evolution of communication technology. Our core 911 system needs to be upgraded to deal with digital communications as part of a Next Generation 911 system. It needs to be overhauled to allow, for example, 911 dispatchers to receive and respond to text messages, or to receive and process digital images from cell phones, tablets and other devices. Important on-scene information in the form of telematic transmissions from automobiles involved in crashes or audio clips from a caller with first-hand observations need to be processed by the 911 center and forwarded, if necessary, to responders. These system upgrades are being studied and implemented by all the states and, if Connecticut fails to move forward, we will eventually reside in a backwater unable to exchange critical information with other states.

Connecticut has, over sixteen years of system growth and currency devaluation, finally reached the statutory subsidy limit of 50 cents per assessable line per month. The vision and leadership of this Committee and the prudent use of funds by the Office of Statewide Emergency Telecommunications has allowed our state to remain a leader in 911 systems at significantly lower cost to users than is the case for many other states. But with the subsidy at its limit maintenance of the existing system and the modernization I have just discussed cannot take place. Even in these difficult times the Legislature must have the courage and will to take the steps necessary to improve public safety. Increasing the subsidy "cap" to 99 cents per assessable line will allow the evolutionary improvement of the system as proposed annually by OSET and approved by PURA to provide critical benefits to Connecticut residents in this important area.

Increased emphasis on and incentives for rational regionalization can help our citizens to benefit from improved economies of scale and should continue. But without the ability to increase charges on telephone lines to address the capital and operating cost of increased regionalization or to pay for system infrastructure upgrades, real benefits to Connecticut residents will never materialize and our existing system will become increasingly out of date. Please vote to increase the statutory cap so the 911 system can be modernized.

Thank you for the opportunity to comment on RB 5378. I would be happy to answer questions on this matter this afternoon or at any time in the future.

Jeffrey Otto
QVEC
860-377-4271

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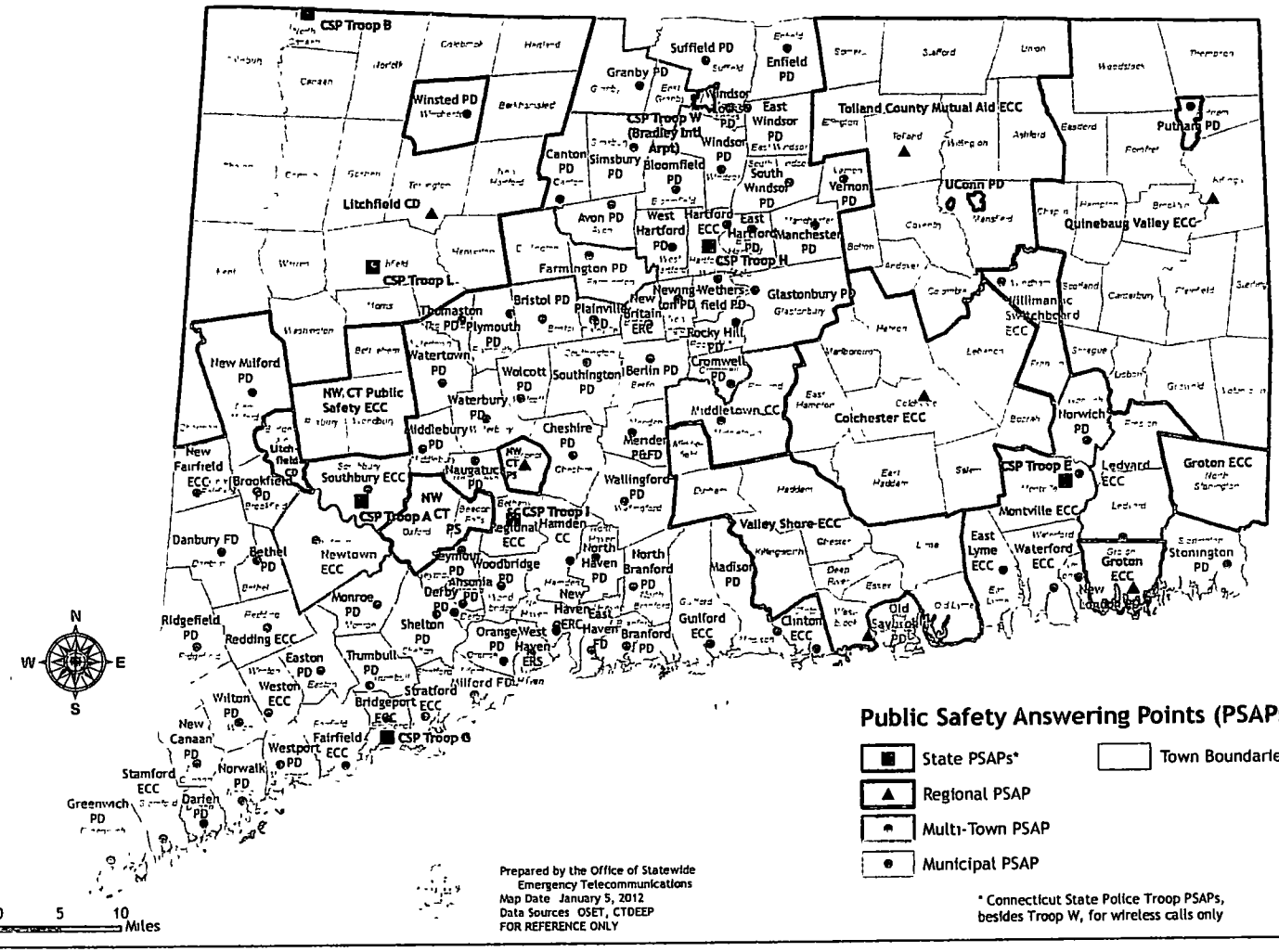
Connecticut Public Safety Answering Points

As of July 1st, 2011



RECCA MEMBERS

[SHOWN IN RED ON MAP]

Colchester Emergency Dispatch
Covering Bozrah, Colchester, East Haddam, East Hampton, Hebron, Lebanon, Marlborough, Salem

Groton Emergency Dispatch
Covering Groton, North Stonington

Litchfield County Dispatch
Covering Barkhamsted, Bridgewater, Canaan, Colebrook, Cornwall, Goshen, Hartland, Harwinton, Kent, Litchfield, Morris, New Hartford, Norfolk, North Canaan, Salisbury, Sharon, Sherman, Torrington, Warren, Washington

Northwest CTPublic Safety Com Ctr
Covering Beacon Falls, Bethlehem, Oxford, Prospect, Roxbury, Woodbury

Quinebaug Valley Emergency Comm.
Covering Brooklyn, Canterbury, Chaplin, Eastford, Griswold, Hampton, Killingly, Lisbon, Plainfild, Pomfret, Scotland, Sprague, Sterling, Thompson, Voluntown Woodstock

Tolland County Mutual Aid Dispatch
Covering Andover, Ashford, Bolton, Columbia, Coventry, Ellington, Mansfield, Somers, Stafford, Tolland, Union, Willington

Valley Shore Emergency Comm.
Covering Chester, Deep River, Durham, Essex, Haddam, Killingworth, Lyme, Middlefield, Old Lyme, Westbrook

TOWN OF WASHINGTON

BRYAN MEMORIAL TOWN HALL
2 BRYAN PLAZA
P.O. BOX 383
WASHINGTON DEPOT, CONNECTICUT 06794

OFFICE OF THE FIRST SELECTMAN

PHONE: (860) 868-2259
FAX: (860) 868-3103

Testimony to Public Safety and Security Commission
HB 5378

Honorable Members of Public Safety and Security Committee;

As First Selectman of Washington and a Director of Litchfield County Dispatch representing the Northwest Connecticut Council of Governments I wish to submit testimony in favor of HB 5378, An Act Concerning The Maximum Surcharge For Enhanced 9-1-1 Service.

The current surcharge cap should be raised to $.99 (ninety nine cents) per month to support needed improvements to Connecticut's emergency reporting system. The well documented success of 911 emergency reporting systems requires new funding to improve to "Next Generation 911" and replace aging, obsolete hardware and software which has been serving our municipalities, in some cases for 20 years. Additionally a partially completed fiber optic network linking the State Emergency Operation Center, local PSAP's, police, and fire departments has used up current funding and has not been completed. As has been demonstrated by recent events these additional links are critical to providing timely information to Connecticut First Responders and emergency service to its citizens.

To continue annual funding of Regional and Municipal PSAP's at the current level of support will require an increase to the surcharge cap as well. The current surcharge has maintained a level of funding that has encouraged the formation and expansion of regional centers as well as the merging of functions where efficiencies and cost savings are beneficial. Without an increase in the surcharge cap and the ensuing growth in O.S.E.T. fund availability, local municipalities will be asked to shoulder a much larger percentage of the operational and capital costs for this State mandated service.

However an increase in the Surcharge Cap to $.99 will not automatically raise the cost of telecommunication to Connecticut residents but allow for future operational funding and needed capital investment. Any incremental surcharge change will be reviewed and approved by the Public Utilities Regulatory Authority and the ensuing public process will assure that the need for additional funds will be appropriately justified by the public service organizations they will benefit.

Sincerely,
Mark E Lyon
First Selectman, Washington

Town of Coventry

1712 Main Street • Coventry, CT 06238 • Fax (860) 742-8911

OFFICE OF THE TOWN MANAGER
(860) 742-6324

March 5, 2012

Public Safety and Security Committee
Room 3600, Legislative Office Building
Hartford, CT 06106

RE: HB 5378
Maximum surcharge for E-911

Dear Committee Chairs and Members:

I am writing in favor of proposed HB 5378 which will authorize PURA/DPUC to consider the expenses to run a modern and efficient E-911 system and establish an appropriate rate.

The State's E-911 system is at a critical juncture. We desperately need to update both the hardware and software to run the system. Failure to upgrade is not an option since equipment is no longer manufactured and replacement parts are not readily available. The existing software does not address the changes in the way we communicate and does not link with instant messaging, tweets, email and video.

Connecticut has had the reputation of being a leader in emergency communication. If we fail to increase the surcharge authorization and trust PURA/DPUC to set an appropriate rate, we will not be servicing our citizens. Please approve this authorization.

Sincerely,

John A. Elsesser
Town Manager

JAE/ls

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STATE OF CONNECTICUT
DEPARTMENT OF EMERGENCY SERVICES & PUBLIC PROTECTION
OFFICE OF THE COMMISSIONER

March 6, 2012

Rep. Stephen Dargan, Co-Chairman
Sen. Joan Hartley, Co-Chairman
Public Safety and Security Committee
Legislative Office Building
Hartford, CT 06106

HB 5378 AN ACT CONCERNING THE MAXIMUM SURCHARGE FOR ENHANCED 9-1-1 SERVICE

The Department of Emergency Services and Public Protection supports this bill.

In the opinion of the Department of Emergency Services and Public Protection, this is the most important piece of legislation before the General Assembly this year. It has often been said that the most important function of government is protecting the public safety.

What is more important than making sure that someone who is scared, alone and in danger can dial three (3) digits that children learn at the earliest possible age and be confident that help will arrive.

Unfortunately, we have reached a point where that most basic and crucial public safety tool is threatened. The state's existing 911 system is antiquated. They are not making parts for it anymore. When parts break down it is necessary to cannibalize parts to repair. There is not enough money in the 911 fund to purchase a next generation 911 system.

The statutory formula for funding the 911 system is a surcharge on phone lines. There is a statutory cap that does not allow PURA (formerly DPUC) to set the rate above fifty (50) cents per phone line. The cost to the holder of a single telephone line is presently six dollars ($6) per year.

1111 Country Club Road
Middletown, CT 06457
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It is important to note that the General Assembly does not set the rate. The annual rate, set by PURA has been at the maximum of fifty (50) cents for the past two years. In its last decision, PURA recognized that the existing rate does not allow the Office of Statewide Emergency Telecommunications (OSET) to meet its statutory obligations.

The DPUC (now PURA), which sets the rate annually for the E911 Surcharge, reported in its 2011 decision that "In the opinion of the Department, the primary reason Public Safety has been unable to meet its E911 budget requirements is caused by the surcharge cap rate of $.50 per access line required by Conn. Gen. Stat. 28-24-10(c). Based on the FY 11/12 E911 budget, the Department estimates that the E911 surcharge should range between $0.76 and $1.00 in order to generate a sufficient level of revenues to fully cover that budget."

Connecticut has one of the lowest surcharge rates in the country at $.50 (7th lowest of the 50 states) with some jurisdictions ranging as high as $5.00 per line. There have been repeated attempts to have the surcharge cap increased. As far back as 2007, OSET and the E911 Commission recognized the need to raise the cap in order to fund the Public Safety Data Network and other programs.

OSET is a creature of statute. Over the years, the General Assembly has directed OSET to use the E911 fund to provide subsidies and funding for numerous purposes.

Consider the following statutory obligations of the fund:

Programs/Initiatives that E911 Surcharge supports:

- Subsidies to (7) Regional Emergency Centers serving (74) towns; $3.86M/yr; **Statutory**
- Subsidies to (22) cities with populations greater than 40,000; $5.85M/yr; **Statutory**
- Subsidies to (9) multi-town PSAPs; $807k/yr; **Statutory**
- Funding for new regional centers; **Statutory**
- Transition grants to promote PSAP consolidation and capital expense grants; **Statutory**
- Subsidies to 169 towns for Coordinated Medical Emergency Direction (CMED); $1.06M/yr; **Statutory**
- Funding for State Police Troop PSAPs; $659k/yr; **Statutory**
- Subsidy for Dept. Public Health – Emergency Medical Services; $250k/yr; **Statutory**
- E911 Service: Network, hardware, training; $3.62M/yr; **Statutory**

- Statewide Emergency Notification System (CT ALERT); $825k/yr; **Gov. Rell directive**
- P25 Radio Interoperability System maintenance; $516k/yr; **E911 Commission decision**
- Replacement 9-1-1 system; RFP quotes $15-$53M 5 year costs depending on configuration; **Statutory**
- Public Safety Data Network deployment and maintenance; **Statutory**:
  - $8.8M installation cost for original 107 PSAP fiber optic network
  - $2.4M maintenance costs incurred to date
  - $24M Federal BTOP Grant match over three years (required to receive $94M federal funds to increase the network from 107 to 667 locations)
  - $4M annual network maintenance costs into the future

If the General Assembly is to require all these expenditures, it is essential that the cap that has been in place since the creation of the fund be increased. In doing so, this does not guarantee that fees will continue to rise. The history of the 911 surcharge reflects a history of fees going up and down.

These are the impacts of not passing this bill:

- Existing E911 system is obsolete; cannot obtain parts, software is unsupported. Real potential for failures in the system causing direct impact on public safety
- Reduction/elimination of subsidies to cities and towns to run dispatch centers
- Reduction/elimination of subsidies to cities and towns to encourage consolidation
- Reduction/elimination of subsidy to Conn. State Police dispatch functions
- Potential elimination of CT Alert/Emergency Notification System (100,000 subscribers, 3.2 million messages sent in 2011)
- Potential inability to fund ongoing maintenance of Public Safety Data Network

In summary, over the years, the E911 surcharge has been asked to support more and more programs that it simply cannot do at the current rate of $.50. The cap must be raised in order to continue to support existing programs but most critically, replace an aging E911 system that has a potential for major failure, directly impacting the ability of our residents and businesses to call 911.

Sincerely,

Reuben F. Bradford

Reuben F. Bradford
COMMISSIONER

UNIFORMED PROFESSIONAL FIRE FIGHTERS ASSOCIATION OF CONNECTICUT
AFFILIATED WITH INTERNATIONAL ASSOCIATION OF FIRE FIGHTERS
30 Sherman Street, West Hartford, CT 06110
Office: (860) 953-3200 Office Fax: (860) 953-3334

PRINCIPAL OFFICERS
Peter S Carozza, Jr. *President*
Louis P DeMici, *Secretary*
Robert P Anthony, *Treasurer*

PAUL J. RAPANAULT
DIRECTOR
Legislative/Political Affairs

March 6, 2012

Public Safety and Security Committee Public Hearing

Good afternoon Senator Hartley, Representative Dargan and members of the Public Safety and Security Committee. My name is Paul Rapanault. I am the Director of Legislation/Political Affairs of the Uniformed Professional Fire Fighters of Connecticut. The UPFFA represents 5,000 career fire fighters, Emergency Medical Technicians and dispatchers in nearly 60 municipal and state local unions.

I am here today to support two bills before you.

House Bill 5378 AN ACT CONCERNING THE MAXIMUM SURCHARGE FOR ENHANCED 911 SERVICE raises the 911 surcharge cap that the DPUC can levy on Connecticut phone bills. Currently, the cap is set at 50 cents per month, per line with a slightly different formula for multi-lines and cell phones. This rate has been in effect for the past two years. In last year's decision, the DPUC set the rate again at the 50 cent cap and stated in its communication that the statutory cap should be set at between 75 cents and one dollar. The DPUC felt that this increased funding level is necessary so that the Office of Statewide Emergency Telecommunications can carry out its statutory responsibilities. The current 911 system is antiquated and replacement parts are becoming harder to purchase. At the current rate of 50 cents, there is not enough money in the 911 fund to purchase a Next Generation 911 system. A single phone line user in Connecticut currently pays $6 per year for 911 service. This is the 8th lowest in the nation. It is time to give OSET the resources they need to bring our Emergency 911 service into the 21st century. ***We SUPPORT THIS BILL***.

House Bill 5380 AN ACT REQUIRING THE DISPLAY OF HOUSE NUMBERS is common sense legislation. The simple act of placing house numbers in a readily viewable place on our residences could be the difference between help arriving at the scene of an emergency in a timely manner or arriving several minutes too late. The three to four minutes it takes emergency crews to drive by an unmarked home and turn around are critical to successfully administering Cardio Pulmonary Resuscitation and other time sensitive emergency procedures. ***We SUPPORT THIS BILL***.

Thank you for your consideration of these issues and I would be glad to answer any question.

Paul J Rapanault, Legislative/Political Affairs

Walter M O'Connor, *President Emeritus*
Santo J Alleano, Jr, *Vice President Emeritus*
Raymond D Shea, *President Emeritus*
Patrick J Shevlin, *Treasurer Emeritus*

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STATE OF CONNECTICUT
DEPARTMENT OF EMERGENCY SERVICES & PUBLIC PROTECTION
OFFICE OF THE COMMISSIONER

March 6, 2012

Rep. Stephen Dargan, Co-Chairman
Sen. Joan Hartley, Co-Chairman
Public Safety and Security Committee
Legislative Office Building
Hartford, CT 06106

HB 5381 AN ACT CONCERNING THE IMPLEMENTATION OF THE PUBLIC SAFETY ANSWERING POINT CONSOLIDATION FEASIBILITY STUDY

The Department of Emergency Services and Public Protection does not support this bill as currently drafted.

While the Department of Emergency Services and Public Protection supports the intent of this proposed bill, "to achieve financial and operational efficiencies in the handling of emergency 9-1-1 calls", the agency cannot support the bill as currently drafted. The current language of the bill directs the Office of State-Wide Emergency Telecommunications (OSET) to implement "the recommendations of the Connecticut PSAP Consolidation Feasibility Study, dated January, 2012, concerning (1) the consolidation of municipal, regional, multi-town and state public safety answering points, and (2) the funding of such consolidation."

OSET and The Department of Emergency Services and Public Protection strongly agree that there are too many PSAPs serving a state the size of Connecticut. Fewer PSAPs would service Connecticut more effectively and efficiently, however, "implementing" the study as is does not serve the purpose. The study should be used as key input to a comprehensive PSAP reduction strategy that meets the needs of the state, the municipalities and the citizens of Connecticut.

HB5378

The "Connecticut PSAP Consolidation Feasibility Study, dated January, 2012" was performed by an independent public safety consulting firm, LR Kimball, who interviewed and surveyed each of the Public Safety Answering Points (PSAPs) in the state to obtain its data. Kimball was charged with assessing the 911 call volumes, geography, and interest in consolidation, among other factors, and to develop a recommended number of PSAPs for the state to achieve improved and more cost effective delivery of services. They were also asked to review the current funding model and make any recommendations for improvement.

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Several points need to be raised as to why the Kimball report cannot be legislated:

As a preliminary matter, it should be noted that the study is not OSET's; it is entirely the work and view of a third party. It provides much comprehensive data, but its recommendations should be assessed, weighed and tested against other opinions among both the state and municipal interests. It is not possible to "implement the report" as the report outlined and recommended *several* models that the state might use to achieve greater efficiency including

- an "optimal" three regional PSAPs statewide as well as
- a five regional PSAP design which aligns with the DEMHS regions

It was recognized by the Kimball report itself that these were both unlikely and capital intense scenarios. Given those realities, Kimball in fact suggests that the state continue down the path of "bottom-up" consolidation where towns regionalize together "through consensus and proper governance" versus legislative mandate, beginning with those towns that have already taken proactive steps.

Furthermore, prior to the General Assembly requiring OSET to implement any significant reorganization of PSAPS it would be necessary to give OSET the necessary statutory authority to do so. The existing statutory framework is entirely a 'carrot' based approach through which OSET is directed to give increased funding to PSAPs that consolidate and regionalize. There is no corresponding 'stick' approach in the statutes that would penalize or withdraw funding from small stand alone PSAPs that have small caller volume. While the Kimball report makes recommendations to increase OSET's authority to adjust the levels of funding it provides for various programs, this would require action and statutory direction from the General Assembly.

The Kimball report also makes funding recommendations, including increasing supplemental grants to further incentives to consolidation, which cannot be supported financially at this time. (In fact OSET is not currently able to meet its statutory obligations without a change in the statutory cap on the 911 surcharge, the subject of which is addressed in HB 5378 AN ACT CONCERNING THE MAXIMUM SURCHARGE FOR ENHANCED 9-1-1 SERVICE, the passage of which is urgently needed)

Sincerely,

Reuben F. Bradford
COMMISSIONER

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CONNECTICUT
GENERAL ASSEMBLY
SENATE

PROCEEDINGS
2012

VOL. 55
PART 14
4223 – 4505

Will you remark? Will you remark?

Senator Boucher.

SENATOR BOUCHER:

Thank you, Madam President.

The bill does not expand the funding of it, but it does expand its reach and it's an important bill. It should move forward.

Thank you,.

THE CHAIR:

Thank you very much.

Will you remark?

Senator Bye.

SENATOR BYE:

Thank you, Madam President.

I move that we please this on consent, if there's no objection.

THE CHAIR:

Seeing no objection, so ordered.

Mr. Clerk.

THE CLERK:

On page 11, Calendar 432, Substitute for House Bill Number 5378, AN ACT CONCERNING THE MAXIMUM SURCHARGE FOR ENHANCED 911 SERVICE, favorable report of the Committees on Public Safety, Finance and Energy and Technology.

THE CHAIR:

Senator Hartley.

SENATOR HARTLEY:

Yes. Madam President.

I move acceptance of the joint committee's favorable report and passage of the bill in concurrence with the House, madam.

THE CHAIR:

The motion is on acceptance and passage in concurrence with the House.

Will you remark?

SENATOR HARTLEY:

I will. Thank you, madam.

This bill simply raises the ceiling for the E-911 surcharge from 50 cents to 75 cents, to be the subject of the PURA review in setting the exact formula, madam.

THE CHAIR:

Thank you.

Will you remark.

Senator Witkos.

SENATOR WITKOS:

Thank you, Madam President.

You know, I rise in support of the bill. There was some concern when we discussed this in caucus that, oh, it's going to be another tax and we shouldn't support that.

But ladies and gentlemen, this is not another tax. Let me rest assure you, this is the vital link to provide emergency communication to a residence of the State of Connecticut. And it's only an increase, possibly, a ceiling of 25 cents a month. That's what we're talking about, 25 cents a month. And this is for anybody who has a 911 subscriber line.

And before that's going to be done, it's going to go to the PURA, as Senator Hartley said, and they will do an analysis to make sure that it can't exceed the 25 cents, but it may go up to that.

Right now, they are utilizing the old, old services. The lines are crumbling. I don't know if you've had the opportunity to dial 911 in your communities and (inaudible) you've got a busy signal or the system is out of order and things are breaking.

And this, it's been around for so long, Madam President, that we need infusion of the additional dollars. And folks, it's going to help the small towns, the small communities, because this technology is not cheap.

So I would urge all the members of the Chamber, especially those that are members of COST, to support the bill before us.

Thank you, Madam President.

THE CHAIR:

Thank you very much.

Will you remark? Will you remark?

If not, Senator Hartley.

SENATOR HARTLEY:

If there is no objection, I'd ask that this be put on the consent calendar, madam.

THE CHAIR:

Seeing no objection, so ordered.

Senator Looney -- oops. I'm sorry. There was an objection. I apologize.

Mr. Clerk, will you please call -- please call a roll call vote on House Bill 5378.

THE CHAIR:

Immediate roll call has been ordered in the Senate. Will senators please return to the Chamber. Immediate roll call has been ordered in the Senate.

THE CHAIR:

Senator Cassano.

Senator Meyer.

Senator Cassano, please vote.

If all members have voted -- all members have voted. The machine will be closed.

Mr. Clerk, will you call a tally, please.

THE CLERK:

House Bill 5378.

Total Number Voting	36
Necessary for Adoption	19
Those Voting Yea	35
Those Voting Nay	1
Those Absent and Not Voting	0

THE CHAIR:

Thank you. Senator Looney.

The bill passes too.

SENATOR LOONEY:

Yes, thank you. Thank you, Madam President.

Madam President, would ask the Clerk to call calendar page 3, Calendar 240, House Bill 5283.

THE CHAIR:

Mr. Clerk.

THE CLERK:

On page 3, Calendar 240, Substitute for House Bill