

**Adopted Minutes
Enhanced 9-1-1 Commission Meeting
April 1, 2022
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut**

Commission Members

John Elsesser
Jeff Morrisette
John Gustafson
Robert Guthrie
Fred Dudek
Joanne Miles
Kevin Gridley
Raffaella Coler
Michele Etzel

Representing

Council of Small Towns
State Fire Administrator
DEMHS
Volunteer Fire Service
Municipal Fire Chiefs
Willimantic Switchboard ECC
Connecticut State Police
DPH/OEMS
Public Representative

Division of Statewide Emergency Telecommunications (DSET/CTS) DESPP

Clayton Northgraves	Stan Dombrowski
Carey Thompson	Scott Wright
Jerry Zarwanski	John Masciadrelli
Chuck Fuller	Dan Czaja
Mark Gorka	Rosa LaChance
Bonnie Guarnieri	Peter Lucco

Others in Attendance

Kevin McManus	Everbridge
George Herndon	AT&T
Joseph Silverio	Southington Police
Betty Morris	North Central CT EMS
Dan Soule	Litchfield County Dispatch

Call to Order:

John Elsesser, Chair, called the meeting to order at 9:01 a.m.

Approval of the Minutes

John Gustafson made a motion to approve the minutes of the January 7, 2022, meeting. Bob Guthrie seconded the motion. The minutes were adopted.

Public Comment

No public comment.

John Elsesser announced that Clayton Northgraves has been appointed Director of the Division of Statewide Emergency Telecommunications which was formerly held by Bill Youell.

Clayton Northgraves thanked everyone and stated that he is honored and is looking forward to working with everyone in the state on some very important initiatives.

Commission Vacancies/Resignations

Clayton Northgraves reported that the most recent commission member retirement was that of Brandon Robertson who served as the Conference of Municipalities Representative. Other vacancies include: Municipal Police Chief, Wireless Services and Public Safety Telecommunicator. Mr. Northgraves reported that he was in contact with the governor's office on March 31st and they indicated it's a priority to fill the vacancies. Emails to potential 911 commissioners will be sent out soon and it is expected that the vacancies will be filled by the July 2022 commission meeting.

DSET Project Update

Stan Dombrowski reported on the PSAP migration to the AT&T Nationwide ESInet or Emergency Services IP Network. This improved design ensures maximum speed and reliability and in places offer exact x and y coordinates of the wireless caller vs an address or approximation of location. Currently, approximately 56 out of 106 PSAP's are cutover live. Nationwide ESINet will facilitate interstate interoperability and the ability for callers close to the boarder to be routed correctly with calling information and without manual call transfers.

Concerning NG911 laptops, DSET is working on initial trial use and evaluation. This effort is ongoing as work continues through all aspects of call handling and data retention requirements by each PSAP operation. As mentioned previously all trouble reporting procedures will remain unchanged for the use of the laptops. The original intent was to have an alternate emergency use device that can handle 911 call taking when current center operations are temporarily impacted and unavailable for use.

Mr. Dombrowski stated that it is critically important to open a AT&T Resolution Center trouble ticket for each incident. This is to properly track and aid in short- and long-term incident resolution. Please ensure all center personal are made aware of updated contact information and escalation procedures. Do not hesitate and you are encouraged to escalate through the AT&T trouble Resolution Center. It is the most effective way to bring awareness to your condition and for us to address any gaps. We continue to discuss ways to improve the real time incident notification process for events that affect a single or multiple PSAPS at once. We are welcome to your ideas on ways to improve on information dissemination. We realize and are sensitive to times when PSAP center operations are affected but please be aware that any PSAP information sharing can be counterproductive and adds to confusion. Please keep your trouble reporting center and ticket updated on everything you see or experience during any service interruption condition. PSAP cooperation is greatly appreciated.

Concerning a replacement reporting solution- DSET has selected the RapidDeploy Eclipse MIS and Analytics SAAS product. PSAPS that obtain the browser-based access will be able to visualize the ideal number of telecommunicators that should be scheduled to work on any given day and time of the week to hit the established center performance goals. By predicting demand, you can reduce telecommunicator burnout, aid in business cases and funding needs as well. We expect PO delivery and will report on progress during the next meeting.

Integrated RapidSOS- DSET is working on steps to have PSAPS that want access to obtain their own RapidSOS credentials. While this integrated version won't have the ability to display additional medical information like the portal version, it will utilize the existing MapFlex and Power911 displays and not require additional desk space or require the telecommunicator to switch screens to see the more precise location information. You will also retain the existing resolution center trouble reporting process and not have to rely on your own center support to engage a third-party provider for service needs.

Land Mobile Radio

Clayton Northgraves reported that interest in sharing the CT Land Mobile Radio Network continues as CTS receives multiple inquires almost weekly from Connecticut cities and towns. A total of 112 MOUs have been executed and there are two in progress with 65 live sites on network. CTS has published a great deal of information regarding sharing of the radio network on the DSET main webpage under Connecticut Telecommunications System. Please check out the website for updates. Mr. Northgraves gave a shout out to Mark Gorka for taking the role of webmaster for DSET. The engineers have been working hard on creating a one-of-a-kind connection to the Metropolitan Transportation Authority radio system which has been successfully tested and should be in service soon. This connection allows certain users to seamlessly roam from one network to the other. Mr. Northgraves reported that DSET has been appointed to function as the Statewide Interoperability Coordinator (SWIC) for CT. The SWIC plays a critical role in a state's interoperability effort. Mr. Northgraves and Scott Wright have been appointed to SWIC and Deputy SWIC. Mr. Wright has recently obtained his ENP certification and with his background in LMR makes him the perfect fit for this position.

Legislation

Clayton Northgraves reported on Bill HB5001 which includes a section that impacts DSET and the PSAP requirements, they are as follows: PSAPs will have to have on staff licensed providers of behavioral health, mental health and substance abuse disorder services. They will have to provide crisis counselling to 9-1-1 callers. They will have to assess such callers with regard to any ongoing need for mental health, behavioral health or substance use disorder services and refer such callers to providers of mental health, behavioral health or substance use disorder services, as necessary. Or they can opt to transfer such callers to an outside agency that provides behavioral health, mental health and substance use disorder services. Mr. Northgraves stated that DSET will be required to establish policies, procedures, and standards for mental or behavioral health calls that include staffing public safety answering points with licensed providers. They must provide crisis counselling to 9-1-1 callers, assess such callers' needs with regard to any ongoing need for mental health, behavioral health or substance use services and referring such callers to providers of such services as necessary transfer mental or behavioral health calls to responders other than law enforcement. Require each public safety answering point to coordinate with the Department of Mental Health and Addiction Services on the implementation of mental health, behavioral health and substance use protocols. DSET must also develop protocols for public safety answering points to transfer calls to the National Suicide Prevention Lifeline or 2-1-1 which will soon be 988. Also, to establish standards for training each telecommunicator collect data to evaluate the effectiveness of procedures used to transfer calls to the appropriate crisis hotline or services provider; and establish standards for initial and ongoing training of persons who respond to mental and behavioral health calls and support ongoing training.

Additionally, the bill adds to this Commission – the Commissioner of Public Health, the Commissioner of Mental Health and Addiction Services and the Commissioner of DCF

According to the CGA's website the bill was recently filed with the Legislative Commissioners' Office.

There was a lengthy discussion regarding legislation.

NHTSA Grant

John Masciadrelli reported that DSET has complied with the NHTSA grant requirement by expending the allocated funds by March 31st. The major systems funded by the grant have been installed and are operational, 911 system, radio system, administrative phone system and long-term recorder, etc. Mr. Masciadrelli reported we do have a short punch list of items to take care of, such as installing wireless access points, installation of analog phones for fallout lines, and KVM switches. DSET is also providing additional funding for equipment and services not funded by the grant, such as a 911 test number and test set, keyless entry system to the building and cable tv. The next steps will be to develop policies and procedures for activating the facility in the event a pre-planned move or an emergency move of a PSAP.

PSAP Grants

Mark Gorka reported that in the third quarter of the 21-22 State fiscal year, two Regional ECCs were approved for individual Capital Expenditure Grants, for a total of \$38,490. The funding supported the replacement of a UHF Combiner System and a Logging Recorder. Two additional requests are currently being reviewed. There were eight grants awarded to date in the current State Fiscal Year for a total of \$139,572.

Training

Peter Lucco reported that there have been three classes since the last Commission meeting, one in February, one in March and one this week, and there are two additional classes coming up, one is being held in May and one in June. Mr. Lucco anticipates that the additional two classes will eliminate the telecommunicator training wait list. Mr. Lucco thanked the Cromwell Fire Department for allowing DSET to hold the classes at their facilities.

Public Safety Data Network Governance

The PSDN Governance Board approved the following applications during the February meeting. East Windsor Public Schools requested PSDN access to transport school security video data from the East Windsor Public Schools to the East Windsor PD. Glastonbury PD requested a circuit between them and East Hampton PD to share Nexgen CAD. DSET has requested circuits on the PSDN to support radio backhaul and long-term recorder services between the Connecticut Statewide Emergency Communications Center and the CSP Master Radio System Southwestern Regional Communications Center requested access to the PSDN to support P25 compliant radio over IP communications for radio assets at St. Vincent's Hospital.

The PSDN Governance Board is scheduled to meet on April 20th and will be voting on (3) requests: Norwalk Transit District – requesting a connection to the CLMRN
Tolland County Mutual Aid – is requesting a temporary PSDN circuit to the UConn PD to support public safety applications while the TCMA has work done to their facility

Naugatuck Public Schools – is requesting access to the PSDN to transport school security video to the PD.

Mr. Masciadrelli reported that to-date 185 PSDN requests have been submitted to the PSDN Governance Board and are in the pre-approval stage or have been approved to operate on the PSDN. 167 of those requests have been raised, reviewed and/or voted on by the board and all 167 requests have been approved to operate on the PSDN. To-date there are 149 requests operating on the PSDN, and there are 10 requests awaiting an implementation date or are in the process of being implemented. Currently there are no requests on hold and the remaining requests are in various stages of the connection process.

Geographic Information Systems

Dan Czaja reported that DSET/GIS continues to improve the geocoding mapping results for the 911 database which is up to 99.41% for the street data and 99.51% when address points are included. Call volume maps for 2021 have been updated which includes wireline/wireless, VoIP and text totals are included in the report shown. The Master Street Address Guide continues to be updated which is up to approximately 3500 updates since 2010. DSET/GIS continues to meet DESPP GIS needs. Mr. Czaja reported that he is now a member of a small working group which focuses on GIS needs and includes members of DEMHS. DSET/GIS also continues to support CTAlert. Mr. Czaja announced that the first GIS Advisory Council meeting was held March 31st which reviewed topics such as setting up the meeting, bylaws, and voting. Mr. Czaja stated that it is anticipated that an updated aerial flight will be scheduled for April of 2023 using COVID funding, ARPA. Mr. Czaja reported that he is also going to be the chair of an addressing focus group which will discuss improving ability to collect address data for 911.

Emergency Notification System

Kevin McManus gave a review of Connecticut Everbridge which includes three primary components, CTAlert, State, and PSAP. Additionally, municipalities can purchase their own local versions. CTAlert is Connecticut's mass notification system provider since 2009. The use of the system is overseen by both DSET and DEMHS and can deliver notifications by voice, text, email and social media. The policy consists of six components - Severity – Public Protection – Warning - Timing – Geographic Area – Other Means. There are 4.27 million contact records in the CTAlert system. Of note, 30% are cellular and 15% are E911 landlines. 31 CTAlert messages have been sent in the 1st quarter of the year consisting of COVID, Winter Weather, 911 system issues, and police activity. Four hundred and fifty 911 dispatchers have access to send CTAlerts, and Everbridge continues to try and validate users – especially those who may have retired and no longer need access to the service. One hundred and ten organizations are part of the State of Connecticut Account and have sent over 2.5 million text's and 1.1 million email messages this quarter. Case use of a fire department utilizing the mobile app for recall of members was discussed. IPAWS credentials have been renewed and tested, and the outline of the training program has been submitted to DEMHS. Continued CTAlert training is being provided to centers including onsite if required. DSET PSAP Point of Contacts project is under way, and promotion of CTAlert is proposed.

PSDN Refresh

Chuck Fuller reported that DSET is currently refreshing the PSDN Phase II Cisco CPT platform. DSET continues to receive network equipment inventory from the vendor Juniper. DAS/BITS and Juniper have completed both the high-level network designs and low-level network designs.

DSET staff and Juniper staff met last week, as a group, to discuss kitting the equipment for deployment. Crown Castle fiber installation is approximately 40% completed and it is anticipated that it will be 100% completed by the summer of 2022. Mr. Fuller stated that the actual rollout of Juniper equipment will begin during the third quarter of this year. The next step will be network management testing in the lab. After the initial ring is rolled out, additional testing will be done between both the network and the initial phase roll out, which should happen sometime during the fourth quarter of this year.

PSAP Updates

Chuck Fuller reported that the UConn dispatch center renovations to their public safety building are continuing and should be completed soon. UConn anticipates moving back into the first floor of the public safety building by June or July of 2022. The East Lyme PD moved into their new facility during the first quarter of 2022. Their PSAP is actively operating with 911 and all the first responder applications they supported in the old facility. The Fairfield County Regional Dispatch center has been moved to their new location in Sacred Heart University. The consolidation of the Westport PD with Fairfield County Regional Dispatch is scheduled to occur in June or July of this year. Mr. Fuller reported that the construction of the new North Branford Police station is scheduled to be completed for the end of 2023.

PSAP Contact List Update

Mark Gorka reported that at the last E911 Commission Meeting DSET had sent out our annual contact information request by e-mail to PSAP Directors and Chiefs. The message included a one-page form requesting numbers and e-mails for the director/chief, 24x7 contacts, and primary and secondary contacts. DSET has received responses and updated information from all but two or three at this point. Follow up phone calls have been made and DSET expects to complete the list soon. Mr. Gorka reported that DSET shared the contact list with Everbridge so that they have valid contact information as well. When messages about connection issues are sent, it's important that the messages are sent to a member who is still at the center and who can act upon it accordingly. There was recently an issue with Viper 1 and DSET was contacted because a PSAP didn't receive the notification message. DSET discovered that the points of contacts on file had left the organization.

To help ensure that DSET has the most current information on file at all times, the unit is working with Everbridge who will be sending out quarterly requests to verify contacts and their contact information in the simplest, easiest manner. The message will show the contact information on file and ask them to simply click a button – either 1) valid or 2) needs to be updated. If no response is received, DSET will reach out to the PSAP or ECC to confirm if the contact is still assigned there. It's critical that we have the most current information available and realize that changes within a center can be disruptive. The hope is that these quarterly requests from Everbridge will be effective and the least time-consuming for the PSAPs to keep informed.

Division of Emergency Management and Homeland Security

John Gustafson reported that DEMHS has been monitoring for potential cyberattacks on the Telecomm Infrastructures. In addition, they are reviewing with FEMA Region 1 and DHS the abilities to communicate with FEMA and DHS if normal telecommunications resources are not available. Mr. Gustafson reported that Mr. William Turner has been appointed as the new State Emergency Management Director, replacing retired Director William Hackett.

FirstNet

John Gustafson reported that the First Net plan called for FirstNet/AT&T to provide four internal building amplification systems. Three have been installed in Troop C in Tolland, the State EOC, Brainard Field (Alternate State EOC) and the fourth will be installed at DESPP Fleet/ESU in Colchester. These systems will enhance the in-building First Net coverage at those locations.

FirstNet will be obtaining 6 CRDS/COAMS which will be stored at a variety of locations statewide. For use in support of catastrophic loss to cell sites. Key feature is the use of satellite back haul, which will overcome any damage to the wireline backhaul used in most locations.

Department of Public Health

Raffaella Coler reported that approximately two years ago OEMS transferred their data from ESO to ImageTrend and now trauma data has been transferred over to ImageTrend as well. Ms. Coler reported that DPH/OEMS continues to work with the SWORD (Statewide Opioid Reporting Directive) program and as they work towards having an API (application programming interface) more data will be available by the next commission meeting.

New Business

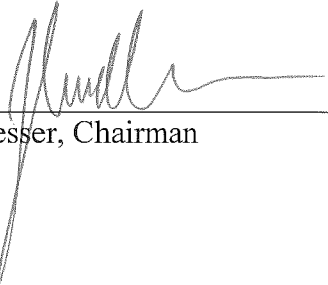
John Elsesser stated that there is the possibility of in-person meetings to be held in the future depending on the status of COVID.

Public Comment

No public comment

Adjournment

Raffaella Coler made the motion to adjourn the meeting. Michele Etzel seconded the motion. The meeting was adjourned at 10:22 a.m.



John Elsesser, Chairman

7/6/2022

Date

