

Approved Minutes
Enhanced 9-1-1 Commission Meeting
July 12, 2024
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Jeff Morrissette
William Turner
Dana Begin
Robert Guthrie
Francisco Rivera, Jr.
Matthew McNally, IV
John Benedetto
Thomas Gorman
Francis Gregory
Stephen Stephanou
Fred Dudek
Raffaello Calciano

Representing

Council of Small Towns
State Fire Administrator
DEMHS
DMHAS
Volunteer Fire Service
Public Safety Telecommunicators
Municipal Police Chiefs
Wireless Service
Connecticut State Police
Dept. of Children and Families
Conference of Municipalities
Municipal Fire Chiefs
DPH/OEMS

Division of Statewide Emergency Telecommunications (DSET/CTS/DEMHS) DESPP

Clayton Northgraves
Scott Wright
Stan Dombrowski
Mark Gorka
Chuck Fuller
Jacob Gionfriddo
Quentin Bettisti

Carey Thompson
Bill Youell
Julie Gatzen
Dan Czaja
Peter Lucco
Bonnie Guarnieri

Others in Attendance

Dan Soule
Winfred Mitchell
Scott Smith
Rick Darin
Alfredo Herrera
Carl Zimmerman
Ashley Benitez
Leah Haas

Litchfield County Dispatch
AT&T
AT&T
Valley Shore ECC
OPM/GIO
OPM/GIO
OPM/GIO
CTN

Call to Order:

John Elsesser, Chair, called the meeting to order at 9:00 a.m.

Approval of the Minutes

Fred Dudek made a motion to approve the minutes of the April 5, 2024, meeting. Ralf Calciano seconded the motion. The minutes were approved.

Public Comment

No public comment.

DSET Project Update

Stan Dombrowski reported that DSET plans to take delivery of six additional NG 9-1-1 laptops in the third quarter of this year. These are for use across the remaining Viper 2 and Viper 3 PSAPS for temporary relocation of operations.

Rapid Deploy Eclipse has improved how text calls are managed in the platform. In Reporting, Library Summary Reference Sheet and Text Volume by Period now show the total number of text calls, as opposed to the total number of messages. PSAPs have been advised to stay logged into the Rapid Deploy Eclipse Dashboard to quickly switch to call search for the PSAP to see the call when missed by the Power 911 application or that show as abandoned. Eclipse Analytics offers another way to see information on the caller including mapping location.

DSET continues to report the issue to the NCC for AT&T dispatch on the call handling side of the equipment.

Mr. Dombrowski reported that at the last commission meeting update it was indicated that individual workstation MapFlex displays will change to display the Intrado MapFlex integrated version of RapidSOS. After careful review, DSET leadership decided that the installation and use of the Intrado integrated version of RapidSOS will not occur due to network security concerns. All pilot installations have changed back to normal.

Currently DSET leadership is reviewing three mapping solutions to replace Intrado Mapflex 9-1-1 that is unsupported in Viper 7. That decision will coincide with the overall plans to upgrade to the Viper 7 call handling application. The SoCT is evaluating a proposal to upgrade to the next version of the Intrado Viper call handling solution. This next version includes features like agent roaming that allow dispatchers to log in at any PSAP to function as if they were at their primary location. Additionally, PSAP to Caller communications has been greatly enhanced with PSAP initiated Video, Call Taker and Caller capability to exchange files that can be viewed from the Power 911 application, location sharing available from caller video UI and much more like automatic detection and conversion of incoming text language if different from call takers defined language. Roadmap items like Voice Transcription of recordings and Geofencing that provides the capability to set up a virtual perimeter around the geographic location of a major incident and direct all calls from this geofenced area to a specific set of call takers.

Land Mobile Radio

Scott Wright reported that in the 2nd quarter, LMR had a little over 27 million push to talk 27 and a half million push to talks in the system. That's an 8.3% increase from the second quarter of last year. LMR had a 65% increase in the trunk system, pushed to talks over the second quarter last year and an almost 60% increase in the amount of trunked airtime from last year. This is a very significant increase and represents the increased number of people in agencies using the trunked radio system. There has been a 21% increase in the number of trunk to talk groups and use going up to 858. LMR added 2562 radios to the system in the last quarter alone, we had 2673 alias changes for a total of 5235 radios provisioned on the system in just the last quarter, we use some management software that is specific to this application and there is no way that LMR would be

able to manage this kind of workload without it.

This is what assists the network operations center and Network Control Center operators with being able to assist us with that network.

Some significant activity to talk about with the Department of Transportation. LMR continues with their subscriber deployment. They are deploying approximately 3500 subscribers to pretty much every vehicle in their fleet. They have arranged for the implementation of subsystem expansions in certain areas of the state, and that's what the C, K, D and L subsystems.

LMR has a number of folks that are waiting for the case subsystem to be expanded and LMR is looking forward to that because that will greatly expand and enhance the users in that area. They are doing some operations center console deployments and that is going to tremendously improve interoperability with DOT and the PSAPs as was noted in the in the media in the last couple of weeks. There have been some rather tragic events involving DOT as well as the state police and interoperability with DOT is absolutely critical.

Other significant activity was in Fairfield County down on the DEMHS Region 1, there are some very significant subsystem coverage enhancements, particularly with the towns partners, Fairfield, Norwalk, Weston, Wilton, the G Subsystem is going from 9 sites to 18. What is significant about this is LMR is not expanding the coverage footprint for this area and are not enhancing coverage, so LMR is significantly enhancing the portable level coverage down in Fairfield County and region one for users based on user need and this is primarily funded through partner agencies. There are some integrations such as Yale is adding five sites in the New Haven area, very significant in building coverage in the New Haven area.

New London is coming on board with consoles and subscribers and also mental health and addiction services are coming on board with consoles and subscribers. Mr. Wright reported that Sailfest will be happening this weekend and shared a story of how much improvement has been made in the coordination of this event relative to LMR communications. The coordination of an event of this size and magnitude, is an incredible change for them and has been operationally efficient as well.

The community colleges have formed their own NOW accredited Police Department. The Community College system is comprised of several different campuses throughout the state, with a number of local systems. Each one of the colleges has their own radio system, and it's typically a different type of technology than what is used with the state system and working with the LMR team, and their folks, a solution has been crafted and has now been implemented that accommodates both their local and statewide requirements. With one subscriber unit, so that their police officers can simply change channels and go from statewide coverage to local coverage using two different algorithms. Two different types of radio systems and be able to talk with each other. This accomplishment is one of the first in the country of its nature.

LMR is working with sustainment and life cycle. As with all technology, there's an end date to it, and working with the manufactures and developing a life cycle plan to assist with sustainment life cycle planning efforts. LMR is working on a budget.

Network Control Center

Julie Gatzen, Adesta, reported that three new types of categories have been added: NG911 ACCESS, NG911 CARRIER RELATED & NG911 DEPLOYMENT.

DSET, NCC & AT&T are working on protocols to ensure better resolution information is provided to both the NCC and the PSAPs. DSET & NCC will also be working with a representative from the FCC to help improve the standards for carrier outage notifications as provided by the carriers. The NCC will be assisting DSET with notifications regarding the PSDN Network Refresh. Ms. Gatzen reminded everyone to please report all 911 related issues to the DSET Network Control as opposed to reporting directly to the AT&T Resolution Center. Ms. Gatzen gave a review of the 911 tickets by location and type for the time during April 1, 2024 – June 30, 2024.

Legislation

No New legislation.

PSAP Grants

Mark Gorka reported that in the fourth quarter of the 23-24 State fiscal year, one regional ECC was approved for a total of two individual Capital Expense Grants, for a total of \$17,618.15. The funding supports emergency telecommunications through the purchase or replacement of a CAD GIS Data Set and a VHF Simulcast Base Station. Sixteen grants have been awarded during this fiscal year for a total of \$781,099.03. The 2024-25 cycle began July 1st and applications will be accepted through April 30th of 2025. An updated application is available on the DSET website.

Training

Peter Lucco reported that there have been five telecommunicator classes held at the CSECC so far this year. It is anticipated that there will be an additional four or five for the remainder of 2024. A total of 159 dispatchers have been recertificated and there have 45 new certifications so far this year.

Public Safety Data Network

Clayton Northgraves submitted a report to the commission members.

Geographic Information Systems

Dan Czaja reported that DSET/GIS continues to update the 911 system for the state of Connecticut and continues to update all the ranging on the streets. GIS continues to add new address points to the 911 system for mapping purposes and continues to maintain address matching for the 911 system. 99.46% of all the addresses in the 911 system are mapping at that level for a landline calls and then 99.53% when address points are included. DSET/GIS continues to update the Master Street Address Guide along with Intrado. As of as of July 1st, there have been approximately 4,435 update requests that DSET has either instituted or approved as the MSAG coordinator for the 911 system. DSET continues to work on wireless spatial routing and about 80% of the calls remain on the 911 system are now spatially routed. DSET continues to provide GIS mapping support for DESPP and the state police, with their mapping data including the street center line. DSET/ GIS supports the GIS for CTAlert and has been providing Everbridge with a copy of the ALI database every month.

Dan Czaja introduced Alfredo Herrera, GIO for State of Connecticut.

Alfredo Herrera introduced himself and stated that he is the GIO for the state of Connecticut and is housed within OPM in the Data and Policy Analytics division. In addition to himself, the GIS staff members include Carl Zimmerman, Ashley Benitez, Leah Hoges and Sarah Hurley.

The GIS office published an open data clearinghouse based specifically on GIS built in collaboration with Esri. The Geodata portal shares partner agency data to make it available all in one place. Geodata is coordinating with state agencies to regularly add new data

Mr. Herrera reported that the responsibilities of the GIS Office are data coordination, open data supporting economic development, outreach, and training, orthoimage, guidance and standards, data processing and broadband mapping. The site is updated regularly.

Mr. Herrera gave a slide presentation detailing broadband mapping and a new map is expected within the next few months.

The Connecticut SHPO launched the ConnCRIS public viewer. This displays only above-ground cultural resources. There is also a new secure restricted viewer available.

There is a statewide seamless data able to pull property viewer and find information for any parcel in the state.

GIS had selected Dewberry for the Aerial Imagery Data Acquisition which is now complete. Processing is being wrapped up and data deliveries are now beginning.

The GIS office is partnering with DSET to further develop the address point dataset. Currently aggregating data from utilities, ISPs, and other available sources to fill gaps in current dataset. A plan is being developed to more easily collect address data from local authorities dataset.

Emergency Notification System

Kevin McManus, Everbridge, submitted the Emergency Notification System report to the commission members.

PSDN Refresh

Chuck Fuller, DSET, reported there are three phases to upgrading the PSDN. Phase 1 consists of moving 911, COLLECT and CJIS services off of the legacy network and onto the refresh network. The network management platform is near completion and network disaster recovery testing has been completed. The second phase known as the Brownfield Phase, will not start until Phase 1 of the project has been completed. Many of the applications and services migrating to the refreshed network during Phase 2 are circuits provisioned for the municipalities of Connecticut. DSET, BITS and the network vendor are close to completing the network testing for Phase 1 of the project. We anticipate having eight pilot sites operating on the refreshed network by the end of July.

PSAP Updates

Chuck Fuller reported that on Tuesday July 16th, North Branford will be moving into their new building. DSET staff will be managing the move of the 911 system and the PSDN fiber and

equipment. It is anticipated that Wallingford PSAP will begin building a new facility sometime in October of this year and Windsor Locks is anticipating building a new facility in 2025.

Division of Emergency Management and Homeland Security

William Turner reported that due to the third heat wave expected during the coming weekend, DEMHS will be activating the extreme heat protocol on Sunday through Wednesday of next week. Also, meteorologists are predicting severe hurricane weather for this upcoming season and DEMHS is working diligently in convening all emergency support functions and state EOC partners and stakeholders, as well as the towns, to discuss hurricane preparedness and making sure everyone is ready as peak hurricane season approaches. Due to the historic, unprecedented Category 5 hurricane Beryl back in June, DEMHS is ensuring that it will be ready in the event that the forecast pans out.

DEMHS is preparing for the upcoming presidential election in November, there is a work group that meets monthly to talk about election security topics. Mr. Turner stated that a list of polling locations should be sent out to the PSAPs because of the early voting process in Connecticut, which is not just one day of polling places being open, it is up to two weeks before Election Day so that people can go and vote early. It is anticipated that there will be a lot more activity at those polling places and DEMHS wants to make sure everyone is aware of where those locations are in the event something occurs at a polling place.

DEMHS has completed the federally evaluated hostile action based drill for the Millstone Nuclear Power Station. DEMHS is working through the AAR with FEMA and the evaluators, and currently everything is on a positive note. Dominion Energy, owners of Millstone, has encouraged DEMHS to retire the use of sirens and begin using wireless emergency alerts. DEMHS is working to discontinue use of the sirens and start using WIA and working to get that moving forward.

Working with DSET on some internal 911 outage procedures and planning to apply lessons learned from the recent outages in Massachusetts. Working to ensure that should a similar event happen in Connecticut; everyone follows proper procedures.

DEMHS will be shifting the FEMA preparedness grants onto a grants management software called Civics, which will streamline the process of grants that are used. This will eliminate the use of paper and make it more efficient for the end users, which are usually the towns or PSAPs.

Also rolling out a crisis track damage assessment software which will eliminate the use of paper and make the process of doing damage assessment after a disaster as easy as possible through a mobile application and get that reporting done quicker. Due to the statewide parcel data, DEMHS was able to get that up and running a lot quicker rather than the vendor having to work with each town to get their parcel data because it does integrate the tax assessment to determine damages and costs, this should be up and running later this summer

DEMHS continues to support special events with CERT and MRC activations as well as resources as requested during the summer and early fall seasons.

First Net

Clayton Northgraves reported that FirstNet is trying to get the 4.9 gigahertz spectrum allocated to Firstnet. Connecticut has stayed on top of this controversial issue. Mr. Northgraves has been in touch with Connecticut leadership and has kept DESPP leadership involved as well. There are many industry groups that are taking one side or another to date, and to date Connecticut is staying completely impartial and neutral on this topic,

Department of Public Health/OEMS

Ralf Calciano reported that the OEMS annual data report has been completed and is now awaiting approval by the administration. Once it has been approved, a copy will be sent to the commission members.

988

Dana Begin, Department of Mental Health and Addiction Services, reported that 988 is the nationwide suicide and crisis prevention line and it is operated by the United Way of Connecticut. They receive approximately 3500 to 4500 calls per month coming into that line and 96% to 97% of those calls are answered within four to six seconds. Typically, the other 3% to 4% are hang up calls and unable to be answered. The United Way of Connecticut also started answering chats and texts to 988 beginning in February of 2024 and seeing a gradual increase in those chats and texts. In June, there were almost 130 combined. There were about 37 chats and 88 texts, and primarily the demographics of chats and texts are young adults ages 25 and younger and predominantly female. Approximately 90% to 97% of those calls are being answered within 10 seconds or so. Average handle time for those chats and texts are anywhere from 50 minutes to an hour and 15 minutes. Approximately 94% of 988 crisis calls are resolved telephonically, which means that the call taker is able to resolve the person's crisis just by talking to them on the phone and providing resources, etcetera. Approximately 5% of crisis calls end up getting transferred to one of the mobile crisis teams and 1% or less of crisis calls end up with an active rescue which is a transfer to 911. Thus, 99% of the calls are resulting as not in active rescue and not in 911. There is also an additional adult crisis line in Connecticut called the action line. That line gets about 5500 calls per month and the child crisis line gets about 1000 calls per month. With all three lines combined 988, adult crisis line and child crisis line, there are about 10,000 – 12,000 calls per month and statistically 1% or less of those calls are going to an active rescue.

There will be a 988 day of action next week on Tuesday and some federal partners from the substance abuse and Mental Health Services Administration will be attending. This is being held at the United Way Contact Center in Rocky Hill and its purpose is to raise awareness and to ensure that everyone is familiar with and knowing that they can reach out to 988 if they are in a crisis.

Carey Thompson commended Dana Begin on the incredible work that is being done by 988.

New Business

No new business.

Public Comment

Bob Guthrie acknowledged that Rich Standish, West Haven Dispatcher, is retiring after 47 years.

John Elsesser recommended that the commission send him a letter. Ralf Calciano made a motion that the 911 commissioners join in and write a letter of recognition for Mr. Standish. John Elsesser and Clayton Northgraves will draft a letter representing the 911 commission.

Adjournment

Ralf Calciano made the motion to adjourn the meeting. Bob Guthrie seconded the motion. The meeting was adjourned at 10:12 a.m..



Robert Grauer, Acting Chairman

10/4/2024

Date