

Approved Minutes
Enhanced 9-1-1 Commission Meeting
April 9, 2021
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Robert Guthrie
Fred Dudek
Jeff Morrissette
William Hackett
Brett Mahoney
Michele Etzel

Representing

Council of Small Towns
Volunteer Fire Service
Municipal Fire Chiefs
State Fire Administrator
DEMHS
Municipal Police Chiefs
Public Representative

Division of Statewide Emergency Telecommunications (DSET/CTS) DESPP

William Youell
Stan Dombrowski
Jerry Zarwanski
John Masciadrelli
Chuck Fuller
Bonnie Guarnieri
Anne Finn

Clayton Northgraves
Carey Thompson
Bryan Pavlik
Dan Czaja
Mark Gorka
Peter Lucco

Others in Attendance

Kevin McManus
Dan Soule
Len Besthoff

Everbridge
Litchfield County Dispatch
NBC

Call to Order:

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

Approval of the Minutes

Fred Dudek made a motion to approve the minutes of the January 8, 2021, meeting. Bob Guthrie seconded the motion. The minutes were approved.

Public Comment

No public comment.

Legislation

Bill Youell reported that there is federal legislation being proposed to enhance the deployment of NG911 in the country as part of the "Lift America Act" The bill includes: a cybersecurity component, a national public safety advisory board and funding for ESI net deployment, 911 interoperability between borders and enhance the ability to process multimedia information with the ECC's and first responders. If passed, funding will be made available via grants, with no matching requirement. National organizations such as NENA, APCO and NASNA are monitoring the bill.

Bill #6647 An Act concerning geographic information systems. The bill proposes to create a “Geographic Information Advisory Council” which would provide the coordination procurement, processing, storage and distribution of public geographic information system data. The council consists of member-representatives of OPM, DEEP, DOT, DESPP, DPH, Councils of Govt, Municipal Govt, UCONN, Public Utility Companies and private mapping company representatives. An employee of OPM will be assigned as the Geographic Information Officer. The intent is to centralize the collection and dissemination of GIS data. Many state agencies and towns have different data sets with hopes to improve sharing.

Land Mobile Radio

Clayton Northgraves announced that Daniel Geary is the newest member of the team. Mr. Geary has been hired as an engineer.

Mr. Northgraves gave an update on new radio site developments which greatly enhance coverage in the area that they are in. Site development is an extremely complex process and the planning, funding, engineering, permitting, construction and testing can take several years from start to completion. Meriden was completed earlier this year. ~~and~~ Branford and Bloomfield should be completed by the end of this year. A new site in Hartland is expected to be completed in early 2022. Waterford is expected to be completed late 2021 or early 2022. CTS is currently in the process of constructing a new site on top of Danbury Hospital which is expected to be completed this year.

Mr. Northgraves reported that a critical generator is being replaced at the main site in Rocky Hill. System usage grew by 11% from January to March. In March the system processed over 5 million Push-To-Talks (which equates to just under 8,000 hours of talk time). The city of Stamford has recently been added to the system, and there has been an enhanced connection between Waterbury and the State system which allows certain Waterbury first responders to seamlessly roam onto the state system when they leave their jurisdiction for mutual aid purposes. Mr. Northgraves reported that CTS staff has recently met with Hamden, Plainfield, Woodstock, Willimantic Switchboard, East Granby, Newington and multiple Groton FDs. There has been a total of 68 MOUs drafts sent, 84 executed, and one in process.

DSET Project Update

Bill Youell reported that AT&T has completed the NG911 server upgrade and is working on the laptop workstation deployment. AT&T’s core 911 routing network and ESInet conversion will be replaced by mid-2022. Outbound text will be introduced when Intrado determines it’s ready for market. AT&T will conduct internal test before approving its use. Rapid SOS integration – Intrado and ATT are testing Rapid SOS and its ability to integrate with the NG 911 system. They are also researching options to enhance MIS reporting software and transferring 911 calls across state borders (Massachusetts, Rhode Island, New York).

PSDN Multifactor Authentication Project – enhanced security for the PSDN administration.
Electronics Refresh Project – a vendor has been selected, and contract development is underway.
Fiber work -adding strands and eliminating folds to support the conversion of a live production environment to the new system.

DSET is working on update plan for managing outages with vendors, carriers, partners.

Public Education: Text-to-911 – DSET is assessing renewal of the Text-to-911 advertising campaign.

NHTSA Grant

Bill Youell reported that DSET is currently fine-tuning the necessary requirements for the Meriden Training Academy's back-up PSAP. -Equipment will be ordered soon. A generator, transfer switch and UPS have already been ordered. 911 equipment, radio, furniture, consoles, miscellaneous IT equipment and cabling will also be ordered soon. Diverse routed fiber from the PSDN has been pulled to the pole and will be brought into the building. Renovation work begins April 19th and will be completed August 17th. It is anticipated that equipment installation will begin in August or September. Due to grant guidelines, the entire project must be completed by March of 2022.

PSAP Grants

Carey Thompson reported that there was one transition grant awarded to the town of Fairfield in the amount of \$300,000.

Mark Gorka reported that in the last quarter there were two municipalities approved for four individual capital expense grants. The funding supported the replacement of a backup generator and an HVAC system as well as the purchase of workstations. Year-to-date, there have been a total of 15 grants with a funding total of \$303,905.00. The total for the past quarter was \$59,479.00.

PSAP Training

Peter Lucco reported that currently all training classes are being held virtually using Microsoft Teams. There have been four classes in 2021 and a total of 51 students have passed the class. There will be a class held every month in the coming year.

Public Safety Data Network Governance

John Masciadrelli reported that the February PSDN Governance Board meeting was canceled due to the lack of submissions. The next meeting is scheduled for April 21st. During that meeting the board will be reviewing five requests from the following: Redding Police Department, Valley Shore Emergency Communications, CTS, Fairfield Police Department and the CTS East Hartland Tower Site. To date, 170 PSDN requests have been submitted to the PSDN Governance Board and 147 of those requests have been raised, reviewed and/or voted on by the board and approved to operate on the PSDN. To date there are 128 applications operating on the PSDN. The remaining requests are in various stages of the connection process. There is a more detailed report on the DSET Public Safety Data Network website.

Geographic Information Systems

Dan Czaja reported that the town of Wilton has been added to the address point data which means DSET/GIS has information for the entire state. ALI geocoding match rate for street centerline is now 99.34% which is down as a result of one of the phone providers dropping out of the 911 database, therefore, DSET does not have access to it. The combined total is at 99.46%. Mr. Czaja reported that all five call volume maps are now on the DSET website. The Master Street Address Guide (MSAG) continues to be updated and currently has approximately 2800 updates. GIS continues to support the Agency with map requests and updates and continues to provide CTAlert with new data.

Emergency Notification System

Kevin McManus reported that currently Everbridge is at 4.36 million contacts, which is a decrease due to the number of landlines no longer in service. Everbridge is planning to hold a “Sign up for CTAlert” campaign during the summer of 2021. A total of 31 messages were sent out during the first quarter which include: three law enforcement situations, a missing child in Groton, snow emergencies and a statewide Verizon 911 data issues. A total of 1.95 million contacts were notified during the first quarter. Mr. McManus reported that there are 500 CTAlert trained dispatchers. At this time, there are 16 PSAPs not utilizing the system, however, in an emergency neighboring PSAPs and the state message center will be able to send those towns notifications. Currently there are 34 state agencies and 74 PSAPs using the system. Mr. McManus reported on case use of the system including the Department of Public Health which had 1.23 million vaccination notifications. The Department of Transportation sent out over 100 notifications which included 11,330 messages. Everbridge will be working with the Division of Statewide Emergency Telecommunications to send out notifications regarding equipment status, interruptions, outages and maintenance.

PSAP Updates

Chuck Fuller reported that since the inception of the PSDN, DSET in conjunction with state and vendor partnerships, has moved a total of 24 PSAPs/ 911 centers. To date, there were 19 external moves to new facilities and five internal moves due to upgrades. Last month Newtown Police Department was moved into its new facility on South Street. There are four scheduled moves this year including: East Lyme PD, Fairfield, Westport, Ansonia PD and UCONN PD which will be an internal move.

Carey Thompson reported that the town of East Granby which is currently part of a multi-town PSAP will be transitioning their 911 communications to Tolland County Mutual Aid. This will result in the elimination of a multitown PSAP.

Division of Emergency Management and Homeland Security

Director Bill Hackett reported that beginning today, due to the pandemic, the nation is under a national emergency and a national public health emergency. The state of Connecticut is under a state public health emergency and operating under a Presidential Major Disaster Declaration.

DEMHS is now in day 403 and operational period 172 in support of COVID coordination utilizing the State Response Framework and State Disaster Response Framework. Director Hackett thanked everyone for their cooperation, supporting and maintaining everyday responsibilities during this pandemic.

DEMHS continues to participate in the followings; with the State Department of Public Health as the lead agency: Governors Unified Command - virtual meetings highlighting emergency management, mass care, resource support, public health, disaster recovery/funding and external communications; statewide municipal calls with state leadership, FEMA and federal health and human services virtual calls with New England State Directors of Emergency Management and Public Health.

Director Hackett gave special recognition to Kevin McManus and Everbridge for the critical service they have performed in our public messaging efforts. All of the virtual sessions are dependent on our Broadband and Network Capabilities as we continue social distancing and protections from the pandemic.

FirstNet

Director Bill Hackett reported that the FirstNet update seminars were held and successfully completed in January and February, numerous attendees received new information on services and capabilities of FirstNet.

On April 12, 2021, there will be a demonstration of the FirstNet Compact Rapid Deployable, in the south parking lot of DESPP HQ, 1111 Country Club Road, Middletown; between the hours of 10:00AM and 1:00PM. This unit is designed to provide cell service for incident tactical areas with a self-contained satellite backhaul. All are welcome and social distancing/protections will be followed.

Department of Public Health

No report

New Business

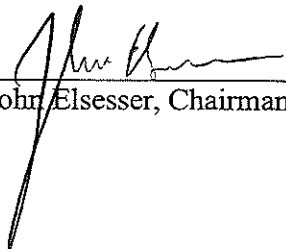
No new business.

Public Comment

No public comment

Adjournment

Bob Guthrie made the motion to adjourn the meeting. Michele Etzel seconded the motion. The meeting was adjourned at 9:53 a.m.



John Elsesser, Chairman

10/4/2021

Date