

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

Commission Members

John Elsesser
Jeff Morrisette
John Gustafson
William Turner, III
Robert Guthrie
Joanne Miles
Kirstin Vargas
Kevin Gridley
John Benedetto
Francisco Rivera, Jr.
Stephen Stephanou

Representing

Council of Small Towns
State Fire Administrator
DEMHS
DEMHS
Volunteer Fire Service
Willimantic Switchboard ECC
Willimantic Switchboard ECC
Connecticut State Police
Wireless Service
Public Safety Telecommunicators
Conference of Municipalities

Division of Statewide Emergency Telecommunications (DSET/CTS) DESPP

Clayton Northgraves
Scott Wright
Chuck Fuller
Peter Lucco
Dan Geary

Stan Dombrowski
Carey Thompson
Dan Czaja
Bonnie Guarnieri

Others in Attendance

Kevin McManus
Tim Deranek
Jean-Claude Rizk
Joseph Silverio
Dan Soule
Ron Henri
Vaughan Dumas
Winifred Mitchell

Everbridge
AT&T
AT&T
Southington Police
Litchfield County Dispatch
Rapid SOS
SWRCC
AT&T

Call to Order:

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

Approval of the Minutes

Joanne Miles made a motion to approve the minutes of the April 1, 2022, meeting. John Gustafson seconded the motion. John Elsesser noted that UConn was incorrectly spelled and should be corrected. John Benedetto, Francisco Rivera, Jr., Stephen Stephanou, William Turner, and Kristin Vargas, abstained from approval of the minutes. The minutes were adopted.

Public Comment

No public comment.

Clayton Northgraves introduced the four new members of the E9-1-1 Commission. Stephen Stephanou representing Conference of Municipalities, Matthew J. McNally, IV, representing Municipal Police Chiefs (not present), John L. Benedetto representing Wireless Services, and Francisco Rivera, Jr., representing Public Safety Telecommunicators. Mr. Stephanou, Mr. Benedetto, and Mr. Rivera introduced themselves.

John Elsesser recognized the dedicated service of both John Gustafson and Joanne Miles during their time as members of the E9-1-1 commission.

Mr. Northgraves recognized that Jerry Zarwanski, a member of Division of Statewide Emergency Telecommunication's (DSET) staff, has retired and thanked him for his outstanding service during his time at DSET.

DSET Project Update

Stanley Dombrowski introduced himself as the Emergency Telecommunications Manager for the Division of Statewide Emergency Telecommunications.

Mr. Dombrowski gave an update on the PSAP migration to the AT&T Nationwide ESInet or Emergency Services IP Network. The 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 79 out of 106 PSAP's are cutover live still with a planned completion date of September 2022. Eventually 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. Additionally potential advances in crash notification, video and picture usage will be possible.

Mr. Dombrowski gave an update concerning NG911 laptops. DSET is working on initial trial use and evaluation. This effort is ongoing as DSET works through all aspects of call handling and data retention requirements by each of you and your PSAP operation. DSET is close to providing a call event recording solution that will meet the requirements like the fixed location PSAP and call handling centers of today. 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 reported on the NG911 trouble reporting. Mr. Dombrowski requested that the PSAPs continue to open an AT&T Resolution Center trouble ticket for each incident and to escalate as needed and to also update all center personnel of updated contact information and procedures. It is the most effective way to bring awareness to the condition and for the DSET team to address any gaps and offer support. Mr. Dombrowski requested that the PSAPs keep their trouble reporting center and ticket updated on everything they see or experience during any service interruption condition.

Mr. Dombrowski reported that 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, PSAP centers can reduce Telecommunicator burnout, aid in business cases and funding needs as well. Mr. Dombrowski introduced Jean-Claude Rizk and Tim Deranek from AT&T Public Safety Solutions to present the latest update concerning the much-anticipated Integrated RapidSOS call center solution and location enhancement.

Tim Deranek, Application Sales Executive AT&T, introduced himself. Mr. Deranek gave an update on RapidSOS along with a slide presentation. Mr. Deranek reported RapidSOS provides supplemental location information by using device-based hybrid technology to assist a 9-1-1 telecommunicator in locating a 9-1-1 caller. RapidSOS has been AFU (Approved for Use) with VIPER 5.1 on both TTM and ESINet. Pending AFU for Mapflex KB006360 which corrects issue with carrier location not plotting on map. A call with RapidSOS, DSET and AT&T is scheduled for next Thursday, to discuss credentialing options.

Mr. Deranek gave an overview of installation steps by AT&T: Securely whitelist the RapidSOS clearinghouse URLs on the AT&T maintained Internet access firewalls. Configure the VIPER with credential information provided by RapidSOS. Configure Power 911 to enable the "Supplemental Mobile Device Info" icon on the toolbar. Configure Mapflex by enabling HELD Service Setting on the Data Services Tab.

With RapidSOS integration, each incoming 911 call will trigger a query to the RapidSOS clearinghouse database. If location information is available, a secondary location button will light up in the Power911 GUI. The user can click on this button and view the additional data. This data will also be received by MapFlex, if present. The RapidSOS location will be displayed along with the ALI-based location, tagged with a unique icon.

Mr. Deranek reported that AT&T is the first carrier to launch location-based routing to automatically transmit wireless 9-1-1 calls to the appropriate PSAPs nationwide. Through this new "Locate Before Route" feature from Intrado, AT&T can quickly and more accurately identify where a wireless 9-1-1 call is coming from using GPS and hybrid information to route the call to the correct 9-1-1 PSAP call center.

Clayton Northgraves reported that DSET is placing the final touches on a plan to utilize the Network Control Center (NCC) as a liaison between all PSAPs and the AT&T Resolution Center. When in place, Connecticut PSAPs will report 911 issues directly to the NCC. This will not only eliminate PSAP hold times with the AT&T Resolution Center but also give DSET better data on the real-time status of the 911 network.

Land Mobile Radio

Scott Wright introduced himself as Senior Telecommunications Engineer II, CTS Interoperability Coordinator, and gave some background of his experience and expertise. Mr. Wright gave an overview of the Public Safety Telecommunication Support Group and the direct field support it provides for PSAPs and users of CLMRN. Mr. Wright reported that currently there are 126 signed agreements in MOU's and seven in progress that have been received from the field that are currently at the Commissioner's Office for review. There are an additional 15 interop only. The Branford site has been fully built out and has tremendously improved coverage along the shoreline. There are two sites that are currently in development in Hartland and Danbury. These are both delayed due to supply chain issues on two different fronts. There

was a possibility of a site in Waterford however, after an investigation, that is not moving forward. CTS is looking at another site in East Lyme in conjunction with East Lyme PD, who's coming on the network. Mr. Wright also informed the meeting attendees the Department of Corrections will be part of the CLMRN.

CTS is working with the Candlewood Lake Authority, there are a number of jurisdictions around Candlewood Lake that all need to talk with each other and coordinate emergency response with DEEP in the Candlewood Lake area. Candlewood Lake has been in the news lately with some unfortunate incidents and the radio system has been used for the incidents down there and it's used on a day-to-day basis to enhance security, response and safety of first responders. CTS worked with Region 2 on enhancing their hotline. The hotline is the most used interop resource in the state. Region 2 recognize that they had some problems with the legacy low band, so we swapped it over to the trunk system and with successful results. Region 1 will be doing a pilot for that in the very near future.

CTS is working on updating templates. The last template update was done back in 2019 and there have been many changes since, along with an increased number of people on the network using it on a daily basis and the desire for interoperability is tremendous.

CTS is working on testing and implementation of an interface called DFSI, Digital Fixed Station Interface, and now awaiting final testing for one final component. CTS is currently working on Phase 5 and also working with DOC on enhancing their radio situation.

Legislation

Carey Thompson introduced herself as Planning Specialist for DSET and stated that she has been a state employee for 36 years. Ms. Thompson reported that Public Act 22-47 AN ACT CONCERNING CHILDREN'S MENTAL HEALTH was signed into law May 23rd. It includes language specific to emergency telecommunications including:

Beginning 10/1/22 membership on the 911 Commission will include 3 new representatives they are: the Commissioner of Public Health, or designee; (*this is in addition to OEMS rep*), the Commissioner of Mental Health and Addiction Services, or designee and the Commissioner of Children and Families, or designee, for a total of 16.

Ms. Thompson reported that DESPP, in collaboration with the Departments of Mental Health and Addictive Services, Children and Families and Public Health, *shall develop a plan to incorporate mental health, behavioral health and substance use disorder diversion into PSAP procedures*. The plan shall include but not be limited to: Recommendations for staffing PSAPs with licensed providers of behavioral health, mental health and substance use disorder services Transferring 9-1-1 calls made by callers who require mental health, behavioral health or substance use disorder services to responders other than law enforcement, to better target the services the caller may need; requiring PSAPs to coordinate with the Department of Mental Health and Addiction Services during the transition from 2-1-1 Infoline to 9-8-8 (the National Suicide Prevention Lifeline). Developing protocols for PSAPs to transfer 9-1-1 calls to the 9-8-8 line when the 9-8-8 line is operational; Establishing training standards to respond to 9-1-1 callers who may require mental health, behavioral health or substance use disorder services; Collecting data to evaluate the effectiveness of procedures used to divert 9-1-1 callers who may need such services to the appropriate crisis hotline or services provider; and evaluating the implementation of procedures by other states.

Not later than January 1, 2023, the Commissioner of Emergency Services and Public Protection shall report to the General Assembly relating to public safety, public health and children the development of the plan, recommendations for implementation, and the timeline of the plan
Background: The FCC, in its report and order of July 2020, designated 988 as the three-digit number to replace the National Suicide Prevention Lifeline. 988 will be a service for anyone who is suicidal or experiencing a mental health and/or substance use-related crisis.

July 16, 2022, the National Suicide Prevention Lifeline (1-800-273-TALK (8255)) is becoming the 988 Suicide & Crisis Lifeline. The guiding tenant is “someone to call, someone to come, and somewhere to go”. At the national level the Substance Abuse and Mental Health Services Administration (SAMHSA) leading this initiative has asked states and territories to hold off from releasing large 988 promotion campaigns until July 2023. In Connecticut: The Dept. of Mental Health and Addictive Services (DMHAS) is the lead agency for the 988 implementation. It’s first step was to create a 988 Coalition, which includes numerous state and local agencies (including public safety) as well as not for profit organizations.

Ms. Thompson reported that 2022 will be a soft launch period. During this time PSAPs should continue to process calls using their PSAPs SOPs. The United Way of Connecticut/211 is the only provider answering calls for the lifeline. The 800 line and 211 will not go away. 211 has built its capacity and is ready to receive 988 calls. It has a current in-state call answer rate of 97% and a time to answer of 5 seconds.

DSET’s plan for a 988-911 coordination, considerations to include but not limited to engage stakeholders, communications plan, location information, EMD Protocols, technology concerns, liability, PSAP education related 988 and mental health resources. Anticipated hurdles/challenges are as follows: what are other states doing, best practices and standard development by other states and national associations such as NENA and APCO, and EMD providers

NHTSA Grant

Clayton Northgraves reported The CSECC’s Training Room and Huddle Room have been completed and are open for use. DESPP and their partner vendors have been conducting training classes and holding meetings in the rooms. DSET is in the process of procuring a video conferencing kit. The kit will allow us to enhance our hybrid (in-person/Teams) meetings. DSET is putting the finishing touches on the CSECC Dispatch Room. Many items on our punch list have been completed. We do have a few pieces of defective equipment; we are awaiting their replacement. We are also in the process of installing a test 911 phone in the room. The test 911 phone will be used for training purposes. DSET staff are currently developing policies and procedures for training classes and planned/emergency activation of the CSECC. At this point in time, it is anticipated that the Dispatch Room will be open for use in September.

PSAP Grants

Carey Thompson reported that in the fourth quarter of the 21-22 State fiscal year, two municipalities and three regional ECCs were approved for individual Capital Expenditure Grants, for a total of \$68,252. The funding supported the purchase or replacement of dispatch chairs, a CAD interface, radio console, microwave and voting equipment, and an EMD program with CAD integration. There were a total of 13 projects awarded for the SFY21-22; for a total of \$219,805.

Training

Peter Lucco introduced himself and reported that there have been five telecommunicator training classes this year with a total of 73 students. All 73 students have passed the computer class, however, that is not to say they are all certified. The class is only one piece of obtaining their certification. It is also necessary for them to have a EMD certification, 911 equipment training class, and DSET must receive a work period letter from their employer. There have been 60 CSP troopers trained by the DSET telecommunicator class so far this year. There has been a total of 18 new telecommunicator certifications completed and 180 dispatchers recertified.

Public Safety Data Network Governance

Clayton Northgraves reported that the PSDN Governance Board approved application NM18200 during the June meeting. The town of Prospect requested a circuit from the Prospect Volunteer Fire Department to Northwest Connecticut Public Safety (NWPS). The circuit will allow NWPS to monitor the Prospect Fire Department's radio equipment. The PSDN Governance Board is tentatively scheduled to meet on August 17th. To-date 194 PSDN requests submitted to the PSDN Governance Board are in the pre-approval stage or have been approved and are operating on the PSDN. 172 of those requests have been raised, reviewed and/or voted on by the board. All 172 requests have been approved to operate on the PSDN. To-date there are 153 requests operating on the PSDN. There are 12 additional requests awaiting an implementation date or are in the process of being implemented. The remaining requests are in various stages of the connection process.

Geographic Information Systems

Dan Czaja introduced himself as the GIS coordinator for DSET and gave an overview on how the GIS gathers information. Mr. Czaja reported that as of June 1st, DSET has been able to map just using street data, and the total is up to about 99.41% and when using the address points (which is a discrete point on a map for a specific address) it is about 99.51%. Through AT&T and their vendor Intrado, DSET manages the Master Street Address Guide which includes any changes that are requested. DSET/GIS does mapping for DESPP and supports the CSP CAD system. Mr. Czaja reported that a GIS Advisory Council was recently established and will oversee GIS coordination at the state level. This Advisory Council will be coordinating an updated aerial flight that is anticipated to begin in April of 2023.

Emergency Notification System

Kevin McManus introduced himself as the Professional Services Manager of Everbridge. Mr. McManus reported that the Connecticut Everbridge system is broken into three core products which are: CTAlert which notifies the public of mass notifications, organizations for state agencies, and the Public Safety Answering Points. 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. Currently there are 4.86 million contact records for Connecticut. Landline numbers continue to drop however, VoIP and wireless numbers continue to increase. To date there have 44 CTAlert messages launched which included 16 in the last quarter. Most of these were missing people, children and elderly. There was a water main break and also a black bear sighting to name a few. Currently there are over 450 CTAlert trained dispatchers. Mr. McManus announced that a new CTAlert Incident Message template is being developed which will include only three fields to fill out: City/Town, Incident title and the message/instructions body. A new more efficient version of the GIS view has been developed. Over 34 state agencies and 74 PSAPs use CTAlert on a daily basis. There have been

5.3 million text messages sent out during 2022. Everbridge will continue to focus on training programs including IPAWS. Everbridge in conjunction with DSET and the NCC will work on PSAP notifications. Everbridge staff recently attended the Connecticut Emergency Management conference and Everbridge is also working on a project with RapidSOS.

PSDN Refresh

Chuck Fuller introduced himself and reported that the Phase 2 side of the PSDN equipment has reached its end of life and is currently being replaced. To date, approximately 75% of the new equipment has been rolled out for the refresh. DSET is deploying a greenfield fiber which will allow the new network to be tested without affecting the production network. The greenfield fiber is 85% complete. Due to COVID, the project is approximately one and half years behind schedule and it is now anticipated to be completed in the fourth quarter of 2022 or the first quarter of 2023.

PSAP Updates

Chuck Fuller reported that UConn PD renovations continue and due to a decision to expand the dispatch center located on the second floor, the expected completion date will be six to eight months later than first anticipated. The Fairfield and Westport PD are combining their dispatch center into the Fairfield County Regional Dispatch located at Sacred Heart. Fairfield PD and all the first responder apps are all now up and running. The next phase which includes the Westport Fire is due to be completed by July 18th. The Westport PD, 911 dispatch is slated for mid-August. The North Branford PD is building a new facility and is scheduled to be completed by the end of 2023.

PSAP Contact List Update

Carey Thompson reported that DSET continues to work with Everbridge on collecting and maintaining current PSAP contact information. Everbridge 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 we have on file and ask them to simply click a button – either valid or needs to be updated. If we don't receive a response, 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. It is anticipated that these quarterly requests from Everbridge will be effective and the least time-consuming for the PSAPs to keep DSET informed.

Division of Emergency Management and Homeland Security/First Net

John Gustafson introduced himself and reported that the procurement of six compact, rapid deployable CRD's has almost been completed. The primary mission for all six of them will be to support the state EOC, the state alternate EOC and local municipalities if not being used.

DEMHS is in the process of upgrading the state EOC due to recognizing the changes that have happened within the virtual world. After COVID hit in 2020, the Virtual State EOC was developed and will continue to be used along with the brick-and-mortar EOCs. In addition, DEMHS is taking the Web EOC off the state operating service and putting that into the cloud. It is anticipated that will receive approval of DAS next week. Recently DEMHS has successfully implemented a new case management software for the Counterterrorism Intelligence Center. Mr. Gustafson reported that DSET will now be part of the planning process of the DEMHS grants management system which administers over \$400 million worth of grants annually

between Emergency Management performance, Homeland Security grants and school security grants. DEMHS has partnered with a grant, management software company, Civics. Mr. Gustafson introduced William Turner as the new Director of DEMHS.

Department of Public Health

No report

New Business

John Elsesser discussed the possibility of a re-evaluation of the roles of the E9-1-1 commission members. Mr. Elsesser will send out information of a strategic plan on what the roles of the commissioners may be in a broader sense of state policy issues before the next meeting is held. Mr. Elsesser would like to form a sub-committee regarding this matter.

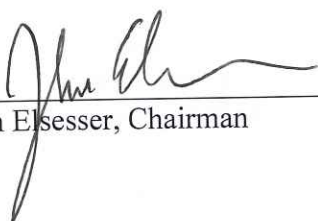
Bob Guthrie made a recommendation to resurrect Telecommunicator conferences which would recognize not only telecommunicators but also EMS personnel as well. Mr. Guthrie anticipates that this may be accomplished by October 2023.

Public Comment

No public comment

Adjournment

John Gustafson made the motion to adjourn the meeting. Joanne Miles seconded the motion. The meeting was adjourned at 11:15 a.m.



John Elsesser, Chairman

10/11/2022

Date