

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

Commission Members

John Elsesser
Jeff Morrissette
John Gustafson
Robert Guthrie
Fred Dudek
Brett Mahoney
Raffaella Coler
Brandon Robertson
Don Richardson
Joanne Miles
James Nicholson

Representing

Council of Small Towns
State Fire Administrator
DEMHS
Volunteer Fire Service
Municipal Fire Chiefs
Municipal Police Chiefs
Dept of Public Health
Conference of Municipalities
Wireless Services
Willimantic Switchboard ECC
Connecticut State Police

Division of Statewide Emergency Telecommunications (DSET/CTS) DESPP

Clayton Northgraves
Carey Thompson
Jerry Zarwanski
Rosa LaChance
Bonnie Guarnieri
Anne Finn

Stan Dombrowski
John Masciadrelli
Dan Czaja
Mark Gorka
Peter Lucco

Others in Attendance

Kevin McManus
Dan Soule
Christopher McGearry
Amy Marion
Joseph Silverio

Everbridge
Litchfield County Dispatch
Intrado
Rapid SOS
Southington Police Dept.

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 April 9, 2021, meeting. Bob Guthrie seconded the motion. The minutes were approved.

Public Comment

No public comment.

John Elsesser thanked Tammy Wright for her service to the commission since 2018 as a Representative for Telecommunicators and expressed best wishes for her retirement.

DSET Project Update

Stan Dombrowski reported that the first update is on the PSAP migration to the AT&T ESINet or Emergency Services IP Network. This improved design will ensure maximum speed and reliability by reducing wasteful hops between equipment and map exact x and y coordinates of the wireless caller vs an address or approximation of location. At this time four PSAP's are cutover live and thirty-three planned for completion by the end of the year. Remaining to be implemented through August of 2022.

Mr. Dombrowski reported that the NG911 laptop project is close to deployment for network evaluation and development of policies and procedures. The original intent was to have an emergency use device that can handle 911 call taking during an emergency at an emergency relocation center like during the COVID pandemic to respond to 911 calls quickly and easily. It is anticipated that delivery and training initially to DSET personnel which will fully evaluate their functionality before any release for use. All existing trouble reporting procedures through the AT&T resolution center will apply to the use of the 911 laptop solution.

Regarding a replacement reporting solution, due to the software evolution of the Viper call handling solution DSET will lose reporting capabilities sometime next year. Currently, DSET is evaluating two near real-time data analytics solutions that include reporting capabilities and real-time dashboards to better evaluate system performance, aid in trouble resolution and offer the PSAP complete control over their data and center performance. DSET is awaiting cost proposals from AT&T concerning the Intrado Power Metrics reporting and monitoring solution, Rapid Deploy reporting and data analytics product. As reported previously, due to current system limitations DSET must hand pick the data for all 106 PSAP's for the monthly reporting. DSET is carefully considering options for the present and for future growth.

DSET has requested an updated deployment schedule from AT&T for the anticipated Integrated RapidSOS. 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 RapidSOS location will be displayed on a map along with the ALI-based location, tagged with a unique icon.

AT&T has stated that the ESINet will be the centerpiece of seamless interstate interoperability. DSET is continuing to work with AT&T and the border state vendors to achieve more efficient call routing capabilities especially along the borders between states. The goal is to integrate calls seamlessly and automatically to the proper location without a dispatcher initiated transfer during a time when seconds matter most.

Mr. Dombrowski reported that the PSDN electronics replacement project is underway. The state has begun taking delivery of equipment for tagging and inventory received at the Groton Data Center. A fulltime State of Connecticut project manager has been chosen to lead this effort. DSET will be providing oversight and caring of the existing services including NG911 throughout the project lifespan.

Land Mobile Radio

Clayton Northgraves reported that the application system for the statistics is being upgraded and will provide an update at the next commission meeting. The MOU statistics are as follows: there are 66 draft pending (towns that have requested to look at them and be part of the Land Mobile Radio network.) There are two pending the commissioner's signature and there is a total of 102 that have been signed and utilizing the LMR.

System Expansion

Work continues on system expansion: Bloomfield and North Bloomfield was recently completed and are now on-line. There is currently an order pending for a site to be put on top of the Danbury Hospital. There is a brand new tower at the Branford DOT facility. Construction has just started in East Hartland and an approval was recently received for Waterford. There are two deployable sites. Partner agencies that will soon be coming on board includes the city of Bridgeport and the town of Westport just came on-line. The Metro Transit Authority is in the process of establishing a connection between their radio system and LMR. It is anticipated that Electric Boat will be on the system soon and Tolland County Dispatch just got on-line with a console connection. Mr. Northgraves reported that there is a new application for System Monitoring called Mother of Managers which will make the NCC operators more stream-lined and efficient. Deployable Equipment has been used recently for the following: Sgt Mohl Line of Duty Death Funeral, the Hebron and Durham Fairs, some recent Paramedic Training and also Cheshire coverage testing.

PSAP Backup/Training Center Update

John Masciadrelli reported that the completion of the construction portion of the Meriden Backup/Training Center project has been delayed due to equipment and material supply chain disruption. The disruption in the supply chain is related to the pandemic. Construction is now slated to be completed the 4th week of October. The general contractor has agreed to release the data room to DSET, which will allow Adesta to get a jump start on the installation of the data racks, generator monitor equipment, network and fiber cabling to multiple MDFs and IDF's in the building. DSET anticipates starting the installation of the console cabling, furniture and equipment the 1st week of November and to continue through the 1st quarter of 2022. Mr. Masciadrelli reported that at this point in time, the project is still on track to have all the equipment installed by the close of the grant.

PSAP Grants

Mark Goroka reported that three grants were awarded during the first quarter totaling \$75,764.00. The awards were for a CAD mobility server, a UPS replacement, and telecommunications equipment.

PSAP Training

Peter Lucco reported that there have been eight telecommunicator classes so far in 2021 and 107 dispatchers have been trained. There are three more classes scheduled to be held this year and it is anticipated that the backlog will be caught up. Mr. Lucco reported that the in-person training classes are being held at the Cromwell Fire Department and thanked them for their cooperation.

Public Safety Data Network Governance

Since the last E911 Commission meeting the PSDN Governance Board has met on August 18th. During the August meeting the governance board approved and/or reviewed the following (6) requests to operate across the PSDN.

The PSDN Governance Board will be presented with six PSDN requests for review and vote. The city of Bridgeport is using the PSDN to connect multiple locations in the city to the CLMRN (Connecticut Land Mobile Radio Network). Tolland County Mutual Aid (TCMA) is approved to use the PSDN for a network connection between their new Avtec Digital Radio Console and the Connecticut Land Mobile Radio Network (CLMRN). TCMA also was provided access to the PSDN to share their Tyler Technologies New World Public Safety Enterprise CAD Platform with Willimantic Switchboard. Danbury PD is utilizing the PSDN to connect to the Connecticut Land Mobile Radio Network. The Newington Volunteer Fire Department requested access to the PSDN to provide better RF coverage for Newington FD and the town's task force. Willimantic Switchboard has been approved to utilize the PSDN to connect to the local tower sites for P25 radio systems backhaul and remote monitoring and management of their radio systems.

PSDN Application Status Report Update

To date, 178 PSDN requests submitted to the PSDN Governance Board are in the pre-approval stage or have been approved to operate on the PSDN. 159 of those requests have been raised, reviewed and/or voted on by the board. All 159 requests have been approved to operate on the PSDN. To date, there are 140 requests operating on the PSDN. There are 14 requests awaiting an implementation date or are in the process of being implemented. There are no requests on hold and the remaining requests are in various stages of the connection process.

The next PSDN Governance Meeting is scheduled for October 20th. At this point in time the governance board will be presented with three PSDN requests to review and/or vote on for approval.

Geographic Information Systems

Dan Czaja reported that DSET/GIS continues to update the GIS data for the 911 system including the address points. The ALI geocoding match rate for street centerline is now 99.36% and combined with the address points the total is at 99.47%. Mr. Czaja reported that the Master Street Address Guide (MSAG) continues to be updated and is up 3300 updates since 2010. GIS continues to support the Agency GIS needs CSP with map requests and updates and continues to provide CTAlert with updates. Mr. Czaja reported that OPM has started the process of hiring a GIS information officer for the State of Connecticut. It is anticipated that the position will be filled by the end of 2021.

Emergency Notification System

Kevin McManus reported that currently Everbridge is at 3.79 million contact records for the State of Connecticut. There was a total of 62 CTAlert messages sent out during the third quarter which include: Tropical Storm Henri and Ida; power outages, phone outages, live power lines down across railroad tracks, two separate towns with high pressure gas line incidents which resulted in evacuations. A found child, missing parent case and a missing child, found parent case, and a DEEP warning for dangerous bee swarm. Mr. McManus reported that there are over 500 CTAlert certified dispatchers. There are 34 state agencies and 74 PSAPs using the

operational organization system for notification and the Everbridge Administration and Connecticut Training organization have recently been added. Since January there have been 6.86 million emergency text messages delivered by the system, just over 2 million phone calls and 5.20 million email messages. Mr. McManus reported that he and John Gustafson recently attended a two-day virtual training with FEMA. One of the key issues discussed during the training was the importance of the timeline of getting an accurate message out to the public. The Everbridge training program will be focusing on instructing emergency management directors and commanders of the necessary details to include when sending the messages out to the people in order to prevent any possible confusion. Mr. McManus reported that at the end of 2021 and beginning of 2022 Everbridge will be rolling out Resident Connection 2.0, which is an interface with universe map selections. Also, Everbridge will be partnering with RapidSOS and the recent acquisitions of SnapComms and RedSky will afford for more specific and efficient emergency notifications.

PSAP Updates

Clayton Northgraves reported that to date the State has relocated 23 PSDN Nodes: 18 were external relocations to new buildings or facilities and five have been internal relocations within existing facilities.

The following are completed and or scheduled relocations to be completed thru 2021: Weston PD is scheduled for 2021-2022 (internal); East Lyme PD is moving into new facilities and awaiting a move date; Newtown PD has been completed; Fairfield/Westport (merger) is currently in process; Ansonia PD is moving into new facilities and awaiting a move date and Bridgeport ECC is underway (internal).

Mr. Northgraves took this opportunity to recognize two employees who went above and beyond their regular duties to ensure the safety of our first responders. Both Scott Wright and Daniel Geary attended a conference in San Antonio prior to Hurricane Henri. Their return flight was scheduled from Baltimore to Bradley. While in San Antonio they learned the flight from Baltimore to Connecticut was canceled due to the impending hurricane. Upon notification they immediately began searching for alternative transportation as the pending hurricane was forecast to deal Connecticut a devastating blow. They quickly learned there were no car rentals available and most if not all public transportation to Connecticut had been halted due to the predicted severity of the storm. As a last effort Mr. Geary contacted a relative who works for a car rental company in Las Vegas. The relative was able to locate a rental car and secure the reservation for both. They landed in Baltimore at 9:00 pm drove directly to Bradley, arrived at 3:00 am and were forced to wait until 4:00 am for the rental company at Bradley to open. At approximately 7:00 am the same morning Scott assumed control of the critical ESF-2 position for the State EOC and maintained it until later that evening. Both Scott and Daniel provide critical support to our radio network and to DEMHS during such major events. The airline offered to book a hotel room for both in Baltimore. Out of nothing short of a profound sense of duty they went WELL above and beyond to get back to Connecticut during this critical time. Additionally, CTS was short staffed due to one engineer being out of state and the other out with an injury. Mr. Northgraves stated that words could not express the gratitude and pride that is felt to have both Dan and Scott on the team.

Division of Emergency Management and Homeland Security

John Gustafson reported that DEMHS is on day 578 and the 185th operational period of the activation for COVID 19, which is currently in a partial activation status. DEMHS is currently actively pursuing possible declarations for Tropical Storm Henri and the remnants of Tropical Storm Ida. In addition, to these two items DEMHS is actively managing FEMA Disaster declaration funds for COVID 19, \$180,000,000, which is expected to double and \$9,000,000 for Tropical Storm Isaias also expected to double as well as a number of extreme weather events that have occurred over the past two to three years.

FirstNet

John Gustafson reported that AT&T FirstNet has asked for a change to the state plan regarding several new towers to provide coverage in western Connecticut. They have asked to exchange two of the identified towers for two in other areas of the state, effectively moving the timeline for those sites to be upgraded to Band 14. The requested change comes with a caveat that the original towers will be upgraded as well. A letter has been drafted granting this approval which is now being reviewed by legal counsel. The Distribution Antenna System installation at 360 Broad St., Hartford, the State Armory and Emergency Operations center and 269 Maxim Rd., Hartford have been completed and are pending final testing to insure effectiveness and non-interference with CLMRN. These systems will insure good FirstNet coverage inside the two buildings and are a requirement of the State plan for FirstNet.

Mr. Gustafson reported that FirstNet is currently evaluating the AT&T FirstNet proposal to provide several deployable cell sites for tactical use. This is also part of the State Plan, and the only additional cost will be ongoing operation and maintenance. The devices consist of a small cell site, generator and satellite backhaul, and are intended as a tactical device to provide cellular voice and data communications for a 1/2 mile radius. Their mission would be to allow for establishment of communications in the Alternate EOC, forward command posts and other command and control facilities when normal commercial cellular communications has been damaged or knocked out by an event such as weather or manmade disasters. In addition to technical capability FirstNet is evaluating the long-term sustainability costs for these proposed units.

Department of Public Health

Raffaella Coler reported that Image Trend is now the official vendor used to collect data for EMS as well as Trauma. The Office of Emergency Medical Service website include three calendar years of data. Ms. Coler thanked the commission members for their support in this process.

New Business

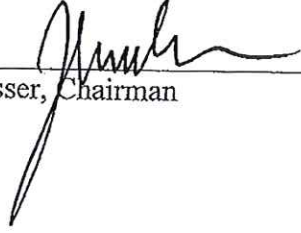
No new business.

Public Comment

No public comment

Adjournment

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



John Elsesser, Chairman

Date

1/12/2022