

Adopted Minutes
Enhanced 9-1-1 Commission Meeting
October 7, 2022
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Jeff Morrisette
Raffaella Calciano
Robert Guthrie
Jonathan Hartenbaum
Kevin Gridley
Matthew McNally, IV
John Benedetto
Francisco Rivera, Jr.
Francis Gregory

Representing

Council of Small Towns
State Fire Administrator
OEMS
Volunteer Fire Service
DEMHS
Connecticut State Police
Municipal Police Chiefs
Wireless Service
Public Safety Telecommunicators
Dept. of Children & Families

Division of Statewide Emergency Telecommunications (DSET/CTS) DESPP

Clayton Northgraves
Stan Dombrowski
Bill Youell
John Masciadrelli
Rosa LaChance
Dan Geary
Brian Benito
Troy Clark

Carey Thompson
Scott Wright
Chuck Fuller
Dan Czaja
Peter Lucco
Bonnie Guarnieri
Patrick Tangney

Others in Attendance

Kevin McManus
Tim Deranek
Dan Soule
Walter Kaplan
Jason Fuqua
Joann Fodge
Juliet Goodman
Winfred Mitchell

Everbridge
AT&T
Litchfield County Dispatch
Rapid SOS
Rapid SOS
Rapid SOS
Rapid SOS
AT&T

Call to Order:

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

Approval of the Minutes

Jeff Morrisette made a motion to approve the minutes of the July 1, 2022, meeting. Kevin Gridley seconded the motion. The minutes were adopted.

Public Comment

No public comment.

Clayton Northgraves welcomed back Bill Youell, who was the DSET Director for over a decade prior to himself. Under Bill's leadership DSET had many noteworthy accomplishments including implementation of our statewide NG 911 network (one of the first in the country), Public Safety Data Network (over 8,000 miles of fiber) specifically for mission critical public safety applications, and statewide text-to-911. Bill's expertise and years of institutional knowledge will be assisting the DSET team in many areas.

DSET Project Update

Stanley Dombrowski DSET, reported that Enhanced Outbound Text will become available during the month of January 2023. This will allow dispatchers to initiate a text session to anyone in need. Currently the dispatcher can only respond to text messages initiated by the caller. This could be especially helpful in cases where the call disconnects or is the preferred method of communication. A new desktop consolidation product called ADDER KVM is currently being trial tested at a PSAP. This will consolidate the desktop surface for the dispatcher into a single keyboard, mouse and monitor with the ability to switch between multiple applications on a single or multiple displays. This device has been properly tested and approved by Intrado and will be sold, installed, and supported by AT&T locally and initiated through our MAC or move/add/change process. Support will align with current trouble reporting procedures. Plans are for general availability starting in January 2023.

Mr. Dombrowski reported that the NG911 laptops are undergoing a voice recording enhancement. This NexGen 911 application will allow dispatchers to record their voice session and recall from storage for additional usage. Additional updates will be forthcoming, and we expect the installation completed by end of year 2022 or first quarter 2023 and laptop FOA (First Office Application) sometime thereafter.

All the PSAP migrations have been completed. This fundamental change is the building block to the future of NG911 here at the SoCT. While initially deemed as a call efficiency solution for time to answer with enhanced location information like a callers xy coordinates. The migration is also helping to retire legacy network nodes like the Frontier selective router as an unsupported and end of life product. The ESINet will open the door to direct connectivity by the OSP's using ip to bring out all the capabilities of a modern and cutting edge NG911 system with potential for video, picture, telematics, and future high bandwidth utilization.

Integrated Rapid SOS- This much anticipated Mapflex location enhancement solution is ready for installation. This feature will enhance the existing Mapflex application by adding an alert button that will tell the dispatcher that additional location data is available on the Mapflex screen that will indicate the location of the caller to a much tighter radius. This is especially critical when the caller is not near a fixed location but now more precisely mapped to as close as 10 meters in proximity to the caller. The plan is to begin the map flex upgrade on a single host and deploy to a single PSAP for evaluation beginning the week of 10/16/2023. The general availability release date for remaining PSAPS will be January 2023. This MAP flex enhancement will work in parallel with PSAPS that have already deployed the Rapid SOS portal version that required its own separate display.

Rapid Deploy Eclipse-This replacement Power MIS (Management Information System) product will enhance and simplify the reporting and is designed for anyone to generate and chart reports for their centers. In addition, the workforce forecasting module will assist those that are tasked

with staffing and can predict based on historical data the number of dispatchers needed to meet certain metrics while helping to reduce staff burnout and overtime. The product is scheduled for general availability early first quarter 2023.

Finally, you are all encouraged to visit the DSET website for updated total call counts and call detail breakouts for first quarter 2022. Mr. Dombrowski introduced Walt Kaplan from the Rapid Deploy Eclipse Analytics team for a demonstration on the new NG911 reporting system.

Members of Rapid SOS gave a power point presentation.

Land Mobile Radio

Scott Wright reported that the Connecticut Land Mobile Radio Network (CLMRN) continues to expand to meet the needs of the citizens of the State of Connecticut. Significant activity includes: Addition of Telecommunications Engineer to team with significant public safety/911 experience. Town of North Branford dispatch is now on the network. Continued development of additional system integrations: DOT Capacity expansion Stand-alone-site Console Subscribers. DOC Norwalk, Wilton and Fairfield. Continued work with vendors to resolve technical issues with connection between CLMRN and City of Waterbury. Participation in industry events/conferences. Continued participation in beta testing with various manufacturers and software. Supply chain issues continue to delay on-going enhancement projects. Review of potential equipment adds/modifications. Support of training, exercise, and deployments

Quarterly Statistics: System: PTT's: 24,100,690 Airtime (seconds): 144,309,761.5 Avg PTT Length (seconds): 6.2 Avg PTT's/Minute: 181.93 Trunked: PTT's: 7,787,082 Airtime (seconds): 38,617,317.6 Active Talkgroups: 621 Subscribers: Radios Added: 233 Alias Changes: 1487.

Legislation

Carey Thompson reported on DSET's required role of Public Act 22-47 which is to develop a plan to collaborate with 988 to address callers that have mental health issues, substance use disorder or behavioral health needs. DSET is also working with partners at Dept. of Public Health, Dept. of Children and Families, Dept of Mental Health and Addictive Services to come up with a plan and make recommendations which must include staffing PSAPs with licensed mental health providers. Currently Hartford and New Haven are reviewing systems which incorporate staffing within the center, or contract with a vendor to provide services for mental and behavioral health. The bill requires that any recommendations include this. Ms. Thompson went over possible resolutions for requiring PSAPs to coordinate with the DEMAS during the transition from 2-1-1 Infoline to 9-8-8 and other requirements of the bill which includes, developing protocols for PSAPs to transfer 9-1-1 calls to 9-8-8 when it's 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. The Commissioner shall report to the General Assembly, the development of the plan, recommendations for implementation and the timeline of the plan by January 1, 2023.

Carey Thompson went over 9-1-1 considerations and coordination plan for 988 which includes: engage stakeholders including 9-8-8 and ECCs, to address call handling and response, identify each entity's roles and responsibilities, identify processes and enhance 911 training, use of recommended standards and guidelines, National Emergency Number Association's (NENA) 911/988 Work Group, best practices and standard development by other states and Emergency

Medical Dispatch (EMD) protocols. Finally, to develop a communications plan and address concerns and challenges regarding technology, GIS, technical limitations and liability.

CSECC Update

John Masciadrelli reported that the CSECC officially opened its doors in mid Sept for training/meetings. There are 21 business days in October, the CSECC is booked 17 of the 21 days. The Connecticut State Police are currently using the CSECC's Dispatch Room for training state dispatchers on the NG911 system, state radio system and the CAD system. Telecommunicator training and AT&T 911 training is scheduled to start at the CSECC in mid-October, Peter Lucco will provide more details under Training on the Agenda. The video conferencing system is slated to be installed in the conference room towards the end of October. The kit will allow us to enhance our hybrid (in-person/Teams) meetings. The CSECC will also be used as a back-up location for DESPP's Network Control Center also none as the NCC and Message Center. Mr. Masciadrelli is currently working with Adesta and CSP on the details needed to make this happen. DSET staff continues to work on policies and procedures for planned/emergency activation of the CSECC. I'm hoping to have the policies and procedures will be completed by mid- November

PSAP Grants

Mark Gorka reported that in the first quarter of the 22-23 State fiscal year, one municipality and one regional ECC were approved for four individual Capital Expenditure Grants, for a total of \$280,687. The funding supported the purchase or replacement of a digital recorder, computer workstations, radio system upgrades, and radio shelter improvements.

Training

Peter Lucco reported that there have been five telecommunicator training classes held this year at the Cromwell Fire Dept. Mr. Lucco thanked them for allowing use of their facilities. Mr. Lucco reported that the next training classes will be held at the Connecticut Statewide Emergency Communications Center (CSECC) in Meriden. The next meeting will be held October 13th and then there will be two held in November and one in December of 2022. The AT&T 911 training classes will be held at the CSECC as well.

Public Safety Data Network Governance

John Masciadrelli reported that to-date 192 PSDN requests have been submitted to the PSDN Governance Board and are in the pre-approval stage or have been approved and are operating on the PSDN. 175 of those requests have been raised, reviewed and/or voted on by the board. All 175 requests have been approved to operate on the PSDN. To-date there are 165 requests operating on the PSDN. There are 10 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 reported that DSET continues to update GIS data and recently an update was completed in Suffield. Mr. Czaja reported that Bradley International Airport will be doing an updated 911 address change within the next couple of months. ALI Geocoding is currently at 99.41% and 99.51% when using the address points. DSET along with AT&T continues to manage the Master Street Address Guide. DSET/GIS continues to provide mapping for DESPP and supports the CSP CAD system. DSET/GIS continues to support CTAlert monthly extract of

the 911 data base grom CTAAlert system. The GIS council continues to hold meetings and it is in the process of creating an RFP for the aerial flight and it is anticipated to be completed and sent out in November.

Emergency Notification System

Kevin McManus – Professional Services Manager from Everbridge Supporting the State of Connecticut, Provider to the State of Connecticut with a Statewide solution since 2009. Still remains a model for States across the country. Mr. McManus reported that the CTAAlert Database count has reduced to approximately 3.86 million contacts. This decrease is a result of the housecleaning of duplicate contacts and those who are not properly geo-coded. Wireless devices now lead the categories of record types at 31%, exceeding Landline and VoIP devices. Office of Early Childhood continues to provide the data required by statute for notification in the event of an emergency. CTAAlert notifications are now integrated with Facebook and Twitter, and a web coding script. Ten CTAAlert messages in Q3 for a total of 57 year to date. IPAWS connectivity remains available with more than 99% uptime. 450 trained dispatchers still have access to CTAAlert. Training has resumed and is in a much shorter format for those who only need to send a CTAAlert message and nothing else. Notification of separated employees is essential for security. Q1, Q2 and Q3 of 2022 have yielded 7.7 million Text Message, 1.6 Million Voice Calls (equating to 2.2 Million minutes of messages), and 3.1 Million Emails. Successful back-to-back CTAAlert Notifications in Ellington and Ridgefield were highlighted. The locating of individuals was a direct result of the Alert Messaging. Forecast for end of the year and into 2023 is dispatcher training, IPAWS policy, and training, supporting special events, PSAP Notification database thru DSET, and regular housecleaning and streamlining of the system.

PSDN Refresh

Chuck Fuller reported that the Greenfield project for the PSDN refresh has been completed and ready for the deployment section of this. Mr. Fuller reported that the silicone and semiconductor shortage for this project has been resolved and it is anticipated to be rolled out mid-2023.

PSAP Updates

Chuck Fuller reported that the UConn Police Department renovations and move continues. UConn is working closely with Eversource to move their electrical service to a new area of the building. This move is scheduled for the end of October or beginning of November and DSET staff will be working with them during this move. The Fairfield Dispatch center is fully functional and the consolidation plans with Westport PD are still in progress. They will be combining their dispatch center into the Fairfield County Regional Dispatch to the Sacred Heart University. Construction of the new North Branford PSAP has begun and that is anticipated to be completed by mid to late 2023.

PSAP Contact List Update.

Mark Gorka reported that DSET continues to work with Everbridge on collecting and maintaining PSAP contact information. Everbridge will be sending out a notice soon to remind PSAPs of the importance of updating the Division with changes to its personnel. PSAPs have the capability, through the Everbridge system, to update contact information themselves or they can send an e-mail to DSET@ct.gov and we will update the records. DSET will continue to reach out by letter and email from time to time, as we have in the past, but partnering with Everbridge provides us with another tool to effectively communicate with the centers. Having current contact information for various members of the PSAP allows us to efficiently direct critical

information such as outages and system updates to the appropriate PSAP personnel. It prevents overloading the Chief or Director with unnecessary messages or directing messages to invalid addresses due to staff turnover. The anticipated cooperation of the PSAPs is greatly appreciated.

Division of Emergency Management and Homeland Security/First Net

Clayton Northgraves introduced Jonathan Hartebaum. Mr. Hartebaum did not present a report at this time.

First Net

Clayton Northgraves reported that AT&T/FirstNet made as part of the FirstNet opt-in process, I'm happy to report CT has several new Band 14 sites in the following areas. Easton, New Canaan, Weston, East Granby, Goshen and Salisbury. First New will also continue to work with AT&T/FirstNet on the delivery of six Compact Rapid Deployable devices which is a FirstNet cellular and WiFi site on wheels.

Department of Public Health

Raffaella Calciano reported that the conversion to Image Trend for DPH/OEMS has had positive results and the 2021 report is now posted on the website and the OEMS is collecting data from all 177 EMS organizations. OEMS is now in the process of transitioning to Nemesis 3.5.

New Business

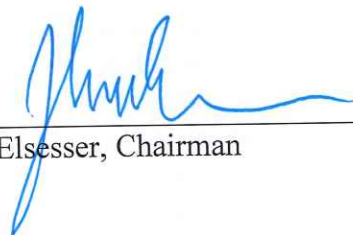
Raffaella Calciano made a recommendation to create a commission handbook which will identify the roles and responsibilities of the members and what designation they hold.

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 10:44 a.m.



John Elsesser, Chairman



Date