

Approved Minutes  
Enhanced 9-1-1 Commission Meeting  
April 14, 2023  
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  
Francisco Rivera, Jr.  
Fred Dudek  
Matthew McNally, IV  
John Benedetto  
Dr. Francis Gregory  
Stephen Stephanou  
Michele Etzel  
Bob Grauer

Representing

Council of Small Towns  
State Fire Administrator  
OEMS  
Volunteer Fire Service  
DEMHS  
Public Safety Telecommunicators  
Municipal Fire Chiefs  
Municipal Police Chiefs  
Wireless Service  
Dept. of Children & Families  
Conference of Municipalities  
Public Representative  
Manager 9-1-1 PSAP

Division of Statewide Emergency Telecommunications (DSET/CTS) DESPP

Clayton Northgraves  
Stan Dombrowski  
Bill Youell  
John Masciadrelli  
Rosa LaChance  
Dan Geary  
Patrick Tangney  
Bonnie Guarnieri

Carey Thompson  
Scott Wright  
Chuck Fuller  
Mark Gorka  
Brian Benito  
Anne Finn  
Troy Clark

Others in Attendance

Kevin McManus  
Dan Soule  
Julie Gatzen  
Len Besthoff  
Rob Sundman  
Christopher McGeary  
Tim Deranek  
Winfred Mitchell  
Steve Schindler

Everbridge  
Litchfield County Dispatch  
Adesta  
NBC  
Stonington PD  
Intrado  
AT&T  
AT&T  
Covendis

Call to Order:

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

DSET NCC HelpDesk services for all CT PSAP locations. A survey was sent to the PSAPs in March regarding performance and another survey will be sent out in July.

Ms. Gatzen went over the 911 Issue Reporting Guide. The PSAP AT&T Pseudo Circuit Number is not necessarily critical information, the NCC has the master list. The NCC will be focusing on if 911 needs to be rerouted to the alternate PSAP and if so, which one.

Ms. Gatzen reported on the 911 tickets that have been received by the NCC and what some of the issues are. The majority of the calls are from the larger call centers. There were 140 tickets received and 62 of them were related to maintenance. In the future DSET, Adesta, and AT&T will all be working together to alert the PSAPs of any maintenance issues ahead of time. Some of the information received from the survey was how people might have interacted with the NCC, whether it was through the help desk for 911 related issues. Several others may have been related to CLMRN. However, the majority has been maintenance related. The NCC asked what type of notifications would be useful and the vast majority are interested in receiving all 911 related incidents. The NCC, DSET and Everbridge will be establishing notification policies. The majority of interactions with the NCC have been excellent. Some of the suggestions received were: 1) Follow up with the dispatcher who originally called in the trouble, 2) Database for admins to log into to look at open/closed tickets and 3) Description of the priority levels for the dispatchers. Contact information for NCC is: Main Helpdesk telephone number 860-685-8525 or alternate helpdesk telephone number 860-685-8008 and email address: [DESPP.NCC@ct.gov](mailto:DESPP.NCC@ct.gov).

### **Legislation**

No new legislation.

### **PSAP Grants**

Mark Gorka reported that in the third quarter of the 22-23 State fiscal year, two regional ECCs were approved for a total of six individual Capital Expenditure Grants, for a total of \$286,338.03. The funding supports emergency telecommunications through the purchase or replacement of radio switches, KVM, a firewall, routers, gateways, a backup generator, and a simulcast radio system. In total, since the start of the 2022-23 SFY, there have been eleven grants awarded for a total of \$591,900.45. The deadline to submit an application for a Capital Expense Grant in this cycle is April 30th. The next cycle begins July 1<sup>st</sup>.

### **Training**

Clayton Northgraves reported that there have been three telecommunicator training classes held at the CSECC in Meriden so far this year. A total of 50 dispatchers have been trained since January and it is anticipated that there will be six more classes held at the CSECC in 2023.

### **Public Safety Data Network Governance**

John Masciadrelli reported that the PSDN Governance Board approved the following two applications during the February meeting:

**DSET – Brainard Airport** - DSET requested access to the PSDN to provide a circuit between an engineering test facility located at Brainard Airport to the Connecticut Land Mobile Radio Network's (CLMRN) Core. The circuit will enable CTS engineers the ability to monitor and program State radio assets from the testing facility.

primarily funded by federal American Rescue Plan Act/ARPA funding along with funding from DESPP and DOT. Both datasets, and any other residual datasets, will be publicly available without license restrictions and will support the various missions of State, Regional, and Municipal governments. The acquisition flights are currently being flown and should be completed by mid-April.

### **Emergency Notification System**

Kevin McManus announced that this is the 14th year that Everbridge has been providing mass notification services to the state of Connecticut. Our state of Connecticut project is broken into three primary verticals. The first one is our CT alert which is the mass notification and how the public is notified in a life safety emergency. Then there are two operational paths. 1 operational path is for key state agencies. The light version is if they have a seat at the state EOC, they have access to an operational organization to notify staff employees of emergency callbacks and priority notifications and then all PSAPs in the state have a similar structure where they can notify their off duty personnel, recall special teams and that can even expand to the municipality for building closures. What is not included in those operational organizations is notification to the public. Currently, the way the Connecticut structure is set up, only life safety notifications coming out of CT alert are available. Everbridge is available for higher education colleges, universities, corporations and businesses.

Mr. McManus reported that as of today, there are over 450 dispatchers that have access to this mass notification system. One of the keys to this project is almost all dispatchers across the state can send an alert anywhere in the state. If a 911 center is inundated in a volume and a large incident that's going on, they could ask their mutual aid or whoever their neighboring PSAP is not to launch a message on their behalf, but each 911 center can notify across the state because emergencies do cross town borders. The current system has over 4.2 million contact records. 911 centers do have to go through a formal training process. There were 12 CTAlert messages sent out for the first quarter which included some priority instances regarding shooting incidents, bomb threats and people wandering some city streets displaying a firearm. Everbridge maintains connectivity to IPAWS, which is the state's Emergency Management Integrated Public Alert Warning System. These are the forced notifications to your cell phone regardless if someone is in the database or not. This is primarily used for tornado warnings and Everbridge serves as a gateway to that and has maintained connectivity 100% through the first quarter. Everbridge is now transitioning dispatchers to using an Incident message rather than creating an alert from scratch they can now fill in the blank form which should take approximately 60 seconds to complete. Everbridge is looking into decommissioning one of the key words of an opt-in campaign. Now that the COVID national emergency is over the 87,000 people that signed up for alerts will be encouraged to join the regular CTAlert program. Everbridge continues to send alerts through social media which include: Facebook, Twitter and the Everbridge mobile app. Mr. McManus reported that only 74 of the 911 centers across the state take advantage of the operational work organization and now there is an Everbridge training portal set up so someone can go in and do some test messaging. Projects on the state operational side include the DSET notification project, updating safety notification plans for DMV, CVH, DAS and DDS. Everbridge is now providing executive officers at the CSP Troops the ability to message their troopers directly. Traditionally the state police message center and special duty overtime were the only ones that could notifications to the state police troopers. There have been over 5million notifications sent during the first quarter with text messaging as the most popular.

## **PSAP Updates**

Chuck Fuller reported that in March of 2023 UConn PD successfully upgraded their commercial power equipment, as part of their renovation project. Mr. Fuller reported that the consolidation of Westport PD with Fairfield County Regional Dispatch has been completed. Electric Boat relocated to a new location, the new fiber and demarcation is up and running. Mr. Fuller stated that relocation of PSDN nodes are ongoing and pending projects include: North Branford and New Canaan relocating in 2023 and it is anticipated that Wallingford PD will be relocated in 2024.

## **PSAP Contact List Update.**

Mark Gorka reported that in January DSET began a quarterly request for PSAPs to verify contact information. On DSET's behalf, Everbridge sent out emails to the contacts on file. The email contained a list of all contacts for the center and requested that the recipient send an email to DSET verifying or updating their contact information. DSET updated the contact list that we share with Everbridge and reached out to any contacts that did not respond.

DSET plans to have Everbridge send out the next quarterly request for verifications by the end of April. This time, PSAPs will receive an email from DSET through Everbridge that contains the names and contact information of the Chief/Director and relevant staff. Each recipient will be able to select one of two choices: 1) "No changes needed" or 2) "Changes needed and will be emailed to DSET". The email will contain a link that automatically sets up an email from the recipient to [DSET@ct.gov](mailto:DSET@ct.gov) when selected. If there's an update the recipient can click the link, make note of any changes, and hit Send.

DSET was very pleased with the responses received from the first quarter verifications. It's important to emphasize how critical it is for DSET to have current contact information on file. Having the ability to reach various members of the PSAP allows us to efficiently direct *critical information such as* outages and system updates to the appropriate PSAP personnel. It also prevents overloading the Chief or Director with unnecessary messages or directing messages to invalid addresses due to *staff* turnover. And partnering with Everbridge ensures that they have current contact information for their emergency alerts. DSET sincerely appreciates the continued cooperation of the PSAPs in this matter.

## **Division of Emergency Management and Homeland Security/First Net**

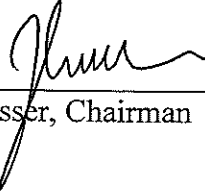
Jonathan Hartenbaum reported that the SCIP plan was finalized and is available on both the DSET and DEMHS website. Bill Turley, who was the Region 3 Coordinator, is now the new state Training Officer and the new Training Exercise Manager at DEMHS. The Region 3 Coordinator position will be reposted.

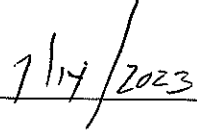
The CCM conference is on April 25<sup>th</sup>, and the registration closes today. DEMHS continues to do cyber assessments conducted by the National Guard for all the towns. They are free cyber assessments through a cyber grant and work is being done to receive additional funding. Cyber Yankee will be held May 22, 2023, which is a weeklong exercise with the New England states and the military, there will be an exercise held for the Cyber Disruption Task force.

DEMHS continues to work with the FEMA contractor on upgrading the EAS index to connect them to the Internet so emergency alerts can be sent more rapidly and readily. DEMHS has submitted the application for congressionally delegated funding for upgrading the communications room at the EOC.

**Adjournment**

Jeff Morrissette made the motion to adjourn the meeting. Bob Guthrie seconded the motion. The meeting was adjourned at 10:40 a.m.

  
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John Elsesser, Chairman

  
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Date