

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

Commission Members

John Elsesser
Jeff Morrisette
John Gustafson
Robert Guthrie
Fred Dudek
Joanne Miles
Kevin Gridley
Michele Etzel

Representing

Council of Small Towns
State Fire Administrator
DEMHS
Volunteer Fire Service
Municipal Fire Chiefs
Willimantic Switchboard ECC
Connecticut State Police
Public Representative

Division of Statewide Emergency Telecommunications (DSET/CTS) DESPP

Clayton Northgraves
Jerry Zarwanski
Chuck Fuller
Rosa LaChance
Bonnie Guarnieri

Carey Thompson
John Masciadrelli
Dan Czaja
Mark Gorka
Peter Lucco

Others in Attendance

Kevin McManus
Christopher Muncy
Timothy Deranek
Luciano Capozzo
Winfred Mitchell
George Herndon
Connor Sergel
Scott Smith

Everbridge
Everbridge
AT&T
AT&T
AT&T
AT&T
Everbridge
AT&T

Call to Order:

John Elsesser, Chair, called the meeting to order at 9:03 a.m.

Mr. Elsesser acknowledged Don Richardson's retirement from the commission and thanked him for his 22 years of service. Clayton Northgraves congratulated Don Richardson and wished him well. Mr. Northgraves reported that DSET is working with the Commissioner's office to fill this vacancy.

Approval of the Minutes

Bob Guthrie made a motion to approve the minutes of the October 1, 2021, meeting. Michele Etzel seconded the motion. The minutes were approved.

Public Comment

Timothy Deranek, introduced himself as the AT&T Application Sales Executive in the Public Safety Practice Supporting the state and local AT&T account teams. Mr. Deranek introduced Winfred Mitchell, as the AT&T Technical Sales Consultant. Both Tim and Winfred will be the 911 overlays assisting with designing features of the 911 system and working along with DSET. Mr. Deranek reported that as of December 1, 2021, Keary Bertola will assume the service executive responsibilities formerly held by Kate Iacovelli, who retired from AT&T in November. Mr. Deranek reported that Lou Capozza will temporarily be assuming the Business Field Manager responsibilities for the technicians within Connecticut that was held by Brett Laiti, who also retired, until that position is permanently filled. George Herndon, AT&T Sales System Engineer, is temporarily assuming David Cascio's responsibilities until that position is permanently filled.

DSET Project Update

Clayton Northgraves reported that DSET continues the migration to AT&T's ESINet. This migration ensures maximum speed and reliability by reducing wasteful network traffic and in places offer exact X and Y **routing** coordinates of wireless callers for a more precise location. Currently 28 PSAPs are live and are on target for all PSAPs to be migrated by August of 2022. Mr. Northgraves reported that DSET has taken delivery of 10 NG911 laptops and received initial training from AT&T. DSET has begun development of policies and procedures for their use and will provide further updates before deployment. Mr. Northgraves reported that current call reporting system is at the end of life and does not provide a robust set of data and metrics needed for conventional PSAP operations. After an exhaustive search DSET has selected RapidDeploy (not to be confused with RapidSOS). The RapidDeploy solution easily provides data and near real-time analytics to better evaluate system performance. DSET has received an update from AT&T labs that the RapidSOS integration is targeted by the end of this quarter. With this integration, each incoming 911 call will trigger a query to the RapidSOS clearinghouse database. If an additional location is available a secondary location button will light up in the Power911 GUI. The RapidSOS location will be displayed on the map along with the ALI-based location, tagged with a unique icon.

Interstate 911 Interoperability, AT&T has stated that the national ESINet will be the centerpiece of seamless interstate interoperability. DSET is continuing to work with AT&T 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.

Land Mobile Radio

Clayton Northgraves reported that CTS has combined the user group with the State Interoperable Executive Committee meeting as most of the information shared during the two meetings was duplicated. This allows CTS to share information with additional stakeholders who have a vested interest in interoperability as well as the CT Land Mobile Radio Network. The next meeting is scheduled for Tuesday, January 18th. Mr. Northgraves reported that as CTS continues to add cities and towns to the network, system usage has increased exponentially. From 2019 to 2020 Trunked usage increased 43.9%. From 2020 to 2021 usage increased by 49.9%. There is still a

great deal of capacity available for additional users. Mr. Northgraves reported that as of yesterday a new site went live on top of Danbury Hospital and preliminary coverage tests have exceeded predictions. Also, the Branford site has been energized and should be online within coming months. Construction has begun in Hartland and we hope to have the site online this summer. There were some issues with the Waterford site and CTS is now looking for a new location in this area. Mr. Northgraves reported that currently there are three MOUs in progress, and 108 have been executed.

PSAP Backup/Training Center Update

John Masciadrelli reported that the back-up 911 PSAP/training center located in the Connecticut Police Academy has an official name. The facility is now known as the Connecticut Statewide Emergency Communications Center the acronym is (CSECC). Construction portion of the CSECC was completed the last week of October and DSET was provided a Certificate of Substantial Completion the first week of November. Over the of the past couple of months, the Training and Dispatch furniture has been delivered and installed, network and grounding wiring has been completed, the PSDN and local area network equipment has been installed along with the generator and door monitoring equipment. January through the end of February the following equipment and services are scheduled to be installed in the facility: redundant fiber paths on the PSDN, the 911VIPER System, Motorola radio system, Avaya Administrative PBX and NICE Long Term Recorder. At this point in time we are still on track to have all the equipment installed by the close of the grant.

PSAP Grants

Mark Gorka reported that during the second quarter of the 21-22 State fiscal year, one Regional ECC was approved for three individual Capital Expenditure Grants. The funding supported the purchase of a redundant CAD, UPS Battery Replacements, and replacement blade servers. There were six grants awarded for the State fiscal year 21/22 with a total amount of \$101,082.

PSAP Training

Peter Lucco reported that 11 telecommunicator classes were held in 2021 and that 155 dispatchers have been trained and currently there are twenty people on the wait list. Mr. Lucco thanked the Cromwell Fire Department for allowing in-person training classes to be held at their facility. Mr. Lucco reported that due to the COVID spike, the first class for 2022 will be virtual and will be held in February. It is anticipated that there will be in-person classes later during the year.

Public Safety Data Network Governance

John Masciadrelli reported that since the last E911 Commission meeting the PSDN Governance Board has met once on December 15th. During the December meeting the governance board approved East Lyme Emergency Management to operate across the PSDN. East Lyme Emergency Management is utilizing the PSDN to share Nexgen CAD between their new public safety building and the East Lyme fire departments; provide connectivity to the East Lyme radio system located at the police department, fire departments and EOC; provide network access to the public safety camera system located at the 911 dispatch center and to provide a redundant circuit between the legacy dispatch center and to support Dominion Energy's Millstone Siren System.

PSDN Application Status Report Update

Mr. Masciadrelli reported that to-date 185 PSDN requests have been submitted to the PSDN Governance Board and are in the pre-approval stage or have been approved to operate on the PSDN. 165 of those requests have been raised, reviewed and/or voted on by the board and all 165 requests have been approved to operate on the PSDN. To-date, there are 141 requests operating on the PSDN, and there are 17 requests awaiting an implementation date or are in the process of being implemented. Currently 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 February 16, 2022.

Geographic Information Systems

Dan Czaja reported that DSET/GIS continues to update the 911 systems GIS data and the ALI Geocoding results are slowly increasing. Master Street Address Guide (MSAG) continues to be updated and managed by DSET along with AT&T. DSET/GIS continues to assist other divisions of DESPP including DEMHS and CSIC. DSET/GIS also continues to support CTAlert. Mr. Czaja announced that Alfredo Herrera, from the City of New Haven, has been appointed as the Geographic Information Officer for the State of Connecticut.

Emergency Notification System

Kevin McManus introduced Christopher Muncy, Manager, Everbridge. Mr. McManus reported that for 2021 there were 4.16 million CTAlert contact records and over 50% of those are resident connections. Due to the decrease of home landlines, the E911 database is down 15%. There were 15 alert messages sent out during the fourth quarter which included the COVID test kit information notification. Mr. McManus reported that for 2021, there were 120 emergency alert notifications which is down from 2020. There were 1.29 million text messages sent out, 2.04 million voice calls, and the governor's organization sent over 65,000 notifications through Everbridge. Everbridge is starting to roll out dispatcher training for CTAlert and will be going to three locations next week. There are approximately 130 operational organizations currently maintained by Everbridge which include state agencies and regional PSAPs. There were 13.3 million text messages and 2.86 million phone calls sent out by Everbridge for 2021. Mr. McManus reviewed a CTAlert notification sent out for an elderly woman in Ridgefield, Connecticut which had positive results within 15 minutes after notification was sent. The 2022 forecasted goals are to continue to encourage Everbridge systems backup and to continue to support the pandemic notification regarding COVID testing locations while adhering to the special policies.

PSAP Updates

Chuck Fuller reported that Bridgeport ECC constructed a new dispatch center that was completed in November of 2021. UCONN continues renovations to their public safety building. Renovation should be completed in June or July of 2022. Ansonia Police Department successfully moved to a new facility. The new facility, located on Main St., was operational on October 2021. East Lyme PD relocated to a new building located at 277 West Main Street in Niantic. Fairfield County Regional Dispatch Center is now a new location on the PSDN network. DAS/BITS is currently performing network testing on Fairfield County Regional Dispatch's equipment. The construction of the new North Branford Police station is scheduled to be completed for the end of 2023.

Mark Gorka reported DSET is collaborating with Everbridge to collect and maintain PSAP contact information which includes routine telephone numbers, 24x7 telephone numbers, and e-mail addresses of the chief or director of each PSAP as well as other key members. An e-mail was sent to all PSAP Chiefs and Directors with a link to the Everbridge registration page. After a quick registration each person was able to enter their contact information as well as specific information about the PSAP. DSET has received at least one person registered from 50 of the PSAPs, which is roughly half. DSET reaches out to PSAPs on an annual basis to verify contact information that will ensure critical emergency communications from the Division, vendors, and public safety partners are received and acted on as needed. Although routine and 24x7 contact numbers typically don't change, it's important for DSET to verify this information regularly because personnel do come and go. On Monday, DSET sent out a one-page form via e-mail to all of the chiefs and directors, the way we have been collecting the information in the past. DSET has asked that the PSAPs return completed forms to DSET by February 4th. It is understood that everyone has preferences on how they want to update their contact information, so DSET will continue to send out e-mails as well as work with Everbridge in the foreseeable future.

Division of Emergency Management and Homeland Security

John Gustafson announced that Brenda Bergeron has been appointed as the new Deputy Commissioner of the Division of Emergency Management and Homeland Security. Ms. Bergeron lead the mass distribution of the COVID tests which began December 29th. Mr. Gustafson gave special recognition to the Connecticut National Guard and its leadership of General Evon, General Hedenberg, and Major Mastrocola for their exceptional "Boots on the ground" assistance in coordinating with the towns. Mr. Gustafson also gave special thanks to Dan Czaja of DSET for GIS support to DEMHS.

FirstNet

John Gustafson reported that First Net Authority continues to work with AT&T in deploying six CRDs (these are small area cell sites with satellite backhaul) which will allow communications back to an EOC or Command Post on site. Currently the ongoing maintenance cost will be finalized within the next month.

Department of Public Health

No report.

Clayton Northgraves requested that PSDN Refresh be added to the agenda at this time.

PSDN Refresh

Chuck Fuller reported that DSET is currently replacing the Cisco platform as it is near End of Sales (EOS). Juniper has been selected as the new platform. Mr. Fuller reported that DSET is currently receiving Juniper equipment in their Groton warehouse. Crown Castle is currently deploying new fiber allowing for the transition onto the new platform. The Juniper equipment installation and testing phase should start in mid-2022.

New Business

No new business.

Public Comment

No public comment

Adjournment

Joanne Miles made the motion to adjourn the meeting. John Gustafson seconded the motion. The meeting was adjourned at 10:04 a.m.

John Elsesser, Chairman

Date