

Approved Minutes
Enhanced 9-1-1 Commission Meeting
January 5, 2024
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Jeff Morrissette
Robert Guthrie
Bob Grauer
Jonathan Hartenbaum
Francisco Rivera, Jr.
Matthew McNally, IV
John Benedetto
Thomas Gorman
Dana Begin
Francis Gregory
Stephen Stephanou
Raffaella Calciano
Michele Etzel
Fred Dudek

Representing
Council of Small Towns
State Fire Administrator
Volunteer Fire Service
Manager 9-1-1 PSAP
DEMHS
Public Safety Telecommunicators
Municipal Police Chiefs
Wireless Service
Connecticut State Police
Dept of Mental Health & Addiction Services
Dept. of Children and Families
Conference of Municipalities
DPH/OEMS
Public Representative
Municipal Fire Chiefs

Division of Statewide Emergency Telecommunications (DSET/CTS) DESPP

Clayton Northgraves
Bill Youell
John Masciadrelli
Chuck Fuller
Bob Boudreau
Troy Clark
Bonnie Guarnieri

Carey Thompson
Stan Dombrowski
Mark Gorka
Dan Czaja
Peter Lucco
Stephen Schindler

Others in Attendance

Julie Gatzen
Kevin McManus
Dan Soule
Rob Sundman
Tim Deranek
Winfred Mitchell
Scott Smith
Matt
Jenni Wade
Lee Anne Storey
Christopher McGahey

Adesta
Everbridge
Litchfield County Dispatch
Stonington PD
AT&T
AT&T
AT&T
AT&T
Rapid Deploy
Rapid Deploy
Intrado

Call to Order:

Bob Grauer, Manager 9-1-1 PSAP, called the meeting to order at 9:01 a.m.

Approval of the Minutes

Jonathan Hartenbaum, DEMHS, stated that there were two errors on the October 6, 2023, minutes. These errors will be corrected. Jeff Morrissette made a motion to approve the minutes of the October 6, 2023, meeting. Matt McNally seconded the motion. The minutes were approved.

Public Comment

No public comment.

Rapid Deploy

Jenni Wade, Rapid Deploy Customer Success Manager, introduced herself. Lee Anne Storey, Training Specialist, RapidDeploy, gave an informative Eclipse Analytic Overview presentation. Some of the topics discussed were: Change Management, Dashboard Activity, Interactive Features and Reports.

July Meeting Change

John Benedetto requested that the quarterly meeting for July 2024 be held on the second Friday of the month rather than the first Friday due to the holiday. There were no objections and the quarterly meeting will be held on July 12, 2024.

DSET Project Update

Stan Dombrowski reported that Rapid Deploy Eclipse Analytics, Software As A Service (SAAS) solution has replaced the current NG911 Power MIS call reporting system and can be accessed from any laptop or mobile device. Notification was sent out that as of Aug. 3, 2023, Eclipse has been certified for use at all PSAPs and within the State of CT. Call volume numbers for individual PSAPs are being finalized for 2023 and any questions regarding these should be directed into the NCC or DSET directly. Register for the recorded session at the following URL <https://attendee.gotowebinar.com/recording/4314367511458164142> included in these meeting notes if you need a refresher on using the system.

RapidSOS – Rapid SOS is an independent provider of location information whose data AT&T is integrating into the NG 911 Map Flex display. DSET leadership is currently evaluating options to upgrade each position in the state to meet the necessary operating system requirements and to continue statewide deployments.

Adder KVM – This is a 911 workspace upgrade from the company Adder. Interested parties are encouraged to contact DSET, the NCC or AT&T directly. This optional PSAP funded, and AT&T supported upgrade offers the capability to use a single keyboard and mouse to control multiple NG911 screens.

The NG911 laptops have been deployed as a way for use when the PSAP NG911 capability needs to be relocated. Currently only PSAPs associated with the VIPER 1 call handling solution can use the laptops. DSET leadership is considering additional laptops for deployment dedicated to the remaining Vipers. The laptops are held and managed by the DSET engineering group.

Interstate 911 Interoperability- Each state chooses their own ESINet (Emergency Services IP network) vendor. The ability to take advantage of the efficiencies that direct connectivity offers depends on each State's ESInet vendor working together to evaluate compatibility between systems. Currently there are not any plans between NG911 service providers to connect directly. One major benefit of obtaining this is to reduce boarder state transfers for calls that would otherwise be routed correctly the first time.

AT&T ESInet- The NG911ESInet is the call routing solution for all 911 calls entering the network. It routes 911 calls to the intended Call Handling Intrado Viper node and on to the correct PSAP. AT&T has migrated several carriers to connect directly to the AT&T ESInet. These direct connections should improve reliability and take advantage of diversity between AT&T ESInet cores.

Viper 7- The SoCT is evaluating a proposal to upgrade to the next version of the Intrado Viper call handling solution. This next version includes features like agent roaming that allow dispatchers to log in at any PSAP site to function as if they were at their primary location.

Location Mapping- The current Map Flex mapping application is not supported in Viper 7. The Viper 7 upgrade has the option of purchasing or adding mapping separately. DSET leadership will evaluate all mapping options after considering the potential upgrade of the Intrado Viper call handling solution and PSAP workstations.

Land Mobile Radio

Clayton Northgraves submitted a written report to the commission members.

Network Control Center

Julie Gatzen, Adesta, reported that DSET/NCC is now sending notifications to the PSAPs regarding planned and unplanned 911 related issues and carrier outages. The NCC is assisting DSET with Rapid Deploy and ESINet reports and analysis. Adesta continues to replace batteries in the PSDN UPSs throughout the state. The NCC will soon be utilizing the CSECC for backup and potential overflow operations (NCC2). The current backup is at the VA hospital. Adesta administrators also have the ability to remotely support the operation including answering phone calls.

Ms Gatzen gave a presentation discussing the 911 tickets by location and by ticket type for the last quarter of 2023. There are 30 NG911 "other" tickets of the total 167 NG911 over the past quarter. The NCC team will be investigating those tickets that are categorized as others and see if they can be better categorized. Also included was the ticket statistics for the entire year.

Julie Gatzen, Ernie Valero and Colleen Pinsonneault can all be reached at DESPP.NCC@ct.gov or at telephone number 860-685-8525 or 860-685-8008

Legislation

Carey Thompson reported that DSET was recently questioned about federal legislation. Specifically, classification for public safety telecommunicators. In November representatives from California and Pennsylvania reintroduced the 911 Supporting Accurate View of Emergency Services Act, the 911 Saves Act for consideration for the 2034-2024 session of Congress. If enacted this legislation would reclassify Public Safety Telecommunicators as a Protective Service Occupation in the federal government's Standard occupation classification system.

Currently they are classified as “Office and Administrative Support” which is outdated and does not accurately reflect the critical and lifesaving nature of the work that public safety telecommunicators due. The 911 SAVES Act would cost nothing to implement but could give 9-1-1 professionals greater equity in benefits such as mental health support. It is encouraged for everyone to reach out to legislators, local and national organizations such as MECCA, NENA and APCO to show support.

COOP

One of DSET’s longstanding goals is to ensure continuity of operations for unplanned emergencies both within the Division, the Agency and at the PSAP level. This is most evident in the technology that is deployed by DSET, such as automatic call reroutes and redundant systems, purchase of laptops, building a backup PSAP, conducting cyber security audits and the use of services such as Adesta, the NCC, and Everbridge. To get a better understanding of what is going on with PSAPs, DSET will be reaching out to them to find out what if any plans their municipalities have in place in the event of a disaster and if the plans specifically address emergency communications. If there is enough interest, DSET along with our DEMHS partners, will conduct workshops to identify essential critical functions and develop recommendations, guidelines, and best practices for PSAPs to consider and make available to their staff- if they so desire. DSET does not have the authority to dictate whether a PSAP has a plan or the type of plan they can use and it is believed that DSET can be a resource to begin having discussions and developing recommendations for their use. It is anticipated that the survey will be sent out within the next couple of weeks and if there is enough interest will move forward with the workshops.

PSAP Grants

Mark Gorka reported that in the second quarter of the 23-24 State fiscal year, two municipal PSAPs (Manchester & Hartford) and one regional ECC (NWCTPS) were approved for a total of five individual Capital Expense Grants, for a total of \$74,166.48. The funding supports emergency telecommunications through the purchase or replacement of dispatch chairs, dispatch console controls, email protection software, wireless headsets, and storage/CAD servers. Nine grants have been awarded in this fiscal year for a total of \$436,132.43. The 2023-24 cycle began July 1st and applications will be accepted through April 30th of 2024.

Training

Peter Lucco reported that nine telecommunicator classes were held in 2023 and a total of 155 dispatchers were trained. The Connecticut State Police held nine classes in 2023 and a total of 136 state police troopers, civilians and state police dispatchers. In 2024 there will be at least nine telecommunicator classes and locations are yet to be determined. It is anticipated that two classes will be held in February weather permitting.

Public Safety Data Network

John Masciadrelli reported that during the December meeting the Governance Board was presented with one application for review, from Tolland County Mutual Aid, which requested access to the PSDN to support three additional subnetworks of their P25 simulcast radio system. Tolland County Mutual Aid request is considered a Core Service and no approval or vote was required.

To date, 207 PSDN requests that have been submitted to the PSDN Governance Board are in the pre-approval stage or have been approved and are operating on the PSDN. 193 of those requests

have been raised, reviewed and voted on by the board. All 193 requests have been approved to operate on the PSDN to date, there's 182 requests operating on the PSDN. There are ten additional requests awaiting an implementation date or in the process of being implemented, and the remaining requests are in various stages of the connection process. The next PSDN Governance Board meeting is tentatively scheduled for February 21, 2024.

Geographic Information Systems

Dan Czaja reported that DSET continues to update GIS data and address points. The match rate for the geocoding of the Ali database continues to improve slightly. The street center line is up to 99.45% and then 99.53% using the address points which are the primary means used. DSET/GIS continues to update the Master Street address guide for the 911 system and has completed approximately 4300 updates requests since 2010. Continued support is given to other divisions of the agency with street center lines for the state police and mapping for the research analysts and helping with DEMHS projects. Continue to support the CT alert with Everbridge using the 911 database in the CT alert system. The Spring 2023 imagery and Lidar will be coming out in four blocks or sections beginning at the end of this month. It is anticipated that the final block will be available in May 2024.

Emergency Notification System

Kevin Mcmanus, Everbridge, reported that there are over 5 million CTAlert contact records. There are over 400 dispatchers or EM officials with sender access. 57 CTAlert notifications were sent out in 2023. There were two IPAWS messages sent this year. Over a million residents were notified across the state and that number does not include the iPod notifications, as those are managed by FEMA. Over 14 million messages went out in 2023 for the Connecticut system which includes state agencies and municipalities. That does not include email or mobile apps and these numbers were to the end of November.

Some of key state agencies accomplishments for 2023 were: The DESPP DSET and NCC PSAP POC notification project. Everbridge is working closely with DEMHS for the IPAWS and Millstone transition. Also working with DOT on the Drug Recognition Expert Callout Program. DOT would also like to explore a program that concentrates on employee safety for people that are out in the field and how to notify them when they are not on site.

Key local accomplishments include continued single point of contact and how to get a hold of people outside of normal hours. Due to the elections, and the turnover of CEO's and town officials, a lot of them have looked for refreshers and updates on what CTAlert for their local notification system is and also the continuity of operations during local system disruptions.

For 2024 Everbridge will continue with CTAlert Incident Dispatcher Training, maintaining PSAP contact list, and working closer with DEMHS and formalizing the IPAWS policy. Working with state agencies regarding employee safety and again making sure everyone knows what's available as if it is a tool in the toolbox. Everbridge will be working on individual requests which includes desktop alerting and full screen takeover messaging, mobile app safety, SOS panic buttons, crisis management workflow integrations, situational awareness and threat intelligence alerting.

Mr. McManus announced that this is the 15th year that Everbridge has been providing service to the State of Connecticut.

The Everbridge team has been expanded and contact information for Kevin McManus is:
kevin.mcmanus@everbridge.com

PSDN Refresh

Chuck Fuller, DSET, reported that DAS/BITS have completed the Juniper equipment installation for 109 of 112 PSDN Phase 1 locations. The remaining three sites will be completed by mid-January. The Juniper equipment at the 109 locations is currently powered on and a management channel has been provisioned to each of the sites. The management channel will be used to upload network configurations and monitor the health of the network. The installations of Juniper equipment on the subtending and spoke sites will begin mid-January.

PSAP Updates

Chuck Fuller reported that at the end of December 2023, DSET relocated the New Canaan Police Department's PSDN and 911 equipment to 39 Locust St. The PD will operate their dispatch center from this temporary location until the renovations of the current police department are completed. New Canaan PD anticipates moving back into the PD during the third quarter of 2025.

North Branford PD and Wallingford PD will be relocating their dispatch centers during the second and third quarter of 2024. North Branford PD new public safety building is currently under construction. DSET anticipates moving the 911 equipment into the facility in the spring of 2024. Wallingford PD plans on relocating to a new facility at 100 Barnes Road the third quarter of 2024.

Division of Emergency Management and Homeland Security/

Jonathan Hartenbaum reported that DEMHS continues to work on migrant planning and is coordinating with surrounding states. DEMHS has kickstarted election security planning and is working with several state and federal agencies looking at threats and hazards. On January 10th DEMHS is meeting with the Connecticut Broadcasters Association and the various EMDs and municipalities on emergency learning.

MCV1 has been recalled and has been stripped and repurposed and MCV2 is next in line. MCV3,4 and 5 are going to remain as state assets.

There was a survey done on STOC's boxes and there will be a meeting held within the next couple of weeks regarding refresh. There were approximately 40 responses to the survey and those that did so have indicated minimal usage or no usage and the only ones who have used it are COML's or those associated with the MCV's.

DEMHS has a new OPS logs position that's starting next week. CTIC has new manager and will be starting next week and in Fairfield County, there's new regional Intelligence Liaison officer who will be starting next week focusing on Fairfield County.

There will be two all hazards incident management team classes, the L305, in New England, one in Rhode Island and the other one will be in New Hampshire.

On February 23rd and 24th, DEMHS is working with the National Guard on a Millstone evacuation exercise for municipalities. The 23rd is municipal, state, federal and the 24th is

military joint staff. There is an issue with FNARS, Federal National Alert Radio System. The antennas have been checked and are good, but the system seems to be down; the system is being worked on by FEMA.

On January 1st a test was done on NAWS National Alert Warning System there was seven of 22, however, the seven of 22 that actually responded were different than the normal six, that responded it seems that people's phones are working and will continue to work with AT&T.

DEMHS is working with Frontier regarding distortion on the EAS lines. The VHF system is providing a clear broadcast, so that's how they've been picking it up. However, for those in Ledyard the VHF EAS radio is out of service.

DEMHS is looking to get off the VHF system for communications with municipal EOC's. Looking to put them all on the CLMRN and keep the VHF as backup.

The CCM conference, the Emergency Management Conference, is April 23, 2024.

First Net

Jonathan Hartenbaum reported that a meeting was held at the end of November with FirstNet on a progress report, it was stated that all milestones have been met and now looking at what developments will be done in the next five years.

AT&T FirstNet has certified therapy dogs which are available for any FirstNet customers. They are in the New Haven area and service New England. If needed, contact AT&T Firstnet, and they'll be able to help you get those dogs.

During the final CRD meeting it was made clear that the CRDs are state owned and the state is now paying for the satellite service. DEMHS is taking full ownership of the CRD's and is no longer just a FirstNet asset, it is a state asset. DEMHS will work with Rescue 42, who makes the same assets and red color to put a cradle point on there and another set of antennas so that when these are deployed, it won't just be FirstNet cellular on there, it will be FirstNet and potentially Verizon on there.

DEMHS is looking at the smaller deployable CRDs which are 2 Pelican cases. It is planned that DEMHS will have one and one will be put into a CTS vehicle. It just in terms of restoration, or at least the ability to create a cell tower DEMHS can get it out there relatively quickly versus one or two hours.

Department of Public Health/OEMS

Ralf Calciano reported that the Emergency Medical Services Annual report is on the DPH website. The report gives the data information for 2023 in the state of Connecticut. There were a total of 931 PCRs that were submitted to OEMS, 706 were for 911 responses and 6500 were for mutual aid. All this information is available by town and by the state. In addition to that, the office of EMS converted the data collection process to version 3.5 of NEMSIS (National Emergency Medical Services Information System) which earned Connecticut national recognition for being among the first states to adapt the new standard. OEMS has created a statewide data dictionary with validation rules which will be available in early 2024.

Also, the annual SWORD (Statewide Opioid Reporting Directive) report, which is a public act that was enacted in 2019 and is the statewide Opioid Reporting directive and it reports suspected overdoses to the Connecticut Poison Control Center. From June 2022 to May 2023, there were 4,135 suspected overdoses that were reported by the EMS SWORD program which is an increase of 9.7 from the previous year, and that report is also available online. OEMS has rolled out an API which will interface with the Emergency Patient Care report directly with the reporting data at the OD map. This system should capture a more accurate number of the opioid calls that OEMS handles in the state of Connecticut.

New Business

John Elsesser stated that he will legally remain on the E-9-1-1 Commission as Chair until further notice.

Mr. Elsesser stated that he will continue to work on the Bylaws and will submit a draft to Clayton Northgraves for consideration.

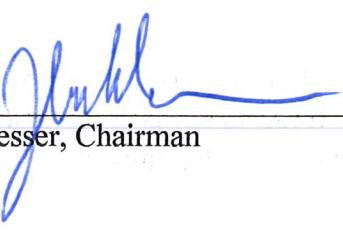
Mr. Elsesser will also continue to work on the Strategic Plan and is looking for volunteers to move forward in guiding the next generation.

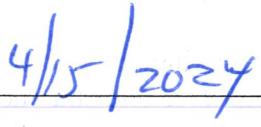
Public Comment

No Public Comment.

Adjournment

Fred Dudek made the motion to adjourn the meeting. Ralf Calciano seconded the motion. Michele Etzel asked John Elsesser to share the current bylaws with the Commission members and questioned if there is a prior strategic plan that could be shared with the Commissioners. Carey Thompson volunteered to send out the current bylaws and stated that she is not aware of a current strategic plan specifically for the Commission. The meeting was adjourned at 10:37 a.m..


John Elsesser, Chairman


Date