

Approved Minutes
Enhanced 9-1-1 Commission Meeting
January 6, 2023
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Jeff Morrissette
Raffaella Calciano
Robert Guthrie
Jonathan Hartenbaum
Francisco Rivera, Jr.
Thomas Gorman
Fred Dudek
Matthew McNally, IV
John Benedetto
Dr. Francis Gregory

Representing
Council of Small Towns
State Fire Administrator
OEMS
Volunteer Fire Service
DEMHS
Public Safety Telecommunicators
Connecticut State Police
Municipal Fire Chiefs
Municipal Police Chiefs
Wireless Service
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
Bob Boudreau

Others in Attendance

Kevin McManus
Dan Soule
Julie Gatzen
William Turner

Everbridge
Litchfield County Dispatch
Adesta
DEMHS

Call to Order:

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

Clayton Northgraves congratulated Carey Thompson for her promotion from Planning Specialist to the Director of Emergency Telecommunications. Clayton stated that he is looking forward to working with Ms. Thompson in the future.

Approval of the Minutes

Bob Guthrie made a motion to approve the minutes of the October 7, 2022, meeting. Fred Dudek seconded the motion. The minutes were adopted.

Public Comment

No public comment.

John Elsesser made a recommendation that the commission members review and modify the current bylaws and asked that anyone interested to please contact him or Clayton Northgraves.

DSET Project Update

Stanley Dombrowski, gave an update on Rapid Deploy Eclipse - This potential replacement MIS reporting solution is in final stages of evaluation and testing. Pilot PSAPs have been scheduled for training and early system deployment for system evaluation and usage. Results are expected during the month of January and if acceptable and agreeable for use will be rolled out to additional PSAPs starting some time in February 2023.

RapidSOS – This anticipated caller location enhancement feature is in early pilot deployment with some PSAPs. It will overlay with the existing MapFlex application used today and provide location clarity to as close as 10 meters. Currently MapFlex displays a location represented as a wide circle of proximity that requires the caller to say their location to the dispatcher before help can arrive. This can be especially helpful when a caller finds themselves needing help anywhere in the state including remote locations, moving vehicles and when the caller cannot speak or say where they are. The hope is to save time when locating someone that can translate into help arriving as quickly as possible and saving lives. Training will be by an AT&T technician at each PSAP at the time of installation.

Adder KVM - is a pilot project from the company Adder that will consolidate PSAP desktop space. This optional AT&T supported PSAP upgrade offers the capability to use a single keyboard and mouse to control multiple screens and the applications displayed on them. Currently there are multiple keyboards and mice on the limited desktop surface that takes up valuable desk space. Saving space and saving time should help dispatchers find the application they need to see as easily and efficiently as possible. It is optional and paid for by the PSAP. NG 9-1-1 Laptops are being configured for voice recording enhancements. This will allow dispatchers to record their voice session using the laptops and the capability to recall those sessions from storage. Additional updates are expected during the first quarter 2023.

Mr. Dombrowski reported that on Interstate Interoperability- DSET has decided to deploy a State-to-State ESInet solution. The goal is to allow for efficient call handling for calls closely located along a boarder that currently require inefficient and time-consuming manual transfers between interstate PSAPs for the caller to reach the dispatcher. Each state ESInet vendor will have to be reviewed for compatibility on a case-by-case basis. Currently AT&T is talking with the Commonwealth of Massachusetts and their vendor for a potential second half 2023 deployment.

Land Mobile Radio

Scott Wright reported that in December the Connecticut Land Mobile Radio Network (CLMRN) received a \$15 million bond approval by the Bond Commission that's going to assist the Department of Corrections with substantially improved subscriber units. CLMRN is adding a site in the Western H sub-system. LMR is currently working with the Department of Veterans Affairs on tower modifications in Rocky Hill which is a primary site.

The Department of Transportation received \$16 million in funding for radio equipment which is approximately an additional 3000 radios that is going to be added to the network as well as significant capacity enhancements in several areas of the state, including the CK&L subsystem.

LMR continues with the development of add-on sites which include West, Heartland and Danbury, however, both of those sites are on hold due to product availability. Currently LMR has signed contracts with Fairfield, North Branford, Norwalk and Wilton to come on the network. They are adding hundreds of subscriber units as is the city of Norwich Fire Department and working with the Groton area as well on the fire departments in that area. However, Fairfield, North, Branford, Norwalk and Wilton are each adding at least two sites to the network.

Mr. Wright reported that in 2022 LMR had approximately 94.8 million push-to-talks, 9,360,000 + airtime minutes with an average of about 180.5 push-to-talks a minute. Users on the system talk about 6.1 seconds every time they talk. There were 833 active talk groups this past year, and of the 94 million push-to-talks almost 31 million of that were on the trunk system. There are a number of console users, LCD, Northwest Connecticut Public Safety, the town of Darien, the town of Madison, and soon to be the town of North Branford that are on the system with their conventional systems and that all has work that the core does, not just the trunk system. LMR has had a 160% increase in push-to-talks from 2020 to 2022. The airtime has increased 150%, the trunk push-to-talks has increased almost 217%. There has been a dramatic increase in the number of trunked push-to-talks due to the users that are coming on the system, which include the city of Bridgeport, the city of Stamford, and the city of New Britain to name a few.

Clayton Northgraves gave recognition to Scott Wright and the LMR team for their hard work and excellent job they are doing.

Network Control Center

Clayton Northgraves reported that the network Control Center was put into place 20 years ago to monitor the health of the Land Mobile Radio Network, and has now upgraded the relationship with Julie Gatzen and Adesta in order to better serve the PSAPs. Adesta will act as liaison between the AT&T 911 Resolution Center, and the PSAPs.

Julie Gatzen, reported that Adesta has been involved in the implementation of the microwave network for CTS for the past 26 years and is now beyond just the microwave portion of it. Adesta also monitors the radio system's network, down to a circuit level and monitors the backup power equipment for the 911 and PSDN equipment. DSET and Adesta are currently working in conjunction to finalize a plan to provide help desk services at all the PSAPs. Adesta has been providing this service to the 12 Connecticut State Police troops for over 20 years. Adesta helps with any ticket tracking, follow-up escalations, things that are needed with the idea of being able to keep the dispatcher focused on their duties and provide increased information reporting DSET for any outages that are going on. Ms. Gatzen announced that on Wednesday, January 4th Adesta kicked off a pilot program with 18 of the PSAPs.

Legislation

John Elsesser stated that the long standing PSAP consolidation wishes of the legislature remain in place. Mr. Elsesser asked the commission for any ideas or requests.

Clayton Northgraves reported that DSET is not following any active legislation at this point either on the local, state or national level.

PSAP Grants

Mark Gorka reported that in the second quarter of the 22-23 State fiscal year, one regional ECC was approved for an individual Capital Expenditure Grant, for \$49,751. The funding supports the purchase or replacement of telecommunication switches. In total, since the start of the 2022-23 SFY, there have been five grants awarded for a total of \$305,562.

Training

Peter Lucco reported that there nine telecommunicator training classes held in 2022 and DSET is now utilizing the Connecticut Statewide Emergency Communications Center (CSECC) in Meriden. A total of 139 telecommunicators were trained and it is anticipated that there will be eight or nine classes held at the CSECC in 2023.

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 continues to add new lines, new streets and new points. With the help of Windsor Locks and East Granby, DSET is in the finishing stages of adding actual addresses to Bradley Airport and all the buildings around it. DSET continues to improve the geocoding and mapping of the ALI data. ALI geocoding is up to 99.43% and 99.51% when using the address points. Mr. Czaja reported that there have been 4000 updates since 2010. GIS continues to assist the agency with mapping support, including GIS data and specific maps for the Crimes Analysis unit. GIS continues to support the CT alert with the mapped ALI database. The Advisory Council continues to work on regional projects or statewide projects at the state and there is going to be a flight in April 2023 weather permitting. A vendor has been selected by the group, but there's no contract yet, so there's no formal announcement, but that should happen by the end of January. After the announcement is made, it is anticipated that a brand new flight will begin which will include ancillary data. This project is mainly being supported by ARPA funding and with that the state will be able to get extra data, including LIDAR, resulting in the highest quality imagery.

Emergency Notification System

Kevin McManus, gave an overview of Everbridge and reported that as of January 1st, there are 4.2 million contact records in the system. Mr. McManus reported that for the last quarter of 2022, Everbridge had done a total of 16 life safety messages and a total of 73 life safety messages for 2022. The total of 911 dispatchers trained, remains at 450.

For the year 2022, there were over 9 million text messages, approximately 2 million voice calls, and 3.6 million e-mail messages sent out through the Connecticut Everbridge system. Mr. McManus discussed the Connecticut drug Recognition Expert program and case review alerts for

2022. Goals forecasted for the year 2023 are CTAlert E911 Dispatcher Training, IPAWS, DEMHS & DESPP Message Center/Outline and Policy. DSET PSAP notifications in conjunction with DSET and the NCC. Also streamline message through mobile apps.

PSDN Refresh

Chuck Fuller reported that due to a silicone issue, equipment that was originally ordered for the refresh had to be returned and new equipment has been ordered in its place. DSET continues to receive the new equipment. This new equipment must be tested in the lab before the roll out.

PSAP Updates

Chuck Fuller reported that five PSDN nodes which are Phase I nodes are looking to move in 2023. Groton Electric Boat will be ready to relocate to their new location at 23 Kings Highway within the next several weeks. The UConn PD is in the process of completing their new dispatch center. Westport PD is still in the process of looking to consolidate with the Fairfield County Dispatch. North Branford PD, is waiting to break ground and build a new command center PD, when completed, DSET will relocate the PSDN and 911 platform. The New Canaan PD and Wallingford PD are the two most recent facilities looking to upgrade their current locations.

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 DSET will update the records. DSET will continue to reach out by letter and email from time to time, as in the past, but partnering with Everbridge provides DSET 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

Jonathan Hartenbaum reported that DEMHS continues to hire and train new staff and is expected to be at full capacity. In 2023, DEMHS continues to regularly test all of the radio communications and also emergency notification systems on a more regular basis. You're reviewing the next generation of emergency alerting to be able to integrate IPAWS, but also be more readily able to send and craft emergency alerts and amber alerts. Using uh by connecting the EAS system to the Internet and using different interfaces. DEMHS has received 6 compact rapid deployables (CRD's) from AT&T Firstnet. These things fit in the trailer hitch of a vehicle. They can be easily deployed. They run off of satellite and can provide AT&T 1st and that only for about 2 miles.

First Net

Clayton Northgraves gave a special thanks to 911 commissioner, John Benedetto, who has been advising DESPP with regard to First Net/AT&T mobility.

Department of Public Health

Raffaella Calciano reported that OEMS approved and hired an MIH (Mobile Integrated Healthcare) Coordinator, otherwise known as Community Paramedicine. Ms. Calciano also reported that OEMS in conjunction with the Department of Social Services is working on an EMS work group that's looking at sustainability of funding and rates.

New Business

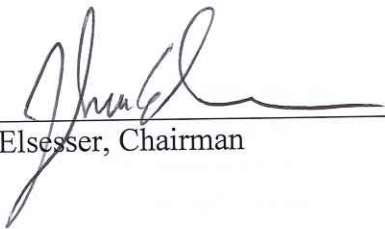
No new business

Public Comment

No public comment

Adjournment

Raffaella Calciano made the motion to adjourn the meeting. Bob Guthrie seconded the motion. The meeting was adjourned at 10:05 a.m.



John Elsesser, Chairman

4/14/2023

Date