

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

Commission Members

John Elsesser  
Bob Grauer  
Robert Guthrie  
Quentin Bettisti  
Francisco Rivera, Jr.  
Matthew McNally, IV  
John Benedetto  
Thomas Gorman  
Francis Gregory  
Stephen Stephanou  
Michele Etzel  
Fred Dudek

Representing

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

Division of Statewide Emergency Telecommunications (DSET/CTS) DESPP

Clayton Northgraves  
Scott Wright  
Stan Dombrowski  
Mark Gorka  
Chuck Fuller  
Peter Lucco  
Bonnie Guarnieri

Carey Thompson  
Bill Youell  
John Masciadrelli  
Dan Czaja  
Troy Clark  
Stephen Schindler

Others in Attendance

Kevin McManus  
Dan Soule  
Rob Sundman  
Tim Deranek  
Winfred Mitchell  
Scott Smith  
Capt. J. Bee  
Michael Gilman  
Kristin Vargas  
NBC

Everbridge  
Litchfield County Dispatch  
Stonington PD  
AT&T  
AT&T  
AT&T  
Groton ECC  
Groton ECC  
Willimantic  
Len Besthoff

Call to Order:

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

## **Approval of the Minutes**

Bob Guthrie made a motion to approve the minutes of the January 5, 2024, meeting. Bob Grauer seconded the motion. The minutes were approved.

## **Public Comment**

No public comment.

## **DSET Project Update**

Stan Dombrowski reported on Rapid Deploy Eclipse Analytics and Reporting

The SoCT PSAPs received over two million 911 calls collectively during 2023. Call volume by PSAP for the full year 2023 as well as for first quarter 2024 is on the DSET website.

The statewide deployment of RapidSOS is on hold pending individual PSAP workstation upgrades to support this feature. DSET leadership is currently evaluating options to upgrade each position in the state to meet the necessary requirements and to continue statewide deployment.

DSET has revised the AT&T 911 planned work activity approval and notification process. Recent planned events have brought to light the need for increased oversight of the work on the systems. In most cases affected PSAPs will receive notification by the NCC of AT&T planned work activity approximately 48 hours prior to the start of non-emergent maintenance. DSET and the NCC will be in a better position to coordinate the necessary resources and provide notification regarding any unforeseen outcomes, should they occur.

PSAP to PSAP Dialing feature, which is a new PSAP dialing feature is in development. The PSAP to PSAP dialing feature will allow PSAP's to originate a call using an agency pulldown menu capable of dialing any PSAP in the state. A new 4-digit range will ring at all positions on the console intercom button. Details regarding deployment are still in the works.

PSAP Initiated Text is up and running statewide. DSET was unaware outbound text was missing in Rapid Deploy Eclipse until hearing about it during the last commission meeting. AT&T has since informed DSET that the conversation during outbound text cannot work in Eclipse. Using a job aid to generate a report in the Power MIS reporting system you will be able to recover the call text content. AT&T will continue to support Power MIS Reporting (free of charge) for this work around and until the next scheduled upgrade (Viper 7) where DSET understanding is that outbound text will be part of Rapid Deploy Eclipse.

LBR- DSET recently discovered an incorrect call routing configuration that once corrected significantly improved wireless spatial call routing percentages in the entire SoCT. Since changing an incorrect timer setting at the carrier's end, approximately 78% of all wireless calls into the SoCT NG911 system route based on the handset location, maximizing the benefit of the FCC mandated location before route feature. Prior to discovering this only 57% of all wireless calls routed spatially and the rest routed by default based on the nearest cell phone tower to determine the best PSAP to route the call to. It is possible that the feature never worked as intended since deployment. The SoCT now measures highest in the country in percentage of wireless calls spatially routed using the AT&T ESINet call routing solution.

There has been a purchase order request for six more NG911 laptops for use on the Viper 2 and Viper 3 call handling solutions, three dedicated to each. More updates to follow when they are

ready for use. The NG911 laptops deployed as an alternative for use when PSAP's NG911 call handling capability needed relocation.

Mr. Dombrowski reported on Interstate 911 Interoperability- (Emergency Services IP Network) DSET has contacted neighboring Rhode Island to discuss the possibility of interoperability between the state's ESINets. This is especially helpful along the border of states when callers can sometimes route based on their sector location which may overlap into another states PSAP, requiring a transfer and wasting time. The benefit of connecting with each other is to reduce boarder state transfers for calls that would otherwise route correctly the first time.

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.

The current Map Flex mapping application unsupported in Viper7. The Viper7 upgrade has the choice of buying an included solution or adding mapping independent from the Viper7 upgrade as a standalone choice. DSET leadership will evaluate all mapping options after evaluating the proposal to upgrade to Viper7.

### **Land Mobile Radio**

Scott Wright reported that the Land Mobile Radio (LMR) group reviewed some statistics for a multi-year period looking at system utilization. That resulted in some system configuration modifications that have resulted in increased capacity on the network. This is particularly impactful in the area of Litchfield County as a result of some user requirements. There is current expansion capacity in one of the subsystems in that area, however, to ensure that other users in that area had some expanded capacity and this modification allowed to accomplish that without additional cost.

Mr. Wright stated that a statistical report for the commissioners' review to the report will be attached. There has been a 72% increase in the trunk system and the number of push-to-talks as well as airtime from the first quarter of 2023 to the first quarter of 2024.

The statistics, compared to a prior report, the numbers for 2023 have been modified based on some of the statistical review that LMR and the numbers didn't quite add up the way they should and were not reflective of the use that LMR were experiencing based on my system monitoring and come to find out that that was in fact the case, it did not reflect the usage for our highest society partners, our partners that are connected to our system yet maintain their own independent systems, such as the city of Middletown or the town of Wallingford. This has since been corrected and those statistics have been updated and will be reflected as part of the report.

Work continues with the additional sites, with partners down at the Fairfield County area for the towns of Wilton, Weston, Fairfield, and the Norwalk sites in addition to a few others that will be online shortly. This is going to dramatically improve coverage in the Fairfield County area for users in the Fairfield County area and would not be possible without the partners' participation. There is continued construction with partners in the Avon area which is coming on board and a site will be added that will assist with some other areas in the Avon and Canton area. There is a partnership with the Department of Transportation (DOT), which is an exceedingly beneficial partnership, for both the DOT folks and for other users. DOT is funding the expansion of the subsystems in the Connecticut State Police Troops C, D, K and L areas and expansion is

underway. The integration process will begin next week with the Troop K area. As part of that, LMR is modernizing both the Hartford and Bridgeport Operation Centers for DOT, which will improve interoperability with DOT and their ability to talk to the municipalities as well as the state police and coordinate all the activities on the highway. There will be a repurposing of underutilized console systems in existence and will be sent to the Bridgeport Operations Center which will result as cost savings for the state.

LMR is in receipt of 2400 radios, and these will be distributed to the Department of Corrections facilities. There are integration activities in Fairfield, Newington, Norwalk, Weston and Wilton along with others that are coming online. LMR continues with the DOT subscriber implementation. DOT is installing radios just as fast as they can, and their vendors can improve communications for DOT. We have implementations with Mental Health and Addiction Services. That is a partnership with the city of Middletown and an example of leveraging the power of our networks and the power of our partnerships. Both are cost effective solutions for everyone.

Yale University is building a subsystem and coming on board which will improve coverage in the New Haven area as a partnership with Yale that will solve problems both for the state police as well as DEEP, as well as partners at the MTA, which needs some coverage enhancement, particularly inside buildings and some of the newer buildings at the MTA is built, and DOT is built down in the rail broad area. Continue to work with other system manufacturers to resolve and re-enable the connection between CLMRN and the City of Waterbury as well as the MTA Police. Continued participation in beta testing with various manufacturers and both hardware and software. On-going review of potential equipment adds or modifications. Continued collaboration with other systems to share knowledge.

The next set of four engineering vehicles have completed primary upfitting and are being prepped for deployment. Bi Directional Antenna (BDA)/Distributed Antenna System (DAS) requirements and installations are consuming increasing amounts of engineering time.

LMR continues to work with the manufacturers on firmware and software issues. In December anomalies were detected with one version of firmware. Significant investigation over the holidays, of which LMR participated and others resulted in the recall of that complete version of firmware by the manufacturer. LMR had detected potential problems with that version and had not permitted its use. A new version of firmware was released mid-January. An additional anomaly was detected and that version updated in March. LMR is currently testing the latest version as part of our participation in a beta testing program for that particular manufacturer and if found to be successful, will be requiring the updating of firmware to the latest accepted version by the manufacturer. The system was host to two separate manufacturers during the last quarter. These manufacturers, looking to improve their products, are able to visit a “live” system and perform testing and performance verification on a live system of some complexity. The CTS Engineering staff typically participates as required with this testing and can provide feedback and performance statistics based on our extensive system monitoring tools. LMR were host to similar testing by one of those same manufacturers and a third manufacturer in December. In general, the manufacturers are very appreciative to have a “live” system to test their products on and the end result is better products for our end users. In conjunction with another partner State, additional software and firmware testing was able to be conducted during a trip for an industry meeting. This testing verified operation and functionality on a number of

features that LMR has been working with the manufacturer on that will have direct impact to both the system as a whole and several users.

Mr. Wright stated that he is active in the industry on a national level and is an Associate Member of the Project 25 Steering Committee, co-chair of the P25 User Needs Working Group under SAFECOM and NCSWIC, and a member of the various committees that develop the TIA standards that define "Project 25." A meeting was recently held in New Mexico that furthered the development of the P25 standards. As the State has made a substantial investment in this technology, it is paramount that we participate in the process to ensure that the needs of users are met and that LMR is aware of developments in the industry. Mr. Wright presented at the International Wireless Communications Expo recently held in Orlando, FL at several sessions on Link Layer Authentication and P25 technology. He has been invited to present at the APCO conference, also in Orlando, in August.

Participation in the National Emergency Number Association meeting in June is planned. CTS Engineers continue to avail themselves of continuing education available from several of the manufacturers and are encouraged to study for the Emergency Number Professional certification.

As is required statutorily, the Division provides frequency coordination services to public safety agencies in the State. This activity includes consultations by agencies looking for frequency assignments, applying engineering principles to requests received by one of the certified frequency coordinators, and evaluating requests from other certified frequency coordinators, and evaluating requests from adjacent states. The Division also plays a lead role in the Regional Planning Committee process for both 700 and 800 Mhz frequency assignments.

The position recently changed to Telecommunications Engineer I was advertised by Human Resources and interviews held. LMR is actively working with DAS/Human Resources to fill this position with a qualified applicant to assist us with onboarding new users as well as maintaining existing users.

Mr. Wright reported that Cybersecurity is a threat to any computer based and/or networked system. The Division takes cybersecurity of all systems very seriously and takes a number of proactive actions and employs "best practices" to secure the networks involved in providing both LMR and NG911. Recently, a network out of state was the reported victim of a cyber event and staff is monitoring this event for any lessons learned.

The availability of the deployable NG911 positions is proving to be advantageous for our PSAP partners. Led by Engineer I, Troy Clark, these positions are in demand and have been requested by several PSAPs in conjunction with renovation or PSAP modification, thus continuing services. Additional deployable positions have been ordered to expand availability. Work continues on deployability, policy development, and training for other Engineers.

#### Deployment Assistance

CLMRN Engineering staff continues to support field deployments for all Connecticut municipalities. Several deployments are being planned for the near future, including both LMR and NG911.

Legislation HB-5398, “An Act requiring a study of communications systems used by public safety personnel and privacy concerns” has been filed in the Legislature. It was reported out of Committee with a Joint Favorable action and has been assigned a file number. The proposed Act, if passed, will require the Division to consult with several pertinent groups in state and provide a report to the appropriate joint standing committee of the Legislature by January 1, 2025.

### **Network Control Center**

Clayton Northgraves submitted a slide deck to the commission on behalf of Julie Gatzen of Adesta.

Mr. Northgraves commended Scott Wright and the LMR team for the tremendous work they are doing.

### **Legislation**

No New legislation.

### **PSAP Grants**

Mark Gorka reported that in the third quarter of the 23-24 State fiscal year, four regional ECCs were approved for a total of five individual Capital Expense Grants, for a total of \$327,348.45. The funding supports emergency telecommunications through the purchase or replacement of server blades and storage, dispatch console upgrades, and UHF System Expansions. Fourteen grants have been awarded in this fiscal year for a total of \$763,480.88. The 2023-24 cycle began July 1st and applications will be accepted through April 30th of 2024.

### **Training**

Peter Lucco reported that there have been three telecommunicator classes held at the CSECC so far this year. Currently there is a class scheduled for April and May and it is anticipated that there will be an additional five or six for the remainder of 2024. There will be a NG911 equipment training class at the end of May this year.

### **Public Safety Data Network**

John Masciadrelli reported that during the February meeting the Governance Board reviewed and approved three applications. Hartford Emergency Services and Telecommunications requested access to the PSDN to provide backhaul services for Hartford PD’s new P25 compliant simulcast radio system. DSET is using the PSDN to backhaul the Emergency Telecommunications System (ETS) Voice over IP (VoIP) network to the Department of Transportation (DOT) in Newington. The Department of Health then provided a PSTN circuit between Groton data center and the VA of Rocky Hill. The network connection will be provisioned to transport data to determine that genetic makeup of a specific organism or cell type. The analysis of the genetic material will be used to assist law enforcement agencies in the event that there is a possible bioterrorism. The next PSDN Governing Board meeting is scheduled for April 17<sup>th</sup>. The board will be presented with two applications at this time, one of them being for Avon PD which is requesting a PSDN circuit support of P25 compliant radio console at Avon PD. The Department of Transportation is requesting a circuit on the PSDN to provide connectivity to the Connecticut land mobile radio network for 25 dispatch console dispatch at the DOT facility in Rocky Hill.

Mr. Masciadrelli reported that to date, 219 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. 196 of those requests have been raised, reviewed and voted on by the board. All 196 requests have been approved to operate on the PSDN to date, there's 186 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.

### **Geographic Information Systems**

Dan Czaja reported that DSET continues to update GIS data and address points on the maps and stated that the Mohegan Tribe now has full GIS points for the entire tribal nation. GIS continues to geocode the app of all the address data in the ALI database and continues to remain between 99.4% and 99.5% accuracy of all records and are mapping at 100% accuracy. GIS continues to update MSAG street updates along with Frontier and stated that there have been approximately 4400 MSAG requests since 2010.

Mr. Czaja presented a cell sector map (virtually) and explained how spatial routing works. GIS continues to support the CSP with the street center line mapping and continues to provide map data to the CTAlert System.

Due to some issues experienced with the vendor, the GS Advisory Council will now be presenting the flight details of the imaging in July rather than May. The call volume is on the DSET website under statistical reports. Currently 83% of calls are now wireless.

### **Emergency Notification System**

Kevin McManus, Everbridge, reported that during the first quarter of this year there are 4.7 million contacts in the system and an additional 350 organizational contacts. There are over 400 dispatchers or emergency management officials with sender access. In addition, that represents 97 different agencies that have access to the CTAlert on the 911 platform. During the first quarter of the year 16 emergency notifications were sent, two of which were IPAWs. Approximately 4,000,000 communications were sent and 2.5 million of those were text messages.

Mr. McManus reported on the January 10th incident which happened between Bozrah and Norwich during the heavy rains which the Bozrah official dam was thought to be in danger of collapsing. At approximately 7:15 a.m., the National Weather Service put out some wireless emergency alerts in the area notifying them of impending failure. Emergency Management and both communities were immediately involved. Mr. McManus reported that Everbridge became engaged at approximately at 7:30 and the first two messages that were sent were wireless emergency alerts versus CTAlert. An alert was sent notifying the emergency was lifted for Norwich, but then unfortunately two days later it was raised again. Everbridge sent an evening message to residents using CTAlert, reminding them to make sure that their phones were turned on because there was a potential for heavy rains, the flooding Niantic River and the status of the dam because it was uncertain what was going to happen, and an alert message had to go out. The messages were launched through Everbridge. Everbridge, DEMHS and the community decision makers worked together in order to ensure that messaging going forward was to be concise. Everbridge assigned responsibilities communications to both communities and access to wireless alerts. Wireless alerts were delegated to Everbridge staff that took the worry of trying to send messages out from the piece out and build everything that was going on. Everbridge messaging, is shared with everyone so that no one was excluded and knew what messages were

going out. Everbridge looks forward to improving coordination with the local weather service went well.

Mr. McManus reviewed early involvement, assignment of responsibilities, shared message plans, communication with incident zone locations, NWS coordination, local approval process and time of certain messages, and agreed upon shape areas. There were no major failures.

Mr. McManus gave a mapping presentation and explained the process of notifications and pointed out a few anomalies. Everbridge worked closely with the Lieutenant of the Norwich Police Department and updated the shape of the mapped area.

Everbridge has conducted three CT alert training sessions since the beginning of 2024 and as a result, approximately two dozen people were trained. Everbridge is updating the way it currently handles notifications to incidents and working individuals with each agency.

Everbridge has recently added NIXLE, which is a second platform to launch wireless emergency alerts and IPAWS messages to the DEMHS portfolio and that is to meet some requirements with Millstone power plant, but it also makes sure that Everbridge has a separate independent system. It resides on different servers in different platform than the traditional Everbridge, but it does still give the state the ability to launch IPAWS messages with it if necessary.

Mr. McManus stated that it is anticipated that Everbridge 360/Communications will be launched at the end of 2024 and stated that rebranding and relaunch of mobile applications.

### **PSDN Refresh**

Chuck Fuller, DSET, reported that deployment of the Phase I PSDN network equipment has been completed. The installation of network equipment for the PSDN Phase II subtending ringlets are nearing completion. BITS is currently in the process of building the network management platforms located in Massachusetts and Connecticut. The management platform's equipment and software testing continues in the BITS lab.

The deployment of equipment in the secondary phase of the PSDN, which includes municipalities, towns and cities is currently underway. This is known as the Brownfield deployment which included 112 PSAPs and various other municipal buildings. Once all the lab testing is completed, eight pilot sites will have their public safety network traffic migrated off the legacy network and onto the refreshed network. DSET anticipates the refreshed PSDN will be fully operational in the 3<sup>rd</sup> quarter of 2025.

### **PSAP Updates**

Chuck Fuller reported that several PSAPs are in the process of constructing new buildings. North Branford PD will be moving into a new location during the summer of 2024. Wallingford PD has broken ground, the construction of the building is slated to be completed in the first quarter of 2025. Windsor Locks PD is also in the process of building a new public safety facility, the facility should be completed sometime in 2025 as well.



## **COOP Planning**

Carey Thompson gave a background of how the COOP planning came about.

Mark Gorka reported that DSET is working with the Division of Emergency Management and Homeland Security (DEMHS) to set up a training session for PSAP/ECC administrators. The session will provide attendees with a basic understanding of what a Continuity of Operations Plan (COOP) is, offer in-class exercises highlighting the potential threats of cyber-attacks and other long-term disrupting events, and provide resources to help centers create their own COOP or update an existing plan.

Based on the survey results, and the number of those interested, DSET would likely offer the training on multiple days at various times so that centers have the opportunity to send at least one representative, and depending on the size and proximity of the centers signing up, DSET may use the CSECC training room to host the sessions. DSET is looking into the feasibility of offering an additional training session and will be requesting feedback from the PSAP Directors to see what training would be most beneficial to their staff and centers.

## **Division of Emergency Management and Homeland Security**

Quentin Battisti reported that DEMHS is working with the DEEP on Tier 2 reporting for the LEPC's. The plan is to make HAZ connect available for simple reporting and plan creation.

DEEP purchased licenses for all municipalities. If it is not in the municipality for the EMD or Fire Chief, contact the DEMHS regional coordinator for access to that system. The statewide PPI will be held on June 12th. The focus will revolve around election security. DEMHS is working with the Secretary of State's office, among other state and federal agencies, on the plan for the PPI. The training and exercise unit has migrated over to CT Train as the repository for all available courses being offered and it also doubles as the training calendar. CT Train can be found at [ct.train.org](http://ct.train.org) or under the training and exercise tab on the DEMHS website.

On April 23rd the Emergency Management symposium will be held at Camp Net in Niantic, the symposium will be held in collaboration with public health and the Conference of Municipalities. There will be multiple presenters along with equipment demonstrations on the parade field. There will be Comms equipment on site and CTS staff will be there to answer questions.

DEMHS has just signed a MOU with IPAWs as the alert originating authority for Connecticut and messaging capabilities have been updated.

## **First Net**

Clayton Northgraves reported that FirstNet is awaiting an explanation from AT&T regarding the recent outage and will share the information as soon as it is received.

John Elsesser commented that 988 has a separate pass-through button directly to veteran's suicide help which is not really advertised.

Carey Thompson will pass along this information to the Mental Health and Addictive Services department who will be providing a report at the next commission meeting.

**Department of Public Health/OEMS**

No report

**New Business**

No new business.

**Public Comment**

No Public Comment.

**Adjournment**

Bob Guthrie made the motion to adjourn the meeting. Matt McNally seconded the motion. The meeting was adjourned at 10:24 a.m..

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John Elsesser, Chairman

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Date