

Adopted Minutes
Enhanced 9-1-1 Commission Meeting
July 7, 2023

Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser

Towns

Jeff Morrisette

Administrator

Raffaella Calciano

Robert Guthrie

Jonathan Hartenbaum

Francisco Rivera, Jr.

Telecommunicators

Matthew McNally, IV

Chiefs

John Benedetto

Michele Etzel

Representative

Bob Grauer

Thomas Gorman

Police

Julienne Giard

Health & Addiction Services

Representing

Council of Small

State Fire

OEMS

Volunteer Fire Service

DEMHS

Public Safety

Municipal Police

Wireless Service

Public

Manager 9-1-1 PSAP

Connecticut State

Dept of Mental

**Division of Statewide Emergency Telecommunications
(DSET/CTS) DESPP**

Clayton Northgraves

Wright

Stan Dombrowski

Mark Gorka

Brian Benito

Lucco

Bonnie Guarnieri

Scott

Bill Youell

Chuck Fuller

Peter

Others in Attendance

Kevin McManus

Dan Soule

Dispatch

Everbridge
Litchfield County

Len Besthoff
Rob Sundman
Rob Reilly
Tim Deranek
Winfred Mitchell
Scott Smith
Matthew Blanchett
Christopher McGeary

NBC
Stonington PD
Connecticut Network
AT&T
AT&T
AT&T
AT&T
Intrado

Call to Order:

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

Approval of the Minutes

Bob Grauer made a motion to approve the minutes of the April 14, 2023, meeting. Raffaella Calciano seconded the motion. The minutes were approved.

Public Comment

No public comment.

DSET Project Update

Stan Dombrowski reported that Rapid Deploy Eclipse Analytics MIS (Management Information System) replacement solution is being rolled out for use in parallel with the current reporting system. Field testing with two pilot PSAPS has been completed and training is being offered to all SoCT PSAPS. DSET is planning to remove access to the current MIS reporting system no later than end of year 2023 and have all PSAPS including DSET fully utilizing this system for all reporting and analytic use.

RapidSOS – Rapid SOS is an independent provider of location information whose data AT&T is working to integrate into the State of Connecticut's Next Generation 911 system. During their initial production trial of this integration, they learned that the Rapid SOS interface requirements are incompatible with the system configuration currently deployed in Connecticut. AT&T Labs and Intrado are identifying options to mitigate the incompatibility of the 911 equipment currently deployed in Connecticut with the Rapid SOS application. There are a couple of options that are being explored to ensure integrity of the application without impacting network security.

Adder KVM - is a pilot project from the company Adder that will consolidate PSAP desktop space. This optional PSAP funded upgrade offers the capability to use a single keyboard and mouse to control multiple NG911 screens. At this time there are two pilot PSAPS's that have received the upgrade and is available statewide at this time by contacting DSET or AT&T directly.

NG 9-1-1 Laptops – The NG911 laptops have been successfully field deployed in Newington during planned maintenance at that location. Plans to use in the future are on an as needed basis and held and managed by the DSET engineering group.

Interstate 911 Interoperability- Currently DSET has not been informed of or identified an out of state vendor that is ready to test with the AT&T ESInet platform used at the SoCT. DSET continues to request updates from AT&T and work on identifying boarder states capable and ready to test. The goal of adding this is to reduce boarder state transfers for calls into 911. AT&T ESInet- The SoCT has been told that AT&T wireless is the first carrier to directly connect using IP and SIP (Session Initiation Protocol) rather than multiple point to point legacy SS7 circuits. SIP technology facilitates multimedia IP-based communications, like voice calls, video chats and instant messaging. DSET looks forward to the increased capabilities into NG911 as they evolve and become available by the carriers and the NG911 vendors themselves. At this time only the connection has changed offering the potential for improvements. The PSAPS and

the caller will experience no difference or loss.

Land Mobile Radio

Scott Wright reported that the Land Mobile Radio (LMR) team has assisted a number of folks that are not on the radio network natively for July 4th fireworks and provided some assistance with communications vehicles and assets to the city of West Haven. The LMR group provided a number of portables to the town of Naugatuck, and neither one of those are natively on the Connecticut Land Mobile Radio Network (CLMRN). LMR staff are here to assist any of the municipalities in the state of Connecticut, not just those on the radio network.

Later today LMR staff members are going to provide some assistance in New London and Groton for Sailfest as has been done for a number of years now. It is a very technically involved deployment based on the geographical area, but one of the things that that highlights is the ability for CTS to use and leverage the PSDN fiber. The concentric rings all intersect, one of which is PSDN, one of which is the radio network, one of which is the microwave network and where they all meet, and that's where LMR can provide this assistance to the municipalities.

Mr. Wright reported that currently there are a number of projects in the works. There is significant network expansion. LMR has worked with DOT over the last several months. DOT is going to be funding a rather significant system and enhancement for four of the subsystems in the state that is going to dramatically improve and increase capacity in those four areas and that is due to demand on the system that is going to be a great asset to use.

LMR has been working with DOC on significantly enhancing the safety of correctional officers, the correctional staff, as well as the inmates with new subscriber equipment.

Along with some relatively minor projects LMR is also looking at some site enhancements in the future. Currently working with enhancing the security of the radio network itself through the implementation of a service called radio authentication that is very similar to two factor authentication for radios, where the radio has to authenticate itself to the network in order to affiliate to the network. LMR continues to be beta test participants with new radio equipment and are finalizing a beta test with one particular manufacturer.

Network Control Center

Clayton Northgraves asked that the commission members please refer to the report submitted by Julie Gatzen, the Network Control Center Manager. Mr. Northgraves reported that there were 162 tickets total for the period between 4/12/2023 and 6/30/2023. Once deployed, any issues with Rapid Deploy Eclipse and Rapid SOS will be reported to the NCC for ticketing and notification to AT&T the same as all other 911 related items

Legislation

Clayton Northgraves reported that DSET is currently reviewing language that both directly and indirectly impacts Connecticut's PSAPs in the following Public Acts:

PA 23-137- AN ACT CONCERNING RESOURCES AND SUPPORT SERVICES FOR PERSONS WITH AN INTELLECTUAL OR DEVELOPMENTAL DISABILITY

Within this act there is language we're reviewing specific to the 911 Commission - By January 1, 2024, the Act requires the Department of Administrative Services (DAS) to develop and acquire sensory kits for DESPP to distribute to emergency services personnel who interact with children and adults with

autism spectrum disorder, cognitive impairments, or nonverbal learning disorders. DAS must do so in consultation with the E-911 Commission and the DESPP Coordinating Advisory Board, which advises the department on ways to improve emergency response communications and related issues.

PA 23-104- AN ACT CONCERNING CRISIS

INTERVENTION TRAINING FOR POLICE OFFICERS AND COLLABORATION BETWEEN POLICE OFFICERS AND SOCIAL WORKERS. Both are currently under review and updates will be provided to the Commission in the near future.

PSAP Grants

Mark Gorka reported that in the fourth quarter of the 22-23 State fiscal year, two municipal PSAPs and four regional ECCs were approved for a total of thirteen individual Capital Expenditure Grants, for a total of \$390,757.87. The funding supports emergency telecommunications through the purchase or replacement of UPS batteries, workstations, radio consoles, control stations, data storage, CAD migration, redundant backhaul, voice paging, recorders, and CSSI integration. In total, for the 2022-23 SFY, 24 grants were awarded for a total of \$996,280.66. The 2023-24 cycle began July 1st and applications will be accepted through April 30th of 2024.

Training

Peter Lucco reported that as of July 1st, there have been five telecommunicator classes held at the CSECC. It is anticipated that there will be another four classes held before the end of the year. Teresa Lockwood has held six Connecticut State Police training classes so far this year and the total number of troopers that have been trained is 163.

Public Safety Data Network

Clayton Northgraves reported that the PSDN governance board approved six applications for the following: Wilton, Newington, Orange, DOT, Norwalk and Tolland County Mutual Aid. To-date 199 PSDN requests submitted to the PSDN Governance Board are in the pre-approval stage or have been approved and are operating on the PSDN. 189 of those requests have been raised, reviewed and/or voted on by the board. All 189 requests have been approved to operate on the PSDN. To-date there are 176 requests operating on the PSDN. There are 13 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

Clayton Northgraves submitted a GIS report prepared by Dan Czaja, who was not in attendance.

Emergency Notification System

Kevin McManus reported that since the last meeting, Everbridge has been able to add close to 1,000,000 contacts to the CT alert system, which is the mass notification for life safety.

That is a combination of Voice over Internet Protocol phones, landlines and cell phones.

In the second quarter there were a total of 12 CT alert notifications sent out which included the Gold Star Bridge incident, an unhealthy air notification, two missing elders, a missing hiker, and two police activities involving firearms. In April Everbridge launched two IPAWS notifications. In addition to pushing out to the cell phones and registered devices, Everbridge is now able to integrate with social media. Twitter has imposed limits on unregistered users and the number of posts that people can read, and that has across the board nationwide impacted public safety agencies.

Mr. McManus reported that there are over 35 state agencies and 74 PSAPs that are utilizing the system, about 2/3 of the messaging that comes from the Connecticut Everbridge are from the 911 centers. Only a very small portion comes from the CT Alert Life safety notifications. A new state agency, COLLECT, Connecticut Online Law Enforcement Communications Teleprocessing, has recently come on board and is taking a similar approach that is used at are from the Network Control Center, notifying the constituents to end users of system problems.

Everbridge Connecticut has launched over 6.1 million notifications for the first half of the year.

This is a combination of text messages, email, voice calls, and mobile app alerts.

Mr. McManus reported that for the first time in two and a half years, on April 21st Everbridge launched what's known as an IPAWs, Integrated Public Awareness Warning. This is an integrated public alert warning, which forces a notification to cell phones in a geographic area for the Gold Star Bridge incident. Mr. McManus discussed the details of this notification. This IPAWs messaging was very successful.

PSDN Refresh

Chuck Fuller reported that the Department of Emergency Services and Public Protection along with the Bureau of Information Technology Services and Juniper will look to start the deployment of the PSDN refresh between August and September of this year. The equipment is ready and initially the rollout will begin on ring seven. DSET is currently working on the network management and equipment provisioning, site documentation and deployment schedule which is currently on track. The Juniper network will not go into production for some time. There will be a lot of break and fix of the network and some modifications, but things are on track. Mr. Fuller announced that Juniper and Integration Partners have merged with ConvergeOne. Staff members will remain the same, but going forward, DSET will be conducting business with ConvergeOne.

PSAP Updates

Chuck Fuller reported that UConn internal dispatch center relocation is still pending and DSET is waiting to receive further instructions before moving forward. The Westport PD and Fairfield County Regional Dispatch has been successfully completed. Groton Boat was successfully relocated to 23 Kings Highway in Groton. Scott Wright and the CTS team did a great job helping them with their radio efforts. North Branford PD is looking to relocate and build a new facility at 305 Forester Road in North Branford, the building is slated to be completed in 2024. New Canaan PD is also looking to upgrade their current facility and will temporarily move to 39 Locust Street sometime this fall. The project should take approximately two years. Wallingford PD is anticipating building a new public safety facility at 100 Barnes Rd.

Division of Emergency Management and Homeland Security/First Net

Jonathan Hartenbaum reported DEMHS is decommissioning the MCVs. Three of them are going to be recalled and the other three are going to be cut down in their capabilities to provide them to the IMAP teams as more of a command and communications vehicle, so they would still be available for deployment use, but through the IMAP teams, not as standalone unit.

One will go to the Fire Academy and the other one will go to CTS. It is anticipated that these transitions will be completed well before the end of this year. Mr. Hartenbaum reported that one CRD was deployed for the recent presidential visit and one

was deployed to the Brooklyn Fair and potentially one will be deployed to the Woodstock Fair, provided they can provide a fiber backhaul for it. The CRDs are available for any large event. DEMHS will be working with DSET on a plan for payment of the next generation STOC boxes. DEMHS is working with FEMA and AT&T on the state circuit, there are some issues with the state circuit which is not tested regularly. Beginning September 4th of this year and every first Monday of the month, DEMHS is going to be testing the state Circuit of the naval system.

Department of Public Health/OEMS

Raffaella Calciano, Director of the Office of Emergency Medical Services, submitted to the commission members the OEMS yearly report that is produced under statutory requirements for the state of Connecticut. This report includes statistics of all EMS calls filtered by demographics, time and location and the information reflects what was reported by EMS providers and their patient care reports. Ms. Calciano stated that there is legislation that was passed in regards to what OEMS would like for information, and they're asking for additions and this will be looked into to see what the costs of adding fields of new collection points for the database.

Bylaws

John Elsesser reported that there are some technical changes that will be sent to the legal team to review.

Strategic Plan

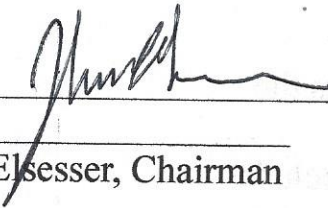
John Elsesser mentioned some components of what a strategic plan should include and encouraged that it moves forward next year. The strategic plan should include: history of the 911 commission, administrative issues including emerging needs as well as legal issues (the laws) and the impacts of the changes that have occurred within the last few years, an educational component, technology component and the plan should address changes in technology and what is on the horizon and financing. A communications plan should be developed about who the commission is and what is available for them. Mr. Elsesser is open to anyone that would like to volunteer to assist with this project.

Clayton Northgraves stated that DSET encourages participation from the commission members and is available to provide administrative and legal support.

New Business
No new business

Public Comment
No public comment

Adjournment
Raffaella Calciano made the motion to adjourn the meeting.
John Benedetto seconded the motion. The meeting was
adjourned at 10:43 a.m.



John Elsesser, Chairman

10/10/2023

Date