

Approved Minutes
Enhanced 9-1-1 Commission Meeting
April 5, 2019
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Robert Guthrie
Jeffrey Morrissette
Joanne Miles
Tammy Wright
Don Richardson
Michele Etzel

Representing

Council of Small Towns
Volunteer Fire Service
State Fire Administrator
Manager 9-1-1 PSAP
Public Safety Telecommunicators
Wireless Services
Public Representative

Division of Statewide Emergency Telecommunications (DSET) DESPP

William Youell	Clayton Northgraves
Carey Thompson	Steve Verbil
Jerry Zarwanski	Charles Fuller
John Masciadrelli	Bonnie Guarnieri

Others in Attendance

Jeff Otto	QVEC
Kate Iacovelli	AT&T
Francis Willett	Everbridge
Scott Haddad	UConn
Tyler Millix	Tolland County Mutual Aid
Pete Fontneau	AT&T
David Cascio	AT&T
Dan Soule	Litchfield County Dispatch
Doug Racicot	Tolland County Mutual Aid
Len Besthoff	NBC
Garett Allison	NBC
Regina Rush-Kittle	DESPP/DEMHS
John Gustafson	DESPP/DEMHS
Brian Narkewicz	DESPP/CSP
Jeff Patton	New Haven Public Safety
Rick Darin	Valley Shore
George Peet	New Haven Public Safety

Call to Order:

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

Don Richardson pointed out that Clayton Northgraves' name was listed twice on the attendance list for the minutes of January 4, 2019.

Bob Guthrie made a motion to approve the minutes of the January 4, 2019, meeting. Don Richardson seconded the motion. The minutes were approved.

Public Comment

No public comment.

Division of Emergency Management and Homeland Security

John Gustafson introduced the new DEMHS Deputy Commissioner, Regina Rush Kittle.

Mr. Gustafson reported that DEMHS Regions four and five briefings will be completed next week. The focus is to provide a division update on the state cyber disruption response plan.

Mr. Gustafson also reported that the Connecticut Intelligence Center and the Grants Unit have now re-merged with DEMHS. The annual Emergency Management Symposium will be held on April 25th at the Red Lion Inn in Cromwell. CTS will be joining DEMHS at the booth this year.

First Net

John Gustafson reported that broadband committee continues move forward and the build-out is moving very quickly. The state contract has been executed.

Land Mobile Radio

Clayton Northgraves reported that CTS recently secured bond funds to further enhance the state radio system and discussed some of the highlights. CTS will be performing a complete microwave system refresh. Sites are being added in Waterford and Branford. Mr. Northgraves reported that Groton is the first user on the shared radio system and all feedback thus far has been extremely positive. Groton Police had a joint response incident with the state police over the weekend and they were able to communicate with each other seamlessly. Mr. Northgraves reported that CTS is three-quarters of the way finished with distributing new radios to state police and programming other state agency radios. Also, Middletown and Wallingford will soon be connected to the state system allowing for interoperability between systems. CTS recently met with Bridgeport, Bethel and Westbrook who have all expressed an interest in sharing the state radio system.

Security Audit

Bill Youell reported that DSET continues to implement improvements to the 911 system due to the issues that were discovered after a cyber security audit was completed last year. DSET and DAS/BEST are currently assessing vendors for a multi-factor authentication solution. Mr. Youell introduced Pete Fontneau to discuss AT&T/WEST's improvements to the NG911 system.

Pete Fontneau, AT&T, reported that the 911 system is a closed system and has an ongoing maintenance program which provides improved antivirus updates. There are plans in place to do an end-point security process to prevent any USB ports that are currently being used for a keyboard or mouse and will prevent a thumb drive from accidentally being plugged into it. AT&T is working with DSET to review the password policies. Mr. Fontneau reported that there will be long-term security pieces built into the application itself. There will also be long-term improvements to the software.

Legislation

Steve Verbil reported that the following five bills were submitted this session which affect 9-1-1: Raised Bill 1082, a committee bill concerning the Consolidation of PSAPs, has had a committee hearing, and passed. Proposed Bill 5155, requiring 9-1-1 calls to be routed to the nearest PSAP, has not had a hearing (assigned to Public Safety & Security). Proposed Bill 6155, concerning regionalization or consolidation of 9-1-1 Dispatch Centers, has had a committee hearing (assigned to Public Safety & Security). Proposed Bill 6381, concerning regionalization of 9-1-1 dispatch centers, has not had a hearing (assigned to Public Safety & Security). Proposed Bill 6954, requiring a study of the consolidation of PSAPs, has not had a hearing (assigned to Public Safety & Security).

Mr. Verbil reported that three of DSET's regulations continue through the process. PR2018-12, Telecommunicator Training and Certification; and PR2018-13, PSAP Service Utilization Plan, are at the legislative regulations review committee stage. The first hearing for these two proposed regulations is set for April 23rd. If there are not issues, it will be resubmitted on May 28th with the anticipation of it being approved. The remaining regulation, PR2016-050, Establishment and operation of PSAPs had a legal issue that the Attorney General's office is required to fix. That has been done and it is anticipated that approval for PR2016-050 will be one month behind the other two.

PSAP Grants

Carey Thompson reported that for the last quarter Litchfield County Dispatch was awarded four grants totaling \$49,438. They were for installation and equipment for a backup server, a 911 console, an Eventide recorder and a Motorola radio console. QVEC was awarded three totaling \$109,734 for installation and equipment for an Avtec radio console and two grants for replacement of the microwave system. TCMA was awarded one grant totaling \$120,974 for upgrades to their IT system including software, hardware, and installation. The grand total of capital expense grants was \$280,146. Ms. Thompson reported that currently there are no transition grants.

Ms. Thompson stated that there are approximately 2/3 of training funds still available with a cutoff date of June 30. DSET will be sending out a notification to encourage PSAPs to utilize the funds.

NHTSA Grant

Bill Youell reported that Connecticut has been awarded a grant by the National Highway Traffic Safety Administration in the amount of \$1.8 million. This is a three year grant which will be applied to increasing and replacing PSDN UPS's and the creation of a back-up PSAP/Training Center with the location to be determined.

Next Generation 911/Text-to-911

Bill Youell reported that Next Generation 911 is working extremely well. Mr. Youell reported that the Text-to-911 system is working as it was designed and is receiving approximately 400 texts per month.

9-1-1 Reports

Bill Youell reported that DSET has made visits to the PSAPs that are not meeting the state standard of 90% of calls answered within 10 seconds or less. It has been established that some

of the reasons for this was due to lack of awareness or training. Training initiative is underway explaining how to run the reports. Also, some of the larger PSAPs are down seven or eight telecommunicators and the process to hire new employees will take some time. In the last few weeks, the percentages have increased significantly to the 88 – 89% range. Mr. Youell stated that the benefits of consolidation have been discussed with the stand-alone PSAPs during these visits. Efforts continue to reach the 90% goal.

Disaster Recovery

Bill Youell reported that DSET continues to create as much resiliency in the 911 network as possible. DSET/CTS will be utilizing the state microwave system, located at the state police troops, to back-up the 911 system. A successful test of the microwave system was performed at Troop L. The state continues to test and turn up 911 back-up circuits at the state police troops. Mr. Youell introduced Dave Cascio from AT&T, to give an update on the pilot LTE option.

Dave Cascio, AT&T, reported that DSET/AT&T are creating a “proof of concept” that will be a backup for the state owned 911 network in the event of an outage. 911 data will route to a Cradlepoint router located at the PSAPs and transition to an AT&T 4G/LTE secure private mobile connection to the state’s two data centers. The test period will be anywhere from 30 to 90 days, bulletproofed and then deployed to the PSAPs.

Bill Youell reported that the DSET team is removing PSDN fiber network folds, creating more diversity on the PSDN network. Fiber folds have been fixed in an overlapping loop to South Windsor and an overlapping loop to Brookfield. North Branford and Watertown are expected to be fixed by the end of summer.

Public Safety Data Network Governance

John Masciadrelli reported that since the last E911 Commission meeting there was a PSDN Governance Board meeting held on February 20th. The following application was approved: Litchfield County Dispatch to share CAD resources with Plymouth PD, controlling intercom, remote controlled door locks, security cameras at Plymouth PD. The next meeting will be held on April 17, 2019, at 1111 Country Club Road in Middletown. Mr. Masciadrelli reported that to date, 161 requests to access the Public Safety Data Network (PSDN) have been submitted to the PSDN Governance Board. 110 requests have been approved to operate on the PSDN. 98 requests are currently operating on the PSDN. There are 13 awaiting approval. There is a more detailed report on the DSET website.

Geographic Information Systems

Dan Czaja reported that GIS continues to update the data address points. There is a 99.12% road matching rate and a 99.41% address point data. Call volume maps are soon to be available on the DSET website. DSET/GIS along with Frontier continues to update the MSAG along . GIS continues to support the state police and DESPP with maps and GIS data. There is continued support of CT/Alert and also working on their new project the Resident Connection dataset. Mr. Czaja announced that there is an aerial flight being done this year and should be completed soon.

Emergency Notification System

Steve Verbil introduced Francis Willett, Everbridge, to discuss the newest program “Resident Connections.”

Francis Willett, Everbridge, reported that the CTAlert system was originally on a volunteer "opt-in" basis. For the past two years, Everbridge has been working on a way to enhance the 911 database and CTAlert, and also give a way that the same database would be able to drive information to the dispatchers during the time of call. Everbridge has now built a database through vetted and validated external data sources. It is then loaded into CTAlert and geocode the dots on the maps within the system. As a result, the database has increased from 1.9 million records to 4 million records statewide. This system has landlines and wireless lines, therefore, resident and business data loaded into it. It is covering the FCC statute using wireless lines only for life threatening emergencies. This system is refreshed on a monthly basis. The next phase is to enhance the data that Everbridge has and pass it along to the dispatchers.

There was a discussion.

PSAP Issues

Steve Verbil reported that Fairfield and Westport efforts to consolidate continue. Their consultant report was received and the towns (using a joint committee of public safety official from both towns) have selected the method of governance for the new center, developed the costs and their allocation across the towns, and have a suitable location for the new center. They are currently negotiating an MOU between the towns to finalize those agreements.

John Masciadrelli reported that DSET recently sent out a letter informing the PSAPs that they have contracted with Adesta, a G4S Company, to manage, monitor, and maintain DSET's power-quality control equipment. Adesta has been operating the Network Control Center (NCC) located in State Police Headquarters for over 20 years. Mr. Masciadrelli reported that they will be responsible for the design, implementation, operations and maintenance of the state police microwave radio system. They also provide 24x7 CTS network monitoring, ticket tracking, reporting services, and on call support. Adesta will be contacting the PSAPs and informing them of equipment maintenance and/or emergency dispatch of techs. Their staff will be carrying a State issued photo identification. Mr. Masciadrelli reported that Adesta has started monitoring and maintaining 16 pilot PSAPs on April 4th for the next two weeks. It is anticipated that they will be monitoring and maintaining the Power-Quality equipment for all the PSAPs and Phase 1 PSDN locations by mid-May.

Department of Public Health

No report.

New Business

John Elsesser announced that DSET is looking into supplemental software called Rapid SOS which is used to assist the geographical location of cell phones closer to their location. It is anticipated that there will be an update or presentation on this at the next commission meeting.

Public Comment

Jeffrey Otto, QVEC, stated that the E9-1-1 commission is required by Chapter 14 of the general statutes to post the minutes of a meeting no later than seven days following conclusion of the meeting. Mr. Otto stated that the last commission meeting minutes posted on the DSET website are from May 4, 2018. Section 28-29B of the General Statutes requires that DSET submit an annual report to the General Assembly. The most recent report on the DESPP/DSET website is

from 2014. Mr. Otto asked why the 18/19 fiscal year budget has not been available on the DSET website for the past several months.

Mr. Youell stated that the minutes always get posted to the DSET website and will look into the reason why they are not currently posted. The annual report is completed on time and submitted to the legislature on a yearly basis. Mr. Youell will look into the reason why they are not posted to the DSET website. Mr. Youell stated that the DSET budget is always completed on time and submitted to PURA and posted to the DSET website on a yearly basis.

Carey Thompson stated that due to the State's standard format requirements, the entire DESPP Agency website was redone and as a result, some of DSET's posted documents are no long available. DSET is working along with the DESPP/IT Department to correct the problem.

Tammy Wright announced that APCO Atlantic Chapter is accepting awards nominations for all six categories. The nomination deadline is June 30th rather than July 30th.

Adjournment

Jeff Morrisette made the motion to adjourn the meeting. Tammy Wright seconded the motion. The meeting was adjourned at 10:09 a.m.



John Elsesser, Chairman



Date