

Approved Minutes
Enhanced 9-1-1 Commission Meeting
July 12, 2019
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Robert Guthrie
Joanne Miles
Raffaella Coler
Brandon Robertson
William Hackett
Don Richardson

Representing

Council of Small Towns
Volunteer Fire Service
Manager 9-1-1 PSAP
Office of Emergency Medical Service
Conference of Municipalities
DESPP/DEMHS
Wireless Services

Division of Statewide Emergency Telecommunications (DSET) DESPP

William Youell	Clayton Northgraves
Steve Verbil	Charles Fuller
Jerry Zarwanski	Dan Czaja
Bonnie Guarnieri	Anne Finn

Others in Attendance

George Pohorilak	Public
Jeff Otto	QVEC
Joseph Silverio	Southington Police Dept.
Kate Iacovelli	AT&T
Lori Mathieu	Dept. of Public Health
Pete Fontneau	AT&T
David Cascio	AT&T
Dan Soule	Litchfield County Dispatch
Len Besthoff	NBC
Garett Allison	NBC
Jean Claude Risk	AT&T

Call to Order:

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

Approval of the Minutes

Don Richardson made a motion to approve the minutes of the April 5, 2019, meeting. Joanne Miles seconded the motion. The minutes were approved.

Public Comment

No public comment.

Land Mobile Radio

Clayton Northgraves reported that CTS has been in recent discussions with Norwalk, Tolland County Dispatch, and also the CT Airport Authority (including Bradley airport) in regards to joining the State's radio system.

Mr. Northgraves reported that Coventry will go live on the system next week. There have been very few issues since the cutover on June 11th. Mr. Northgraves reported that there were 30,000 Push-To-Talks (PTTs) on Thursday, July 11th and 44 hours of talk time.

Mr. Northgraves reported that on July 7th a Trooper stopped a suspicious person on I95 in Stonington, and called for assistance. Stonington officers arrived, and the suspect fled and was pursued on foot. Groton Town and other departments joined the pursuit as well as multiple CSP troops. A foot chase led to a little league softball tournament where the suspect, who was wanted for murder in Atlanta, was caught in the woods behind the ballpark. Mr. Northgraves quoted Captain Olson of the Stonington Police Department: *"Our new radio system that we really felt would be a good thing for interoperability worked flawlessly in this situation. Everybody turned to a state police channel, and we all talked using our badge numbers. It worked perfectly, and we were able to hear each other and we knew we had a solid perimeter."*

Regulations/Legislation

Steve Verbil reported that regulation 28-27 PSAP Utilization Service Plan has been approved and is now in effect. DSET will now design a form to be filed annually by the PSAPs. It is anticipated that these forms will be sent to the PSAPs this fall. Regulations 28-30 and 28-27 were returned to DSET for corrections without prejudice. DSET is currently working with the DESPP legal department to make the corrections.

Mr. Verbil reported that Senate Bill 1082 has been approved and is now Public Act 19-79. DSET is working with the DESPP legal department to review the bill to make certain that we're very clear on its requirements.

PSAP Grants

Bill Youell reported that a total of 22 grants were approved for the second quarter. Tolland County Mutual Aid was awarded 10 grants totaling \$125,589. Northwest Public Safety was awarded four grants totaling \$86,684. Hartford was awarded one grant totaling \$8,698, and Manchester was awarded one in the amount of \$15,994. Willimantic Switchboard was awarded one in the amount of \$13,619. New Haven was awarded one in the amount of \$89,111. Litchfield County Dispatch was awarded three totaling \$109,914 and Quinebaug Valley Emergency Communications was awarded one in the amount of \$164,592. The grand total of capital expense grants was \$614,201.

NHTSA Grant

Bill Youell reported that DSET has not yet received a formal award letter for the federal grant, but it is anticipated that DSET will be awarded the grant during this summer. The grant funds will be used to build a training room and a combination backup PSAP in the event of a failure. It will be equipped with CAD, radio and NG911 consoles. Secondary funds will be used to replace equipment that is becoming obsolete on the PSDN. A location for the backup center has not yet been established.

Next Generation 911

Steve Verbil reported that the cellular phones call volume total has now reached 80%. Bill Youell reported that Next Generation 911 continues to function extremely well. Mr. Youell reported that the metric average is now 93% of 911 calls being answered within ten seconds or less which is up from last year at 91%. DSET is working with the PSAPs that have not reached the goal especially with the staffing challenges that they are facing. Mr. Youell reported that there will be a system administration class held this summer to assist those requiring additional training on running reports. Mr. Youell reported that DSET is working with the advertising agency to run a TEXT-to-911 survey intended to determine awareness based on the program that has been deployed. Mr. Youell reported that CTAlert will be included in the survey sample and that there will be an updated report at the October meeting.

Supplemental Location Data

Bill Youell reported that Commission members, Joanne Miles and Tammy Wright, will be conducting a review of location based services and will prepare a brief report for the October meeting. Some considerations for the review are different technologies and vendors, use cases, types of current and future data sources, integration with 911 systems and CAD, and PSAP experience both in and out of Connecticut from those who have deployed these services.

Security Audit

Bill Youell reported that DSET continues to implement improvements to the 911 system and the PSDN based on the recommendations from the cyber security audit completed last year. Mr. Youell reported that there have been configuration changes to isolate all the PSAPs on the PSDN. DSET and DAS/BEST are currently evaluating different solutions to procure a multifactor authentication solution which will give additional security around the network management process of the PSDN.

Pete Fontneau, AT&T, reported that the upgrades to the 365 workstations located at the 109 PSAPs are more than two-thirds completed. It is anticipated that it will be finished by the end of July. Therefore, all the platforms will be at the current revision of software which will allow updates to be done on the actual workstations themselves. Mr. Fontneau reported that AT&T and their supplier are working on software enhancements for increased security measures such as password protection, and expiring passwords and working with DSET to create a password policy.

Disaster Recovery

Bill Youell reported that DSET continues to improve the resiliency of the overall system regarding disaster recovery. DSET recently completed the connections required to use the state microwave system as a backup to the 911 system at the state police troop locations, and it has been tested and is fully functional. DSET has completed installing and testing additional fiber optics in the PSDN in four different segments in the network to eliminate folds (areas of overlap in the network). DSET is also working with AT&T to trial LTE as a backup to the 911 system. AT&T is currently deploying circuits and an order has been placed for equipment. AT&T plans on a trial of the LTE solution during the month of September or October.

Public Safety Data Network Governance

Steve Verbil reported that since the last E9-1-1 Commission meeting there was a PSDN Governance Board meeting held on June 19th. The following two requests were approved:

NM16998, Quinebaug Valley Emergency Communications, the PSDN provides public safety radio backhaul services between radio tower to support QVEC's regional simulcast radio system. NM17007, New Britain Police Department, transport of MDT data between New Britain and Hartford PD. The next meeting will be held on August 21, 2019, at 1111 Country Club Road in Middletown. Mr. Verbil reported that to date, 164 requests to access the Public Safety Data Network (PSDN) have been submitted to the PSDN Governance Board. 116 requests have been approved to operate on the PSDN. 98 requests are currently operating on the PSDN. There are 10 awaiting an implementation date. There is a more detailed report on the DSET website.

Steve Verbil reported that Adesta, also known as the DESPP's NCC, contracted with DSET to manage, monitor and maintain DSET's PSDN and NG911 power-quality control equipment which includes UPS, transfer switches and PDUs.

Geographic Information Systems

Dan Czaja reported that GIS continues to update the E9-1-1 data center line and address points. The geocoding results are up to 99.14% for street centerline and then combined with address point data the total is 99.42%, which is well above the threshold NENA specifications. DSET/GIS continues to provide Frontier updates for the Master Street Address Guide (MSAG). Mr. Czaja reported that Frontier is now asking DSET/GIS to approve their MSAG updates. GIS continues to provide mapping support to DESPP with a customized version of the 9-1-1 street centerline GIS dataset for their Computer Aided Dispatch and assisting Crimes Analysis unit with analysis and mapping. DSET/GIS continues to work with Everbridge to support the GIS portion of the CT/Alert system, including the maintenance of the mapped ALI database on a monthly basis and their new project the Resident Connection dataset. Mr. Czaja announced that the statewide ortho imagery flight has been completed and it is anticipated that the data will be received by the end of the year.

Emergency Notification System

Steve Verbil reported a total of 4,231,295 contacts in our database as of June 2019, including data from the E9-1-1 database, opt-ins from web registration and community subscribers, and data from Everbridge's "Resident Connection" program. Mr. Verbil reported that there are 439 registered/certified CTAAlert dispatchers and three organization administrators. There were 148 emergency notifications in 2019 sent from CTAAlert. Those notifications thus far in 2019 have reached 479,501 contacts.

PSAP Issues

Steve Verbil reviewed the upcoming letter to be sent to the PSAPs regarding power and notifications to DSET and/or NCC.

Division of Emergency Management and Homeland Security

Director, Bill Hackett, reported that hurricane season began June 1, and DEMHS is actively working on preparedness and messaging programs associated with Hurricane Season. DEMHS is continuing our School Safety and Security outreach, training, and assessments, and also continues to strengthen our statewide Cyber Security awareness and reporting mechanisms.

Director Hackett reported that the Governors Annual Emergency planning and preparedness Initiative (statewide exercise) is tentatively scheduled for the November-December 2019

timeframe. It is anticipated that there will be five table top deliveries within each DEMHS region. Updates will be provided where necessary.

Director Hackett reported that DEMHS is also in the process of planning, along with federal partners, on a National Level Exercise (NLE 2020) which will include a large scale national exercise next year that will affect all lifelines. This exercise will be focused on FEMA Region 1 (New England States) and FEMA Region 9 (West Coast States).

First Net

Director Bill Hackett reported that DESPP/DEMHS is currently evaluating specific FirstNet devices to determine if there are performance issues based on device type that may affect Connecticut first responders and authorized users.

Department of Public Health

Raffella Coler reported that the Office of Emergency Medical Service is working with the Connecticut EMS Medical Advisory Board with regard to the critical lack of consistency in Connecticut's Emergency Medical Dispatch Process. Ms. Coler presented a write-up regarding this matter and will follow-up with a detailed report at the October meeting.

New Business

No new business.

Public Comment

George Pohorilak stated that he was glad to see in the minutes from the last meeting that legislation was raised for PSAP consolidation.

Jeffrey Otto, QVEC, stated that the minutes for the April commission meeting and the agenda for today's meeting were not posted.

Steve Verbil stated that the approved minutes from the January meeting were posted to the website and the approved minutes will be posted after the meeting is adjourned.

John Elsesser suggested that the meeting minutes be posted as "draft" minutes subject to change.

Mr. Otto stated that the minutes of the E9-1-1 commission are required by law, to be posted on the DSET website within seven days after the meeting. Mr. Otto also stated that the agenda is required be posted in advance of the meeting.

Adjournment

Raffaella Coler made the motion to adjourn the meeting. Bob Guthrie seconded the motion. The meeting was adjourned at 9:48 a.m.



John Elsesser, Chairman



Date