

Approved Minutes
Enhanced 9-1-1 Commission Meeting
October 4, 2019
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Don Richardson
Robert Guthrie
Joanne Miles
William Hackett
Jeff Morrissette

Representing

Council of Small Towns
Wireless Services
Volunteer Fire Service
Manager 9-1-1 PSAP
DESPP/DEMHS
State Fire Administrator

Division of Statewide Emergency Telecommunications (DSET) DESPP

Commissioner James Rotella
William Youell
Steve Verbil
Jerry Zarwanski
Carey Thompson
John Masciadrelli

Scott Devico
Clayton Northgraves
Charles Fuller
Dan Czaja
Bonnie Guarnieri

Others in Attendance

Jennifer Siracusa
Randy Young
Kate Iacovelli
Joseph Silverio
Pete Fontneau
Dan Soule
Doug Racicot
George Pohorilak
Jeff Otto
Len Besthoff
Garett Allison
Susan Webster
David Cascio
Julie Gatzen

RapidSOS
Intrado
AT&T
Southington Police Dept.
AT&T
LCD
TCMA
Public
QVEC
NBC
NBC
Hartford
AT&T
Adesta/NCC

Call to Order:

John Elsesser, Chair, called the meeting to order at 9:04 a.m.

Approval of the Minutes

William Hackett made a motion to approve the minutes of the July 12, 2019, meeting. Don Richardson seconded the motion. The minutes were approved.

Public Comment

Jeff Otto thanked DSET and the E9-1-1 Commission for posting the unapproved minutes seven days after the meeting was held as per the Freedom of Information Act. He requested that the agenda be posted 24 hours before the next meeting.

Bill Youell stated that the agenda was posted on the Secretary of State website more than 24 hours before today's meeting.

Director Comments

Bill Youell announced that Bonnie Guarnieri and Carey Thompson have received promotions within DSET. Mr. Youell also announced that Steve Verbil is retiring. Mr. Youell thanked Steve for all of his hard work and many contributions to DSET and the PSAP community. He also wished him well.

Mr. Youell announced that there will be two presentations today, one by Rapid SOS and one by Don Richardson from the wireless carriers.

Land Mobile Radio

Clayton Northgraves reported that as a result of secured bond funding, CTS will be adding coverage enhancements to Meriden, Branford, Bloomfield, Madison, and Hartland. Mr. Northgraves reported that CTS will also be adding a second zone to increase resiliency and capacity. CTS will be adding additional licenses due to the rapid expansion of the radio system. Mr. Northgraves reported that CTS is conducting a complete refresh of the microwave system backbone. The Unit will be re-lamping some of the halogen lights to LED lights. Mr. Northgraves reported that DESPP has recently signed agreements with the city of New Britain and the Connecticut Airport Authority. Additionally, DSET will be establishing a microwave connection with the city to provide 911 redundancy.

Regulations/Legislation

Bill Youell reported that one of the requirements of Senate Bill #1082, which had been passed into law, is for DSET to amend its regulations to adopt a subsidy formula substantially similar to the formula in that passed bill. DSET is currently in the process of drafting proposed regulations regarding the funding formula. DSET is taking into consideration the comments that were received during the comment period and at the hearing from the previous effort to develop regulations when drafting the new regulations. When this is complete, the next steps would be for the Commissioner, OPM, and the Governor's Office to approve the proposed regulations. Mr. Youell reported that there will be a new comment period, which is required. It is anticipated that the proposed regulations will be completed and submitted for approval within the next two months.

NHTSA Grant

Bill Youell reported that DSET was awarded the NHTSA grant in August which is worth \$1.7 million. DSET plans to equip a centrally located training center/backup PSAP, which will include working 911 stations, CAD and radios in the event one of the centers goes down for an extended period of time. Also, the intent is to build a centrally located combination training center. Mr. Youell will give an update at the January meeting.

PSAP Grants

Carey Thompson reported that during the third quarter Tolland County Mutual Aid received \$14,263 for radio upgrades and Northwest Public Safety received a grant for electrical wiring work for their UPS system.

Public Education

Carey Thompson reported that the results from the Cronin online public education campaign survey were very successful. Ms. Thompson stated that there were 1,000 respondents which included both males and females between the ages of 18 and 54. 85% knew about Text-to-911 and realize that they are only to use texting when they are unable to call. The respondents are familiar with the slogan, "Call if you can. Text if you can't." Ms. Thompson reported that 75% are aware of CTAlert and 55% opted in to receive the alerts. There is some confusion with other media alerts and weather alerts; DSET will focus on clarifying the issues in the campaign.

Public Safety Data Network Governance

John Masciadrelli reported that since the last E9-1-1 Commission meeting there was a PSDN Governance Board meeting held on August 21st. The following three requests were approved: NM17064, Valley Shore Emergency Telecommunications (VSEC), to share CAD resource with the Durham EOC during the Durham Fair. VSEC will be supporting command and control functions during the fair. NM17065, Litchfield County Dispatch requested use of the PSDN to create and intercom link between them, Winsted FD and Winchester FD. LCD is also using the PSDN for radio backhaul between them and the Winsted FD and Winchester FD. NM17066, DESPP IT will be using the PSDN to transport COLLECT services to support the state troopers at the Durham Fair. Mr. Masciadrelli reported that the next meeting is scheduled for October 16th. Mr. Masciadrelli reported that to date, 169 requests have been submitted to the PSDN Governance Board. 119 requests have been approved to operate on the PSDN. 99 requests are currently operating on the PSDN. There are 20 awaiting an implementation date. There is a more detailed report on the DSET website.

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 99.15% for street centerline and then combined with address point data the total is 99.43%. DSET/GIS has provided 1900 MSAG updates to Frontier since 2010. GIS continues to provide mapping support to DESPP and CTAlert. Data from the 2019 orthoflight is expected by early winter.

Emergency Notification System

Steve Verbil reported that there are 439 registered/certified CTAlert dispatchers and three organizational administrators. There are 105 agencies, both municipal and state, participating in the CTAlert system. The total new CTAlert web registrations in 2019 are 3,434 and the total of new community subscribers are 1,737. The total CTAlert registrations for 2019 are 5,171.

Mr. Verbil reported that there were 159 notifications, so far in 2019, sent from CTAlert. Those notifications reached over 1,495,947 citizens. The Frontier database continues to decline, and is currently down to 806,460. Mr. Verbil reported that DSET has added the resident connection

program from Everbridge to the CTAlert system. 1.5 million VoIP and traditional landline phones in resident have been added to the system as well as 1.2 million cell phones, for a total of 4.2 million contact points to reach out to.

PSAP Issues

Bill Youell reported that there is one less stand-alone PSAP. The town of Winsted/Winchester has consolidated with Litchfield County Dispatch in September. Mr. Youell congratulated Dan Soule on the success of this merger.

Division of Emergency Management and Homeland Security

Bill Hackett reported that the division continues with hurricane preparedness coordination, there have been 12 named storms since Hurricane Season began on June 1. Director Hackett reported that currently the division is in the process of national re-accreditation. The Division has been accredited thru the Emergency Management Accreditation Program (EMAP) for five years. As part of the re-accreditation process, the Alternate State Emergency Operations Center at the Brainard Airport Facility was successfully exercised on September 26, 2019. Every State Emergency Operations Center is required to have an established and operational back-up facility for relocation to be accredited.

Director Hackett reported that the Governors Emergency Planning and Preparedness Initiative (EPPI) is in a partnership with Eversource who is participating in a national "Grid Ex" Exercise. The exercise will include cyber security related scenarios. State agencies will exercise on November 14, 2019 and there will be nine (9) regional deliveries that will occur, during the November 15 thru December 15, 2019 timeframe, utilizing the same scenario statewide.

FirstNet

Bill Hackett reported that the Division has completed comparison testing of iPhone 10's, with Band 14 capability, with the currently assigned iPhone 7's. This upgrade will enhance capabilities to communicate.

Director Hackett reported that during the recent Aircraft Accident at Bradley International Airport (October 2, 2019) FirstNet users on scene were uplifted to the highest priority to handle the incident without interruption from a busy cell network. On September 26, 2019, AT&T deployed a prototype unit that enhanced successful connectivity capabilities during the Alternate State Emergency Operations Center Exercise.

Department of Public Health

No Report.

Next Generation 911/Supplemental Location Data

Bill Youell introduced Jennifer Siracusa, from RapidSOS, and Donald Richardson, representing the Wireless Carriers, who each gave presentations regarding 911 location services.

New Business

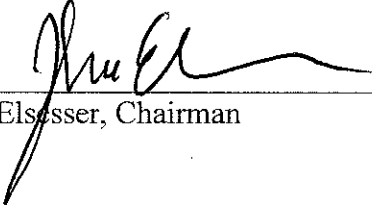
No new business.

Public Comment

George Pohorilak thanked Steve Verbil for all he has contributed during his years of state service.

Adjournment

*Bill Hackett made the motion to adjourn the meeting. Don Richardson seconded the motion.
The meeting was adjourned at 10:40 a.m.*



John Elsesser, Chairman

1/3/2020

Date