

Approved Minutes
Enhanced 9-1-1 Commission Meeting
July 10, 2020
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Robert Guthrie
Fred Dudek
Jeff Morrissette
Don Richardson
Tammy Wright
Michele Etzel
Brett Mahoney
Joanne Miles
Raffaella Coler

Representing

Council of Small Towns
Volunteer Fire Service
Municipal Fire Chiefs
State Fire Administrator
Wireless Services
Public Safety Telecommunicators
Public Representative
Municipal Police Chiefs
Manager 9-1-1 PSAP
DPH/ Emergency Medical Services

Division of Statewide Emergency Telecommunications (DSET) DESPP

William Youell
Carey Thompson
John Masciadrelli
Chuck Fuller
Bonnie Guarnieri

Clayton Northgraves
Jerry Zarwanski
Dan Czaja
Mark Gorka

Others in Attendance

Pete Fontneau

AT&T

Call to Order:

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

Approval of the Minutes

Bob Guthrie made a motion to approve the minutes of the April 3, 2020, meeting. Joanne Miles seconded the motion. The minutes were approved.

Public Comment

No public comment.

COVID-19

Bill Youell reported there was only one PSAP that rerouted for an extended period due to the COVID-19 Pandemic. There were several PSAPs rerouted while they were being disinfected. Call volumes were down in March, April and May, however they are beginning to come back up. Due to a spike in cardiac calls, Tolland developed a flier to be posted on social media urging people to call 911 if they have cardiac related symptoms. This document was shared with all of the PSAPs in the state. Mr. Youell commended the PSAPs for the excellent service they have given the community during the pandemic.

Land Mobile Radio

Clayton Northgraves reported that during the month of June CTS had approximately 9,000 hours of radio talk time system wide. Mr. Northgraves also reported that: Norwich Police is now live on the system and has added two sites. Bloomfield goes live next week and has added an additional site. The City of Stamford has begun the transition to the State Core with significant cost savings. The city of Bridgeport has signed a contract to construct additional sites and transition to the system. Valley Shore Emergency Communications console implementation is scheduled to move forward in the near future. Mr. Northgraves also reported that multiple northern Middlesex County towns are transitioning to the system. Mr. Northgraves reported that CTS has been engaged with multiple manufacturers to ensure radios work on the system, affording end users to have choices of radios, as CTS does not have a preferred radio or preferred vendor at this time. Mr. Northgraves reported that there have been 73 MOUs drafts sent out and to this date, 47 have been signed.

Regulations/Legislation

Bill Youell reported that the regulation changes that DSET has been working on for several years have been approved. This includes several increases and improvements affecting all PSAPs in the state. The Regulatory Review Board approved them in June and took effect July 1, 2020.

Carey Thompson reported that the changes to the calculation of the subsidy resulted in an increase to most funded entities, (which includes funded municipalities, multi-town PSAPs and regional centers). Any PSAP that would have received less funding will be kept whole by grandfathering. Regional centers will continue to get additional funding for adding towns. To support and encourage consolidation, transition grants have been increased from \$250,000 to \$300,000 per municipality. Capital expense grants have been increased from 12.5% to 20%. PSAP training funds have been raised from 10 cents per capita to 15 cents per capita.

Ms. Thompson reported that due to COVID restrictions many PSAPs have unused training funds. DSET is allowing them to roll the unused funds to FY 20/21.

Raffaella Coler requested that the regulation funding changes information be sent out to the commission members.

Bill Youell stated that DSET will send out the information.

NHTSA Grant

Bill Youell reported that the backup PSAP and training center will be located at the State Police Training Academy in Meriden. This is a central location with ample parking, security, 24/7 access and the PSDN and radio connectivity is already in the building. The designated area will allow up to 25 training seats on one side and there will be a separate PSAP training facility with approximately 10-12 911 positions in the other part of the room. This will include 911 workstations, CAD, radio connectivity, a telephone system and other components that are necessary for a working PSAP. The facility will be immediately available to any PSAP in the state should they need to shut down because of an emergency or disaster. DSET is currently working with the architect on the room layout, electrical, heating, ventilation and other construction items and once this has been completed, a statement of work will be issued for bid and a contractor will be selected. Construction is to expected to begin early fall with completion by early 2021. Once the room is ready, DSET will begin deploying equipment to support the

PSAP and training facility. The completion date is expected to meet the deadline of March of 2022.

John Elsesser stated that building standards are being changed due to COVID19 and wanted to make sure the architect handling the center review the regulations that are being promulgated.

Bill Youell agreed to make sure that the facility is in compliance with the most recent regulations.

PSAP Grants

Mark Gorka reported that there were 24 capital expenditure grants for the fiscal year 19/20 totaling \$474,614. The municipalities that were funded were Hartford, West Haven, Fairfield, and Stamford. The regionals included Tolland County Mutual Aid, Northwest Public Safety, Quinebaug Valley Emergency Communication Center, Litchfield County Dispatch, and Willimantic Fire Switchboard. The expenses included: upgrading radio equipment, increasing interoperability connections to the CLMRN and enhancing backup equipment, UPS workstations, software and office furniture.

Mr. Gorka reported that the Capital Expenditure Grant application for FY20/21 has been revised and updated in a pdf document with a fillable format. Also, the reporting forms for Regional and Multi-town emergency communication centers have been revised in a pdf document with a fillable format. These documents are available on the DSET website at the Subsidies to PSAPs and Municipalities page.

Public Education

Carey Thompson reported that DSET is not currently running any public service announcements due to COVID activity. Ms. Thompson reported that DSET has engaged both Cronin and the Connecticut Broadcaster's Association to restart the Text to 911 public awareness campaign when it makes sense to do so. The survey's conducted by Cronin that the TEXT to 911 marketing was highly successful; the public's awareness of Text to 911 is very high.

Public Safety Data Network Governance

John Masciadrelli reported that the last PSDN Governance Board meeting was held on June 17th. The following were reviewed and/or approved: Redding PD - radio operations / status and console extension, Valley Shore Communications – share computer aided dispatch system and radio at dispatch system at the Guilford EOC, Waterford PD – access CAD software and services from a remote location, CTS-Goose Hill Tower-Madison - P-25 compliant public safety radio backhaul services. Litchfield County Dispatch - increase in bandwidth for the Winsted PD. CTS Cheshire PD - provide P-25 compliant public safety radio backhaul services. CTS Troop G - P25 public safety backhaul services. Mr. Masciadrelli reported that to-date 165 requests have been submitted to the PSDN Governance Board. 140 of those requests have been raised, reviewed and/or voted on by the board. To date there are 124 requests operating on the PSDN. There are nine awaiting an implementation date or in the process of being implemented, and there are 14 requests on hold. The remaining requests are in various stages of the connection process. There is a more detailed report on the DSET Public Safety Data Network website. The next meeting is scheduled for August 19th.

Geographic Information Systems

Dan Czaja reported that GIS continues to update 911 data. Mr. Czaja announced that the report will now include northwest corner of the state for address data is currently being filled in. Region 5 DEMHS along with Northwest COG, collected partial data for that area, which is a first of its kind, and this will be filled in with data for the 911 system. As of June 1st, the geocoding match rate is 99.19% using street GIS data and is up to 99.45% using street and address point data. GIS now provides AT&T with updates on the master street addresses and 2500 updates have been completed within the past ten years. GIS continues to support the Agency including the Connecticut State Police with updates and continues to provide CTAlert with new data.

Emergency Notification System

Kevin McManus from Everbridge reported that during the first and second quarter of this year, there have been over 40,000 manual registrations to the CTAlert system. Mr. McManus reported that in 2019 there were a total of 109 notifications. So far this year, which includes only the first and second quarter, there have already been 189 notifications. Mr. McManus reported that the first statewide message sent from the Governor's office had been delivered to approximately four million contacts. Mr. McManus reported that recent activities in the state of Connecticut include a transition to single SMS for most organizations and deployment of incident templates for easier message creation, and standard notifications. Multiple municipalities are engaging inactive organizations and using new features for employees and special teams. Mr. McManus announced that he is the new Technical Account Manager for DSET and that Francis Willett is now Principal Product Manager of Everbridge.

PSAP Updates

John Masciadrelli reported that after a 2 ½ month pause, Adesta has resumed the PSDN UPS Upgrade project. Mr. Masciadrelli reported that 38 PSAPs / PSDN Nodes have had their PSDN UPS upgraded. Adesta upgrades 6 to 8 locations a week, so PSAPs may be receiving an email identifying a scheduled installation date soon.

Bill Youell reported that the town of Lebanon who had previously been consolidated with Willimantic Switchboard has now moved to Tolland County.

Mr. Youell also reported on a story about an emergency situation in Guilford. A woman shouted to Siri to call 911 to help her husband who had fallen into the water while they were crabbing and was trapped in the entrance of the sluice pipe that runs under the roadway. The 911 system pinpointed the location on the map and first responders were able to locate and save the man. Guilford Police commended the two officers who responded and the accuracy of the 911 system.

Division of Emergency Management and Homeland Security

No report.

FirstNet

No report.

Department of Public Health

Raffaella Coler reported that DPH/ Emergency Medical Services continues to work on COVID related issues. The three priorities currently being worked on are: tracing, testing and PPE distribution.

New Business

John Elsesser recommended that a working group be set up to discuss the issues of racial bias within dispatch centers which is a major concern in the country at this time. The task force will determine if the training curriculum should be changed or updated based on the findings. Carey Thompson, Bob Guthrie, Tammy Wright, Joanne Miles and Don Richardson all volunteered to be on the task force.

Public Comment

No public comment.

Adjournment

Raffaella Coler made the motion to adjourn the meeting. Jeff Morrisette seconded the motion. The meeting was adjourned at 9:46 a.m.



John Elsesser, Chairman

10/2/2020

Date

