

**Approved Minutes
Enhanced 9-1-1 Commission Meeting
October 2, 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
Brandon Robertson

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
Conference of Municipalities

Division of Statewide Emergency Telecommunications (DSET) DESPP

William Youell
Carey Thompson
John Masciadrelli
Chuck Fuller
Bonnie Guarnieri
Scott Wright

Clayton Northgraves
Jerry Zarwanski
Dan Czaja
Mark Gorka
Rosa LaChance
John Gustafson (DEMHS)

Others in Attendance

Vaughn Dumas

Southwestern Regional Comm.

Call to Order:

John Elsesser, Chair, called the meeting to order at 9:02 a.m.

Approval of the Minutes

Michele Etzel made a motion to approve the minutes of the July 10, 2020, meeting. Raffaella Coler seconded the motion. The minutes were approved.

Public Comment

No public comment.

COVID-19

Bill Youell reported there was only one PSAP that closed for an extended period of time due to the pandemic. Many PSAPs rerouted temporarily while the PSAP was cleaned and disinfected. Mr. Youell reported that DSET continues to participate on monthly calls with the regional centers to monitor COVID activity and other issues.

Mr. Youell gave an overview of key projects and initiatives underway at DSET. Mr. Youell stated that Clayton Northgraves will give an update on the tremendous progress the Land Mobile Radio Network is making sharing the system with municipalities and other organizations. Mr. Youell reported that DSET continues to work through the complicated task of establishing a backup PSAP and training center. Mr. Youell reported DSET is working in partnership with DAS/BEST, preparing for procurement and replacement of critical end-of-life equipment for the PSDN and that implementation should begin in 2021. Mr. Youell reported that DSET is working closely with AT&T on several projects which include: updating servers in the 911 system to accommodate new services; planning replacement of the Core 911 ESInet from Comtech to AT&T's own product; the procurement of laptop 911 workstations to be used for disaster recovery scenarios with expected Beta testing to begin early next year.

Mr. Youell stated that DSET is deploying "outbound" text-to-911 which has proven to be an effective way to contact back abandoned calls. The response rate is dramatically higher with text, as people tend to respond to texts more than voice calls made to the abandoned caller. Anticipated deployment is 2021.

Mr. Youell reported that AT&T is working with Intrado and Rapid SOS to provide an integrated location service with the current 911 system.

Mr. Youell also reported that DSET is preparing to hold the first virtual telecommunicator training class which is scheduled for October.

Land Mobile Radio

Clayton Northgraves reported that 69 draft MOUs have been sent to various municipalities and public safety agencies of which three are in the process of being signed. Mr. Northgraves reported that 56 MOUs have been executed to date.

CTS continues to work with both the cities of Stamford and Bridgeport on their migration to the state network. Due to size and complexities these projects will take a considerable amount time. In addition to the state police, CTS is now supporting over 40 municipalities, transit providers, state and federal agencies and public safety providers on the network.

As part of phase four projects, CTS has successfully added new radio sites to Madison and Meriden which greatly enhances coverage in those areas. Mr. Northgraves reported that the first quarterly user group meeting will be held virtually (via Microsoft Teams) on October 29th at 10:00am.

Regulations/Legislation

Bill Youell reported that at the last meeting he announced that the Regulatory Review Board passed new regulations which included a revised formula for the regional funding subsidies as well as increases in training, capital expense and transition grant funding. DSET has sent out information to PSAPs describing the changes and how it affects them and will answer any question they may have. Mr. Youell gave special thanks to Colin Milne from the DESPP legal department for his participation in getting this approved.

NHTSA Grant

Bill Youell reported that DSET continues to work to establish the backup PSAP and training center which must be completed by March of 2022. DAS is currently managing the building renovation project. Mr. Youell reported that the architect has done their work on room

renovation and the next step is to bid for contractors in October. It is estimated that the room will be completed by Spring of 2021. The installation process of the various 911 and other communication equipment required needs to be completed by March of 2022. Mr. Youell stated that PSAPs DSET has spoken with are all excited about the center. This addresses the question often asked by the larger PSAPs: "If there is a major disaster, where do we go?" DSET will keep the administration informed of the progress

PSAP Grants

Mark Gorka reported that the total capital expenditure grants for the last quarter was \$73,366. That included \$14,690 for Northwest Public Safety for dispatch office chairs and \$58,676 for Valley Shore ECC for server and storage upgrades. There were no new transition grants for the last quarter.

Racial Bias Calls

Carey Thompson reported that the racial bias committee surveyed a number of PSAPs to look into the frequency of bias motivated calls and assessed whether additional training is needed. The committee sent out a brief survey to Connecticut's five largest cities and five PSAPs serving small towns. The questions asked were: Is this an issue for your center? Has there been a noticeable increase in these types of calls over the past year? Do you provide training specific to these calls? Do you have written standards to deal with these calls? Do you think additional training is necessary? Would you use your PSAP training funds to send your staff to training if it were available? There were no increases in this type of call reported nor an issue for any of their centers.

Ms. Thompson reported that policy and procedures are in place to address specific call types. A racial bias call would be classified as a report of suspicious person or activity for which there are existing standards. PSAPs said training would be beneficial and that they would use their training funds if training were available. The National Emergency Number Association (NENA) has announced that they will be beta testing a class this month called Serving Equally: Removing Bias-based inequities from 9-1-1. Classes are online, the cost is \$199 per student. The committee and DSET does not endorse a product or vendor but advise PSAP directors that training is available and will approve use of PSAP training funds to attend. Ms. Thompson reported that when best practices and standards are made available, they will be incorporated into the existing curriculum.

Public Safety Data Network Governance

John Masciadrelli reported that the last PSDN Governance Board meeting, which was scheduled for August 19, 2020, was canceled due to lack of applications. Mr. Masciadrelli reported that to date there are 166 requests submitted to the PSDN. 140 of those requests have been raised, reviewed and/or voted on by the board and approved to operate on the PSDN. To date there are 124 requests operating on the PSDN. There are 16 requests awaiting an implementation date or in the process of being implemented. 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 October 21st.

Geographic Information Systems

Dan Czaja reported that GIS continues to update 911 data. As of September 1st, the geocoding match rate is 99.19% using street GIS data and is up to 99.45% for all ALI records. A total of

2572 updates have been completed since 2010. GIS continues to support the Agency including the Connecticut State Police with updates and continues to provide CTAlert with new data.

Emergency Notification System

Bill Youell reported that there will be a full end of year report for the next commission meeting to be held in January.

PSAP Updates

John Masciadrelli reported that Adesta and DAS/BEST completed the PSDN UPS Upgrade Project on September 9th. A total of 101 PSDN locations were upgraded. I would like to thank the PSAP's for their cooperation, understanding and patience as many locations had their scheduled installation dates changed due to Tropical Storm Isaias and/or the COVID-19 pandemic. Overall, the project was a great success.

Chuck Fuller reported that since inception of the Public Safety Data Network (PSDN) many cities, municipalities and towns have required relocation of the State fiber network and other core applications and platforms due to site relocations. To date the State has relocated 23 PSDN nodes, platforms and applications. East Hampton PD has been completed as has Windsor PD. It is anticipated that Weston PD and East Lyme PD will be completed by the end of 2020. Mr. Fuller reported that Newtown PD, Fairfield / Westport (consolidation) and Ansonia PD are all scheduled for 2021.

Division of Emergency Management and Homeland Security

John Gustafson reported the State Emergency Operations Center (SEOC) has been at full activation since March for COVID-19. DEMHS is utilizing both the SEOC and the Alternate site for social distancing along with a Microsoft Teams Platform for Unified Command and established battle rhythm daily calls. Mr. Gustafson reported that DEMHS has an established rhythm of Statewide Municipal Calls. The State received a Presidential Major Disaster Declaration for COVID-19. The Nation and the State continues to operate under a Public Health Emergency Declaration. Mr. Gustafson reported that the SEOC has an imbedded Emergency Support Function (ESF 7) for Logistics and Resource Requests on the WebEOC platform. The Governor has submitted a request for a Major Disaster Declaration for the recent Tropical Storm that impacted the state.

Mr. Gustafson reported that DEMHS is currently in the process of collecting damage information resulting from the tornado and straight-line winds on August 27. Noted during the storms the new 8Call90 portable radios which use the CTLMR Network, performed well and allowed critical communications between municipalities and DEMHS Regional Offices for Storm Response when local telephone and wireless systems failed due to loss of power. This is a new feature put in service over the past year.

FirstNet

John Gustafson reported that First Net continues to follow the established State Plan (Site and Tower Enhancements). There will be a series of Webinars for CT First Responders and First Net starting in October to discuss current status and offerings by First Net.

Department of Public Health

Raffaella Coler reported that DPH/ Emergency Medical Services continues to work on COVID related issues. The main priorities continue to be tracing, testing and PPE distribution. The weekly POD allocations and distributions to nursing homes, healthcare institution and EMS Organizations, which began early in the pandemic when nursing homes and other healthcare institutions were having difficulty sourcing PPE, ended on August 28, 2020. After the weekly PPE allocations and distributions ended, DPH is creating a PPE support program to be used by facilities for unexpected urgent and immediate PPE needs.

New Business

John Elsesser recommended that the commission provide input on the development of a strategic plan to move the state forward. Mr. Elsesser requested an open discussion from the members for some preplanning and what the next steps would be.

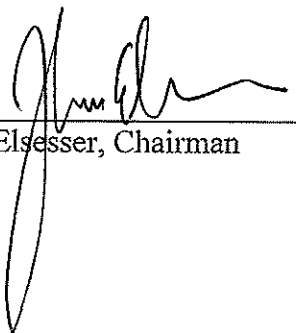
Public Comment

Tammy Wright asked if the Division has the authority to enable the reclassification of dispatchers to that of first responders.

Bill Youell said he would check into this and report back to the commission members.

Adjournment

Jeff Morrisette made the motion to adjourn the meeting. Bob Guthrie seconded the motion. The meeting was adjourned at 9:59 a.m.



John Elsesser, Chairman

11/11/2021

Date

