

Approved Minutes
Enhanced 9-1-1 Commission Meeting
January 8, 2021
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
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
Municipal Police Chiefs
Manager 9-1-1 PSAP
DPH/ Emergency Medical Services
Conference of Municipalities

Division of Statewide Emergency Telecommunications (DSET/CTS) DESPP

William Youell
Stan Dombrowski
Jerry Zarwanski
John Masciadrelli
Chuck Fuller
Bonnie Guarnieri
Peter Lucco
Bob Boudreau

Clayton Northgraves
Carey Thompson
John Gustafson (DEMHS)
Dan Czaja
Mark Gorka
Rosa LaChance
Patrick Tangney
Matt Asselin (CSP)

Others in Attendance

Kevin McManus
Vaughn Dumas
Dan Soule
Chuck Kelleher

Everbridge
Southwestern Regional Comm.
Litchfield County Dispatch
QVEC

John Elsesser reflected on the chaos that occurred at the capitol on Wednesday, January 6th and acknowledged the first responder's crucial roles and responsibilities.

Call to Order:

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

Approval of the Minutes

Joanne Miles made a motion to approve the minutes of the October 2, 2020, meeting. Raffaella Coler seconded the motion. The minutes were approved.

Public Comment

No public comment.

Bill Youell introduced Stan Dombrowski as the new Emergency Telecommunications Manager for DSET.

Mr. Youell also announced the passing of George Medeiros from DAS/BEST.

COVID-19

Bill Youell reported that DSET has made a request that the Telecommunicator Dispatchers be included in Phase 1B (which is the next wave of vaccinations to begin next week) as part of the first responders.

Mr. Youell also reported that the PSAPs are following all COVID protocols and taking every precaution to prevent the spread of COVID and keep their centers operational.

Land Mobile Radio

Clayton Northgraves reported that the engineering team continues to work with several municipalities on design and implementation to transition them away from their current standalone radio systems to the Connecticut Land Mobile Radio Network (CLMRN). Interest in the system continues to grow as we receive on average two to three inquiries per week. To keep up with the demand CTS will be hiring a new engineer which will onboard by late January. Mr. Northgraves reported the system statistics of the active talk groups (virtual channels). At the end of 2019 there were 376 talk groups and at the end of 2020 there was a total of 614 talk groups which is an increase of 238 or 163%. Mr. Northgraves reported that there was a 122% increase in the PTTs from 9MM in 2019 to 11MM in the 2020, and talk time went from 12,446 hours in 2019 to 14,485 hours in 2020 which is a 115% increase. Mr. Northgraves reported that 63 MOU drafts have been sent and eight are in the process of being signed and 69 have been executed.

Mr. Northgraves gave a heartfelt thank you to the entire team for the complete support, hard work and dedication to this unprecedented expansion. The next user group meeting is scheduled for January 28th at 10:00am.

Regulations/Legislation

Bill Youell reported that currently there is no activity that will impact DSET however that could change once the session begins.

NHTSA Grant

Bill Youell reported that the state has selected a contractor to work on the backup PSAP and training center and is awaiting approval from the AG which should be confirmed by the end of January. Once approved, the contractor has four months to complete the renovation work which is approximately June 1st. If all goes according to schedule, deployment of the equipment at the center will begin in June. DSET is currently in the process of getting final quotes for the radios, and furniture and other various equipment needed for the PSAP deployment equipment in June. Testing will be done during the balance of the year and it is anticipated that the project will be complete by the deadline of March of 2022.

PSAP Grants

Mark Gorka reported that the total capital expenditure grants for the last quarter was \$171,060. This included funding for recorder upgrades, VPN appliances, portable radios, recorder upgrades, and laptops. The four PSAPs that were included were: Litchfield County Dispatch,

Northwest CT Public Safety, Valley Shore Emergency Communications Center, and Quinebaug Valley Emergency Communications.

PSAP Training

Peter Lucco reported that the first virtual training class was held in October 2020 using the Microsoft Teams platform. There have been two classes so far and 26 dispatchers have been trained. DSET is currently preparing for future classes which is anticipated to be one per month. There has been very positive feedback.

Public Safety Data Network Governance

John Masciadrelli reported that the last PSDN Governance Board meeting was held December 16, 2020. There were four applications presented for review and/or vote: Connecticut Telecommunications Systems (CTS), Northwest Connecticut Public Safety, East Haven Fire Department and the Town of Berlin Fire Department. To-date 163 PSDN requests submitted to the PSDN Governance Board are in the pre-approval stage or have been approved to operate on the PSDN. Mr. Masciadrelli stated that 145 of those requests have approved to operate on the PSDN. To-date there are 127 requests operating on the PSDN. The remaining requests are in various stages of the connection process and two are on hold. There is a more detailed report on the DSET Public Safety Data Network website.

Emergency Notification System

Kevin McManus gave a presentation on the CT Alert system. Mr. McManus reported that currently there are 4.7 million contacts on the CT Alert Mass Notification System which is an increase of approximately one million since last year. Mr. McManus stated that this is largely due to the Resident Connection project. Mr. McManus reported that Everbridge continues to maintain the platform for the Office of Early Education and Child Care. Mr. McManus reported that Everbridge will be addressing two difficult challenges that occurred in 2020. The first is the decreased use of landlines and listed phones and the second is the significant number of people (approximately 250,000) that have opted out of the system. Mr. McManus reported that there were 376 messages for 2020 as compared to 108 for 2019. Mr. McManus reported that Everbridge launched the first Integrated Public Alert and Warning System/Wireless Emergency Alerts for missing persons. Operational Internal Organization which consists of 110 configured organizations which includes 36 State Agencies and Training and 74 municipalities. Mr. McManus reported that 11.5 million text messages were sent in 2020 and there were 17.5 million voice call minutes. Mr. McManus stated that the goals for 2021 Everbridge include: continued support of COVID related events, updates of User Guides and providing training; application of new features and system enhancements and renewed CTAlert campaign.

Geographic Information Systems

Dan Czaja reported that GIS continues to update street center lines and address points. Mr. Czaja reported that there was a large amount of data received from the north section of the state and this has helped significantly in verifying street information and address point data. As of December 1, 2020, the ALI geocoding match rate for street centerline is up to 99.38% and combined with address points is 99.49. GIS continues to provide updates along with AT&T and Intrado and currently there approximately 2,658 MSAG update requests. GIS continues to support the Agency including the Connecticut State Police with updates and continues to provide CTAlert with new data.

PSAP Updates

Bill Youell reported that the following PSAP moves and renovations will be occurring in 2021: Weston PD will undergo renovations, Newtown PD and Ansonia PD will be relocating. East Lyme and North Branford will also be moving in 2021. Fairfield and Westport continue with their plans for consolidation.

Division of Emergency Management and Homeland Security

John Gustafson reported that the State EOC has been activated on a virtual basis for the past 300 plus days, supporting DPH in the following areas in its response to COVID 19: Warehousing, PPE distribution, COVID 19 testing, Vaccine distribution, Food Distribution, and Public Messaging.

FirstNet

John Gustafson reported that FirstNet has just completed the second FirstNet update webinar which was quite successful. Mr. Gustafson stated that FirstNet is concerned about the vulnerability of the Wireless Networks to damage, both natural and manmade. During the past year FirstNet has seen a significant increase in dependence on broadband wire and wireless networks, and at the same time have experienced increased failures of the networks due to physical damage and loss of power. FirstNet plans to address these issues.

Department of Public Health

Raffaella Coler reported that DPH/ Emergency Medical Services are currently working on getting the COVID vaccine out and are in Phase 1A which includes: Healthcare personnel, Long Term Care Facility Residents, Medical First Responders (which fall under the category of a person at risk of exposure to COVID 19 through their response medical emergency). Ms. Coler reported that Phase 1B will happen in January to February which includes front line essential workers, individuals and staff in congregate settings and individuals 75 years and older. Ms. Coler reported that there is a COVID-19 Vaccination Training Program which allows certain licensed healthcare providers temporary authorization to administer COVID-19 vaccines. Further information is located on the DPH website train.org.

DSET Strategic Plan Discussion

Bill Youell reported on upcoming projects that are part of the strategic plan for the NG-911 system including: server upgrades, laptop deployment, the backup PSAP installation, conversion of the ATT ESInet, outbound text and RapidSOS integration. DSET is also working with DAS/BEST on a refresh project to replace the aging PSDN electronics. Other components of the draft strategic plan include an enhancement of the security of the PSDN as well as marketing efforts to highlight various uses of the network for other entities who may take advantage; and enhancing the training curriculum. Land Mobile Radio system enhancements, disaster backup planning, PSAP communications and public education, frequency coordination, GIS, PSAP consolidations, legislation and regulations are all potential components of the strategic plan.

New Business


Vaughn Dumas, Southwestern Regional Communications, requested that the members of the E9-1-1 Commission consider upgrading Southwestern Regional Communications from a Central Medical Emergency Dispatch to a Public Safety Answering Point in order to fulfill the growing needs of the surrounding geographical area. DSET will also arrange to visit the center.

Public Comment

No public comment

Adjournment

*Don Richardson made the motion to adjourn the meeting. John Gustafson seconded the motion.
The meeting was adjourned at 10:26 a.m.*



John Elsesser, Chairman

4/12/2021

Date

John Elsesser

From: Guarnieri, Bonnie <Bonnie.Guarnieri@ct.gov>
Sent: Monday, April 12, 2021 1:06 PM
To: John Elsesser
Subject: [EXTERNAL] FW: Approved Commission Minutes 01-08-21 (2)
Attachments: Approved Commission Minutes 01-08-21 (2).docx

For signature please.

Thank you.

