

Notes Enhanced 9-1-1 Commission Meeting
July 9, 2021
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Jeff Morrisette
Raffaella Coler
Michele Etzel
Joanne Miles
Tammy Wright

Representing

Council of Small Towns
State Fire Administrator
Office of Emergency Medical Service
Public Representative
Manager 9-1-1 PSAP
Public Safety Telecommunicators

Division of Statewide Emergency Telecommunications (DSET/CTS) DESPP

Clayton Northgraves
John Masciadrelli
Chuck Fuller
Mark Gorka
Bonnie Guarnieri

Stan Dombrowski
Dan Czaja
Peter Lucco
Carey Thompson
Anne Finn

Others in Attendance

Kevin McManus
Dan Soule

Everbridge
Litchfield County Dispatch
NBC

Call to Order:

The quorum requirement of seven commission members was not met. Therefore, the meeting was not officially called to order.

Public Comment

Clayton Northgraves announced that Bill Youell retired from state service effective June 1st of this year. Mr. Northgraves thanked Bill for his years of service to DSET, DESPP and the State. He praised Bill for accomplishing many achievements during his tenure, most noteworthy was the state's transition from the legacy 9-1-1 platform to Next Generation 9-1-1. There was a virtual round of applause for Bill for his years of devotion and service to the state of Connecticut.

John Elsesser also thanked Bill Youell for all of his outstanding contributions to the 9-1-1 system legacy.

DSET Project Update

Stan Dombrowski introduced himself and proceeded to report on the migration to the AT&T Nationwide ESINet or Emergency Services IP Network (ESINet) call routing solution. The ESINet effort will ultimately lead to near exact location of wireless callers in need of emergency services and enhanced information services based on a caller's location and type of emergency services being requested. In the future, combined with the cooperation of the wireless carriers, DSET will be able to provide to the PSAP's the capability to see not only street level location but the additional z-coordinate or elevation component for a caller's exact location within a building

or raised structure. This project is currently in the process of installing new direct connections from wireless and wireline carrier aggregation equipment directly to the AT&T ESINet call routing platform with the first PSAPs planned on being cutover starting next month (August 2021) running through August of 2022.

Mr. Dombrowski reported that the laptop project is in progress. A setup demonstration was presented to DSET concerning deploying this equipment from any location including the training center with a FirstNet adjunct box for network connectivity. Training will be provided by AT&T as deployment of the system nears. Exact equipment location and storing is still being discussed internally. The outbound text feature is also being discussed. AT&T has stated concern with adding this feature in combination with the ESInet migration and wants to put off the feature for 12 months. Currently the caller can text the dispatcher, but the dispatcher cannot originate a text message to the caller themselves. Internal discussion has been stated to agree that the ESInet migration is a critical piece of the growth of the solution and any feature that would potentially negatively impact that schedule needs to be carefully considered.

Mr. Dombrowski reported that there is a new Microsoft Azure Government cloud based solution from an AT&T partner called Rapid Deploy being evaluated by DSET to replace the current MIS reporting system that has been deemed end of life by AT&T and their vendor Intrado. Current limitations that require hand-picked data for all 106 PSAP's for the monthly reporting would be greatly improved as well as vastly improved call analytics that the PSAP's can choose to receive in the form of automated reporting include the ability to forecast individual center staffing requirements for historically busy or slow periods or unanticipated call events based on historical call volume into the centers. Final system evaluation and demonstrations are wrapping up and a decision will be made concerning the next action.

A centralized PSAP calling solution is in the final stages of deployment located in the Network Control Center at 1111 Country Club Road in Middletown. This calling position or phone resembles a dispatcher position and will allow for any PSAP location to be called regardless of the state of the onsite phone system status and power conditions. In the past this has not always been possible and very problematic. The solution will allow the NCC to reach the PSAP directly at all times.

Mr. Dombrowski reported that RapidSOS has been a requested feature by the PSAPs and continues to move forward with a planned third quarter rollout. With RapidSOS integration, each incoming 911 call will trigger a query to the RapidSOS clearinghouse database. If location information is available, a Secondary Location button will light up in the Power911 GUI. The RapidSOS location will be displayed along with the ALI-based location, tagged with a unique icon. Interstate 911 Interoperability is continuing with AT&T working directly with boarder state vendors and putting together those agreements concerning the exchange of data. The goal is to integrate calls seamlessly and automatically to the proper location without using up valuable seconds with a dispatcher initiated transfer during a time when seconds matter most. The effort is ongoing and planned to expand to boarder states.

Mr. Dombrowski reported that PSDN electronics replacement statement of work has been finalized and a project management team is being formed here at the State of Connecticut. This multi-year rollout will substantially improve the quality of aging PSDN backbone equipment and

network connectivity. DSET will be providing oversight and caring for the existing services including NG911 throughout the project lifespan.

Land Mobile Radio

Clayton Northgraves reported. The LMR team is currently in storm mode as a response to tropical storm Elsa. During this time the engineers ensure our 70 plus sites remain operational paying close attention to power outages along with routinely checking the sites for storm damage. The Network Control Center is currently in a heightened state, monitoring not only the LMR system but also 9-1-1 equipment and standing by to assist the many users should issues arise. Demand to utilize and share the state radio network continues to grow. Mr. Northgraves reported that to date there are 93 signed MOUs with CT municipalities/public safety agencies and eight MOUs pending signature. In June there were 7.5 million Push-To-Talks on the system with a total of over 600,000 minutes of talk time. CTS continues to work with several partners on their transition to the state network. A user group meeting will not be held over the summer months and instead an informational bulletin will be sent out. For those who attend the user group meeting it will be emailed to you within coming days. Mr. Northgraves reported that CTS will soon be requesting up to \$39M in bond funding to further enhance radio coverage. CTS is convening a subgroup of the user community to assist with identifying areas best served by additional coverage.

Legislation

Clayton Northgraves reported on House Bill 6302 “AN ACT STUDYING THE CONSOLIDATION OF PUBLIC SAFETY ANSWERING POINTS”. The task force’s primary objective is to make recommendations on the following: State goals regarding consolidation, the definition of regional PSAPs, and challenges to consolidation by existing CBAs. Also included issues that may arise in municipalities that would no longer have telecommunicators located within the municipality, timeframes for consolidation, where and how to locate regional PSAPs, ways to enhance telecommunicator skills and persons providing EMD, governance structure for regional PSAPs, and other issues the task force deems appropriate.

The interim report to the General Assembly is due February 1st, 2022 and final report is due January 1st, 2023. The task force expires on the date the final report is submitted.

We will continue to provide updates as we participate in and follow the progress of this task force. A link to HB 6302 will be provided in the meeting minutes:

<https://www.cga.ct.gov/2021/cbs/H/pdf/HB-6302.pdf>

NHTSA Grant

John Masciadrelli reported that construction is underway at the Meriden Training Center, Back Up PSAP. The construction portion of the project is approximately 60% complete.

Construction was slated to be completed the second week of August but has been pushed back to the first week of September, due to electrical and grounding changes.

Most of the equipment and furniture has been ordered for the center. Once construction has been completed, the installation of equipment, data wiring, and furniture assembly will begin.

It is anticipated that the project will be completed by the end of February 2022.

PSAP Grants

Mark Gorka reported that in this past quarter, there were four Regional ECCs approved for seven individual Capital Expenditure Grants. These ECCs include LCD, TCMA, NWCTPS, and QVEC. The funding supported the purchase of workstations, radio control stations, console licenses, P25 Radio Interface equipment, and a recorder vault as well as CSSI and administrative phone upgrades. The total awarded for the quarter was \$178,413. There was a total of 22 grants awarded for the 20/21 state fiscal year which came to the total of \$482,318.00.

Carey Thompson reported that there were no transition grants for the second quarter.

PSAP Training

Peter Lucco reported that there were five virtual training classes held this year and a total of 59 dispatchers have been trained. The next virtual class is planned for the first week of August. DSET is working with AT&T to provide virtual training classes for 911 equipment and system administration.

Dan Soule expressed concern about the wait list for telecommunicator training and what the plans are to correct the problem.

Carey Thompson addressed Mr. Soule's concerns about meeting telecommunicator training requirements. She indicated that there is a wait list for training, which is a direct result of COVID 19 restrictions and the limitations of virtual training including; reducing the number of students per class, extending the number of days per class - from 2.5 days to 5 days – which was done to cut back on the daily instruction time -in an effort to reduce instructor and student fatigue. Carey said she will see what can be done to add classes to the existing training schedule, however, this is dependent on instructor availability.

Public Safety Data Network Governance

John Masciadrelli reported that since the last E911 Commission meeting the PSDN Governance Board has met on April 21st, the June 16th meeting was canceled due to lack of applications. During the April meeting the governance board approved and or reviewed the following (8) requests to operate across the PSDN.

Redding PD is utilizing the PSDN for radio backhaul from a CSP tower to increase coverage on their public safety radio system.

Valley Shore Radio is accessing the PSDN to interconnect 4 radio towers to support their new simulcast radio system.

Hartford PD is transporting P-25 compliant public safety radio backhaul services between the CSP Master Radio System (Rocky Hill) and Secondary Master Radio System (Veterans Affairs) to Hartford PD over the PSDN.

Darien PD is utilizing the PSDN for voice and data backhaul between a FAPERN radio tower and the Bethel Police Department.

Connecticut Telecommunications System is in the process of reconfiguring the state's Project 25 compliant Connecticut Land Mobile Radio Network (CLMRN). The reconfiguration will include the addition of a second zone on the CLMRN. The second zone's Master System site will be located at DESPP Southbury Tower, which will be backed up by a Secondary Master System site located at Veterans Affairs, Rocky Hill.

Fairfield and Westport will be operating the following services and applications over the PSDN: NexGen; CAD/RMS; Voice paging services to firehouses and police stations for the

purpose of announcing information to emergency services personnel; Disaster Recovery Failover services for CAD/RMS/Paging functionality; Closed-Circuit TV (CCTV) security monitoring services for Fairfield County Dispatch, Fairfield PD and Westport Police.

CTS is transporting P-25 compliant public safety radio backhaul services between the CSP Master Radio System (Rocky Hill) and Secondary Master Radio System (Veterans Affairs) to East Hartland Tower Site over the PSDN.

CTS is utilizing the PSDN to transport P25 logging recordings to the central repository located on Meriden State Police Campus.

To date, 174 PSDN requests have been submitted to the PSDN Governance Board and are in the pre-approval stage or have been approved to operate on the PSDN. 156 of those requests have been raised, reviewed and/or voted on by the board. All 156 requests have been approved to operate on the PSDN. To date, there are 130 requests operating on the PSDN

There are 26 requests awaiting an implementation date or are in the process of being implemented. There are no requests on hold. The remaining requests are in various stages of the connection process. The next PSDN Governance Meeting is scheduled for August 18th

Geographic Information Systems

Dan Czaja reported that GIS continues to update street center lines and address points which began in 2010. The information, which can be downloaded, is sent to the state and federal government sites and all information pertaining to this is on the DSET website. Geocoding is at 99.35% of all ALI records and 99.46% with address points added in. GIS continues to update the Master Street Address Guide which is currently at 3,000 records. DSET continues to support the state with mapping support for research division and continues to support CTAlert with GIS data. Mr. Czaja reported that the GIS office at the OPM has been approved by the Legislature.

Emergency Notification System

Kevin McManus reported that Everbridge maintains 3.67 million contact records for Connecticut. A total of 13 CTAlert messages were sent out during the second quarter which were mostly police related. CTAlert has sent 33,382 phone calls, 9,904 text messages and 27,404 emails. CTAlert continues to work closely with the Amber Alert group. In June, CTAlert was able to resend an alert (including a picture of the child) to all State Police, Civilian, Sworn, Fire and EMS personnel. CTAlert continues to work with the 500 trained dispatchers and Mr. McManus is beginning onsite refresher courses with the PSAPs. Mr. McManus reported that CTAlert is working with the DEMHS regional coordinators who will now be able to send out alerts which will overlap with IPAWS. Currently there are 34 State Agencies using the system and 74 911 centers. Mr. McManus reported that the Department of Public Health had 1.6 million notifications sent out. Everbridge will work with DSET to update PSAP registrations and will now allow the 911 centers to add additional contacts and manage that internally and will expand the database that is maintained by DSET. The goals for the coming months are as follows: refresher training for all CTAlert dispatchers; create help files for notifications and incidents and implement a short notification system. Will continue to update the database and planning a renewed CTALERT sign-up campaign, and identify additional case uses.

PSAP Updates

Chuck Fuller reported that there have been 26 PSAP relocations since 2012. In March of 2021 Newtown moved to their new facilities on South Main Street in Newtown. In June of 2021 UConn PD's dispatch center moved to the second floor of the UCONN Public Safety Complex

until the first floor renovations are complete. The first floor renovations required Crown Castle to relocate the location of the PSDN fiber entering the building. Ansonia PD plans on moving to a new location in October of this year. The Fairfield/Weston move to Sacred Heart and the East Lyme PD move should be completed during the third quarter of this year.

Updated PSAP Contact List

Mark Gorka reported that the Division of Statewide Emergency Telecommunications (DSET) is partnering with Everbridge this year for our annual update of PSAP contacts. The survey will ask each PSAP to report on their key personnel as well as telephone numbers and e-mail address associated with the PSAP and specific positions within the organization. This includes the mandated ten-digit emergency line for each PSAP. The information we collect ensures that critical emergency communications from the Division, our vendors, and our public safety partners are received and acted on as needed.

By leveraging Everbridge's technology, DSET can streamline the collection process and ensure contact information is current and accurate. We will be sending an e-mail to the Director or Chief of each PSAP with a link to the Everbridge survey, which can be shared with key personnel within the PSAP. Each person who uses the link will need to set up a brief profile (e.g., name, position, phone, e-mail) to gain access to the survey. That way, key members of the PSAP can verify and update the information that is relative to their work. The survey does not need to be completed in one session, you can sign in as often as necessary to complete your entries. And each PSAP can have multiple contributors updating the information relevant to their area of expertise. The link will be sent to a test group of PSAPs soon so that we can see how the new approach works. Soon the remainder of the PSAP Chiefs and Directors can expect to receive an e-mail with a link to the survey.

Division of Emergency Management and Homeland Security

Due to the storm we will not have a representative from Emergency Management and Homeland Security to provide DEMHS and FirstNet updates. Clayton Northgraves took an opportunity to thank recently retired Bill Hackett for his many years of state service. Mr. Hackett received a virtual round of applause for his years of devotion and service to the state of CT.

FirstNet

No report

Department of Public Health

Raffaella Coler reported that DPH/EMS has changed data vendors for EMS from Digital Innovations to Image Trend. There are plans to change the Trauma Data collection to Image Trend as well. Image Trend is providing 90% reporting of all EMS data for the years 2018, 2019 and 2020 and these data reports will be public within the next couple of weeks. DPH continues to work diligently with COVID related responses.

New Business

No new business.

Public Comment

No public comment