

Approved Minutes (Amended)
Enhanced 9-1-1 Commission Meeting
October 6, 2023
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Jeff Morrissette
Robert Guthrie
Bob Grauer
Quentin Battisti
Francisco Rivera, Jr.
Matthew McNally, IV
John Benedetto
Thomas Gorman
Dana Begin
Francis Gregory
Stephen Stephanou

Representing

Council of Small Towns
State Fire Administrator
Volunteer Fire Service
Manager 9-1-1 PSAP
DEMHS
Public Safety Telecommunicators
Municipal Police Chiefs
Wireless Service
Connecticut State Police
Dept of Mental Health & Addiction Services
Dept. of Children and Families
Conference of Municipalities

Division of Statewide Emergency Telecommunications (DSET/CTS) DESPP

Clayton Northgraves
Carey Thompson
Bill Youell
Mark Gorka
Dan Czaja
Bonnie Guarnieri
Stephen Schindler

Scott Wright
Stan Dombrowski
John Masciadrelli
Chuck Fuller
Peter Lucco
Anne Finn

Others in Attendance

Julie Gatzen
Kevin McManus
Dan Soule
Len Besthoff
Rob Sundman
Rob Reilly
Tim Deranek
Winfred Mitchell
Scott Smith
Joseph Silverio
David Lukens
Annette Buckley
Michael Gilman
Andrea Duarte
Sus Webster
Colleen Pinsonneault

Adesta
Everbridge
Litchfield County Dispatch
NBC
Stonington PD
Connecticut Network
AT&T
AT&T
AT&T
Southington PD
GIS/Office of Policy & Management
United Way
Groton ECC
DMHAS-OOC
Hartford Emergency Telecommunications
Adesta

Stephanie Bozak
Capt. J. Bee
Kevin O'Connell

Dept. of Children and Families
Groton ECC
Public

Call to Order:

John Elsesser, Chair, called the meeting to order at 9:00 a.m.

Approval of the Minutes

Bob Guthrie made a motion to approve the minutes of the July 7, 2023, meeting. Jeff Morrissette seconded the motion. The minutes were approved.

Public Comment

No public comment.

988 Presentation

Dana Begin, Connecticut Department of Mental Health and Addiction Services, introduced herself and gave a power point presentation regarding the implementation of 988. The topics discussed were: America's Mental Health Crisis, how 988 came to be, 988 – A transformative moment and Connecticut's 988 data.

In 2020, there were approximately one death by suicide every 11 minutes. The second cause of death in 2020 for people aged 10 to 14 and 25 to 34 was suicide and from April 2020 to 2021, 100,000 people died from drug overdoses. The 988 suicide and crisis life lifeline, formerly known as the National Suicide Prevention Lifeline, helps thousands of people overcome crisis situations everyday and provides free and confidential support to people in suicidal crisis or mental health related distress 24/7. SAMHSA has a toolkit that anyone can go online at www.samhsa.gov and obtain at no cost. In addition to calling 988, anyone can go online and chat at www.988lifeline.org or call 800-HOPE-135 for adults in crisis or 211 (press 1 for crisis, 1 for youth or 2 for adults).

DSET Project Update

Stan Dombrowski reported on the Rapid Deploy Eclipse Analytics-This Software As A Service (SAAS) solution has replaced the current 911 Power MIS call reporting system. It can be accessed from any laptop or mobile device and does not rely on NG workstation connectivity. The use of Eclipse has additional information for abandoned calls that don't last long enough for Power 911 to interpret. By using the call search feature on Eclipse, a dispatcher will have historical call record detail that can aid on a caller's mapped location for those short duration call events. Use of this feature is encouraged to gain additional insight to locate an otherwise lost call or to just have a better record of the event. Instructor training has been offered to all the PSAPS. Register for the recorded session at the following URL <https://attendee.gotowebinar.com/recording/4314367511458164142> included in these meeting notes.

Rapid SOS is an independent provider of location information whose data AT&T is integrating into the NG 911 MapFlex display. AT&T has learned that the Rapid SOS interface requirements are incompatible with the system configuration currently deployed in the State. As a result, each 911 workstation at each PSAP will have to be upgraded. However, a single PSAPS workstation position and separately an upgraded NG911 Windows 10 laptop has been upgraded successfully

using the Rapid SOS feature for a proof-of-concept test. DSET leadership is currently evaluating options to upgrade each position in the state to meet the necessary operating system requirements.

Adder KVM which is a 911 workspace upgrade from the company Adder. This optional PSAP funded, and AT&T supported upgrade offers the capability to use a single keyboard and mouse to control multiple NG911 screens. There are two PSAPS's in the state that have received the upgrade, and it is available statewide by contacting DSET, the NCC or AT&T directly.

The NG911 laptop's capability has grown appreciably. They have been deployed as an in house in building way for use when the area needs to be relocated but stay geographically the same as well as in the CSECC for entire PSAP and building relocation events. The laptops are held and managed by the DSET engineering group.

Interstate 911 Interoperability, each state chooses their own ESINet (Emergency Services IP network) vendor. The ability to take advantage of the efficiencies that direct connectivity offers depends on each State's ESINet vendor working together to test compatibility between systems. Currently while DSET continues to see some interest there aren't any plans between providers to connect directly. One major benefit of obtaining this is to reduce boarder state transfers for calls that would otherwise be routed correctly the first time.

The NG911 Emergency Services IP network (ESINet) is the call routing solution for all 911 calls entering the network. It routes 911 calls to the intended Call handling Intrado Viper node and on to the correct PSAP. AT&T has migrated several Carriers to connect directly to the AT&T ESINet instead of terminating on the ESINet and on to the Frontier Selective router. While not fully an IP connection, these direct connects should improve on reliability and take advantage of diversity between AT&T ESINet cores. In addition, the State has one Wireless carrier connected directly using IP SIP (Session Initiated Protocol) to communicate with the ESINet. Connecting in this manner can potentially take advantage of additional features and caller location information such as z-axis or the location of a caller between floors in a building or above ground level.

Viper7- The SoCT is evaluating a proposal to upgrade to the next version of the Intrado Viper call handling solution. This next version includes features like agent roaming that allow dispatchers to log in at any PSAP site to function as if they were at their primary location.

Location Mapping- The current MapFlex mapping application is not supported in Viper7. The Viper7 upgrade has the option of purchasing or adding mapping separately. It's been observed that some PSAPS already run a third-party mapping solution separate from the NG911 platform. DSET leadership will evaluate all mapping options after considering the potential upgrade of the Intrado Viper call handling solution and PSAP workstations.

Land Mobile Radio

Scott Wright reported in the last quarter there has been an increase in use of both the trunk system and the radio system. There has been a 30+% increase in push-to-talk and airtime for the system from Q1 2022 to Q3 2023, driven by the nearly 40% increase in PTT activity on the trunked radio system itself. There are eight new sites that will be going into the Fairfield County or Troop G's subsystem area. CLMRN has executed a purchase order for the Avon West site which will greatly enhance coverage in Avon as well as some of the surrounding

towns. Purchase orders have been issued for significant improvements for both the Department of Transportation (DOT) as well as the Department of Corrections. Expansion of four subsystems, which will significantly increase capacity in Troops C, D, K, and L subsystems. Realignment of console systems to add console capability at the Bridgeport Operations, Center and adding a local site at DOT Headquarters. CLMRN will be replacing 2400 DOC subscribers and adding a CLMRN site at a DOC facility. There is continued integration activity in Fairfield, Newington, Norwalk, Norwich, North Branford, Weston, Wilton and almost 5000 DOT subscribers that will be coming on the system.

There is continued planning activity for other potential integrations with DMHAS. CTS also continues to work with other system manufacturers to resolve and re-enable the connection between CLMRN, the City of Waterbury and MTA Police and continued testing of console integration solutions. CTS continues to participate in beta testing with various manufacturers and both hardware and software.

Mr. Wright reported that he participated in the National APCO conference and MTUG National as both an attendee and presenter. Bi- Directional Antenna(BDA)/Distributed Antenna System(DAS) requirements and installations are consuming increasing amounts of Engineering time.

The CLMRN Engineering staff continues to support field deployments for not only CLMRN participants but for all Connecticut municipalities.

Scott reported on recent planned deployments: Durham and Hebron Fairs deployment of temporary radio sites, CSP Troop I temporary relocation for construction, New London/Groton and Sailfest numerous portable radio deployments.

Network Control Center

Julie Gatzen reported that the NCC admin staff completed Rapid Deploy Eclipse and ESI Net training in order to aid DSET in data tracking and management. Adesta has been directly working with Stan Dombrowski on data tracking and management analysis and one of the main goals is to see if, through this data and analysis some of the more global issues that might be identified if there's issues with the Vipers therefore, the NCC can get ahead of it and get the vendor to respond before it's as impactful to the PSAPs.

Colleen Pinsonneault will be taking on new role as Data Coordinator with Adesta to help support DSET data tracking and management needs. There is a constant flow of data from tickets that are coming in for the reports that are for Scott Wright and his team regarding the land mobile radio network.

The surveys to the PSAPs regarding interactions with the NCC have not yet been sent out and Adesta will coordinate with DSET to get those sent out soon.

The NCC processed 166 tickets that were 911 related items and they are broken down by location. LCD had the most tickets at 11 due to the fact that they are regional dispatch center handling a multitude of different locations. 35 of those tickets were maintenance by AT&T. NG911 maintenance could be a maintenance that's performed by the DAS/BIT staff or it could be a maintenance that is being performed by DSET staff. NG911 Other come from network

issues related servers. Then there are hardware issues, ANI/ALI applications and others would be things that just don't fit in those specific tool boxes.

Julie Gatzen, Ernie Valero and Colleen Pennzoil can all be reached at DESPP.NCC@ct.gov. or at telephone number 860-685-8525.

Legislation

No new legislation.

PSAP Grants

Mark Gorka reported that in the first quarter of the 23-24 State fiscal year, one municipal PSAP and two regional ECCs were approved for a total of four individual Capital Expense Grants, for a total of \$361,965.96. The funding supports emergency telecommunications through the purchase or replacement of UPS batteries, virtual servers, dispatch chairs, and antenna & tower site upgrades. The 2023-24 cycle began July 1st and applications will be accepted through April 30th of 2024.

Training

Peter Lucco reported that there have been six telecommunicator classes held at the CSECC since the beginning of the year. It is anticipated that there will be another three classes held before the end of the year. There has been positive feedback from the students regarding the training facilities.

Public Safety Data Network

John Masciadrelli reported that the August 16th PSDN Governance Board Meeting was cancelled due to lack of applications. The next PSDN governance board meeting is scheduled for October 18th and the following application will be reviewed: Tolland County Mutual Aid Fire Services - Tolland County Mutual Aid is requesting use of the PSDN to connect TCMA's PSAP to Lebanon Middle School for the purposes of supporting a P25 Simulcast Radio System.

To-date 206 PSDN requests submitted to the PSDN Governance Board are in the pre-approval stage or have been approved and are operating on the PSDN. 191 of those requests have been raised, reviewed and/or voted on by the board. All 191 requests have been approved to operate on the PSDN. To-date there are 182 requests operating on the PSDN

There are 9 additional requests awaiting an implementation date or are in the process of being implemented. The remaining requests are in various stages of the connection process.

Geographic Information Systems

Dan Czaja reported that DSET continues to update the street center lines and add address points for each house as they are received. As of October 1st geocoding match rate is 99.44% of all ALI records and 99.52% when address points are included.

DSET GIS continues to provide updates and research support for the Master Street Address Guide (MSAG) used in the 9-1-1 system. Since 2010, DSET has provided or helped verify approximately 4,230 MSAG update requests.

DSET GIS continues to assist other agency divisions with GIS/mapping support. Examples includes State Police District and Resident State Trooper mapping, a customized version of the

9-1-1 street centerline GIS dataset for the Connecticut State Police (CSP) Computer Aided Dispatch system and analysis and mapping assistance for the CSP Crimes Analysis unit.

DSET continues to work with the state's emergency notification system vendor, Everbridge, to support the GIS portion of CT Alert system, including the maintenance of the mapped ALI database on a monthly basis and their new Resident Connection

The GIS Advisory Council was established by the Connecticut State Legislature in June 2021 and the Council's 14 members include state agencies, which DSET GIS represents DESPP, regional councils of government, municipalities, UConn, and private companies, including a public utility. More information regarding the GIS Advisory Council can be found on its webpage <https://portal.ct.gov/OPM/IGPP/ORG/GIS2/GIS-Advisory-Council>.

As of October 1st, the primary activity of the Advisory Council continues to be the 2023 aerial imagery flight project. On March 6, 2023 (Effective Date of February 1, 2023) the State of Connecticut signed a contract with Dewberry Engineers, Inc. to fly and create statewide Orthoimagery and Lidar datasets, with the flight portion completed during the Spring 2023 capture period. The orthoimagery will be leaf-off, three-inch resolution, 4-bands (true color and near-infrared), the Lidar will be ASPRS QL1 specification with a point density of 14 ppsm (points per square meter) in the inland regions and 20 ppsm in the coastal areas, and both will cover all of Connecticut (approximately 5,266 square miles).

Emergency Notification System

Kevin McManus reported that the State of Connecticut Everbridge Structure includes three primary functional areas: CTAlert or Public Alerting, Key State Agencies for Employee, Staff and partner notifications, and PSAPs notifying their public safety personnel.

The core platform, CTAlert is a public mass emergency notification system that is available to all 911 centers. CTAlert has been the statewide mass emergency notification system since 2009. The Database for CTAlert has over 4.6 million contacts. This number frequently changes as the data and its accuracy is continual maintenance project. In addition to the data provided by Everbridge, CTAlert also has a public opt in portal, the traditional frontier E911 database provided by DSET, and a recurring source of numbers for early education and daycare centers, which was required by law. There are 480 operators or message senders currently with credentials to the system. New operator, refreshers, or train the trainer options, onsite, are available, and included as part of the State's contract.

In the 3rd quarter of 2023, five CTAlert messages were launched including weather, water issues, a missing person, a critical road closure, and a gas leak. This brings us to 36 CTAlert messages for the year.

Mr. McManus reported on FEMA's alert test on cellphones which is messaging known as wireless emergency alerts, or "WEA" is a feature available to DEMHS, and activated through Everbridge. This year, only two WEA's have been sent by the State, and they were both related to the accident and fire on the Gold Star bridge. Tornado warnings and flash flood warnings are other examples of WEA's you may have received from the National Weather Service. This is also how to receive an Amber alert. The State has maintained 100% proficiency with IPAWS testing through Everbridge. This is a FEMA requirement to remain in good standing and have access to their system and send a WEA if necessary.

Everbridge recently released a shape simplification feature, based on making complicated polygons FEMA friendly for alerting. While this feature is not something 911 dispatcher will see, it is a significant benefit to DEMHS, should IPAWS alerting be necessary. In addition to the CTAlert E911, 109 organizations, or systems exist in the State Account. These include key state agencies, PSAP's, Special Event and training organizations. We continue to expand our special notification groups, including the DSET E911 Point of Contact list, CTAlert Users, and System Wide user lists. These larger lists will allow for broader messaging of officials should it be necessary.

The State of Connecticut Everbridge Team met recently with DSET, and included guests from DEMHS, State Police, DAS-Security, DEEP, and the Capitol Police. We provided a deeper dive into our system, the users, and how people are using it. We demonstrated some initiatives and new ways to use system features, including introduction of panic button apps, situational reporting, and crisis management. The continued specialized event support has included Sailfest, Dream Ride and the Special Olympics, the upcoming DEMHS EPPI exercises, and the Hartford Marathon.

A breakdown of deliveries from the CT Everbridge system through the third quarter, includes almost 12.5 million deliveries sent which includes text, voice, email, mobile app, and some legacy fax machines. Everbridge continues to make sure the State always has a direct line to Everbridge, including a 3 deep bench of Technical Account Managers, the administrative and sales managers, and the 24 hours support desk.

PSDN Refresh

Chuck Fuller reported that Ring 7's equipment refresh, which began in early September has now been completed. Ring 5's network equipment is currently being deployed. It is anticipated that equipment deployment of all seven rings will be completed by the first quarter of 2024.

PSAP Updates

Chuck Fuller reported that North Branford PD's new building, located at 305 Forest Road, is currently under construction. It is anticipated that the construction will be completed by the first quarter of 2024. New Canaan PD and Wallingford PD are constructing new buildings that are slated to be completed in 2024.

Division of Emergency Management and Homeland Security/

Quentin Battisti reported that on Monday October 2nd the Message Center conducted an NAWAS – National Alert and Warning System test. Six of the 22 phone holders participated in that test and responded. All future tests will be held on the first Monday of each month at 10:00 a.m. and the next test is scheduled for Monday, November 6th.

DEMHS will be conducting the yearly EPPI on Saturday, October 14th and Wednesday, October 18th and they will be a Hazmat Scenario.

DEMHS received funding to upgrade the Communications Center at the State Emergency Operations Center and the money will be used to upgrade the communications room within the next year.

First Net

Clayton Northgraves reported that there is a FirstNet progress meeting scheduled on November 29th. An invitation will be sent out soon to the State Interoperability Executive Committees (SIEC) to participate.

Department of Public Health/OEMS

No Report

Bylaws/Strategic Plan

John Elsesser stated that due to the fact that he is stepping down as chair, Bylaws and Strategic Plan will be put on hold for the time being.

New Business

No new business

Public Comment

No public comment

Adjournment

Jeff Morrissette made the motion to adjourn the meeting. Bob Grauer+ seconded the motion. The meeting was adjourned at 10:28 a.m.



Bob Grauer, Acting Chairman

1/24/2024

Date