The primary functions of the Connecticut Statewide Emergency Communications Center (CSECC) are to provide a centralized location for a statewide back-up Public Safety Answering Point (PSAP) and training facility. The new center was constructed to accommodate any one of the state's 105 PSAPs and has the capability of enabling a displaced PSAP, to operate for extended periods of time, completely independent of their primary location. The center is outfitted with eleven 911 positions that can be activated in the event a PSAP needs to relocate its operations or for training 911 telecommunicators. The center is also equipped with a logging recorder, eight radio consoles that are integrated with the Connecticut Land Mobile Radio Network (CLMNR), an administrative Voice over Internet Protocol (VoIP) phone system, wireless internet, a video conferencing system and is also a node on the Public Safety Data Network (PSDN).

Location

The CSECC is located at [285 Preston Ave., Meriden](#) at the Connecticut Police Training Academy.

Accommodations

The CSECC consists of a training room, a dispatch room and a huddle room.

The training room has 11 tables which can provide seating for 25 people. The room was designed for the purpose of training, with all the seats facing to the front of the room. The room is equipped with a podium, ceiling mounted projector, a 13' projector screen, video conferencing system, WIFI, whiteboard and PA system.

The dispatch room is furnished with 11 dispatch positions. Each dispatch position is configured as a fully functional 911 dispatch console. The 911 consoles are designed to receive 911 rerouted calls from any of the 105 PSAPs in the state and function as 911 training consoles. All eleven dispatch positions are equipped with two 24" monitors dedicated to answering 911 calls, an Avaya VoIP administrative phone set, a PC and two monitors for accessing customer provided Computer Aided Dispatch (CAD) software and a PC and monitor dedicated to internet access. Eight of the eleven 911 positions are equipped with a radio console and monitor integrated with the state's CLMRN.

The huddle room provides meeting/training attendees and relocated PSAP staff with a place to relax and recoup. The room is furnished with two tables and six chairs.

Backup Power

The CSECC's commercial power is backed up by a 50kW Generac diesel generator and an APC Galaxy 20kW Uninterruptable Power Supply (UPS). The generator has a 300-gallon tank providing a runtime of 72 hours of continuous operations at 100 percent rated power output. The generator is exercised under load on a weekly basis for an hour and has scheduled maintenance performed twice annually. The APC Galaxy UPS provides 4 hours of battery runtime for the data room and dispatch equipment.

DESPP's Network Control Center (NCC) will be responsible for active and passive monitoring of the generator and UPS.

Security

The CSECC's outer and inner doors are secured by manual and electronic locks. The doors and door locks are remotely monitored by the NCC. The NCC can remotely open all the locked doors in the facility. The two entrance doors have security cameras installed above them; the cameras are also monitored by the NCC. To request access to the center, dial zero from the phone located by either of the entrance doors, the calls are directed to the NCC for review. Access will not be granted without DSET's approval.

Equipment

Avaya VoIP System

The center is equipped with an Avaya IP Office 500 phone system. The system is equipped with 15 VoIP phones, 15 Session Initiation Protocol (SIP) trunks, four analog POTS lines and an auto attendant. The Avaya system provides eight call paths between the local VIPER system. The integrated systems will allow a telecommunicator to receive and initiate administrative calls from the local VIPER system.

Radio System

The CSECC has been outfitted with eight console positions linked to the existing CLMRN Core. Each of the eight radio console positions is equipped with a 24" monitor. The Motorola system will provide mission critical voice communications and enhance interoperability between local, state and federal public safety agencies. Motorola and DSET/CTS collaborated to create a design that maximizes interagency interoperability within the State of Connecticut for any PSAP that requires backup capabilities.

NG911 System

The center is equipped with eleven NG911 positions capable of receiving rerouted 911 calls from any of the state's 105 PSAPs. The eleven positions have also been configured as VIPER training positions. Each of the 911 positions has two 24" monitors, one designated as a call taker screen and the other as a mapping screen.

Public Safety Data Network (PSDN)

The PSDN is an ultra-high speed and flexible fiber optic data network that will serve as a base transport infrastructure and interconnectivity pathway for public safety related applications and services throughout the state. Its primary purpose is to provide the required connectivity for NG911 services. In addition, the PSDN provides a single connectivity source to allow the integration of systems, applications and disparate networks so that vital information and resources can be more easily shared among the various public safety entities throughout the state. The CSECC is a node on one of the seven Phase 1 rings of the PSDN. The center is equipped with dual fiber paths that provide layer one redundancy and

carrier class network equipment. The PSDN is supported 24x7 by the Department of Administrative Services (DAS)/Bureau of Information Technology Solutions (BITS).

Logging Recorder

All 911 and administrative calls are being recorded in the dispatch room. The recordings will be stored on a NICE logging recorder server. Access to the recordings will be provided by DSET.

Video Conferencing System

The training room is outfitted with a video conferencing system. The system consists of forward and rear facing cameras, multiple ceiling microphones and a wireless control module. The system is compatible with Microsoft Teams and other cloud-based team collaboration software.

WIFI

The CSECC provides users with a wireless connection to the internet. The connection is monitored by the state for inappropriate use. WIFI credentials will be posted in the training room.

Maintenance and Testing of the CSECC

All the equipment supporting the CSECC will be maintained and tested at the least, on a monthly basis. Maintenance will include turning on equipment, performing required updates, performing predetermined tests and visual inspections. This may involve a visit from our staff or associate vendors.

Amenities

CT Police Training Academy has the essential amenities to offer CSECC visitors. Visitors are provided with such amenities as a cafeteria, microwave, break rooms, bathrooms and vending machines. The academy has a handicap accessible elevator and two sets of stairs to access all three floors of the building.