

Approved Minutes
Enhanced 9-1-1 Commission Meeting
October 4, 2024
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

Bob Grauer
John Elsesser
Dana Begin
Robert Guthrie
Francisco Rivera, Jr.
Matthew McNally, IV
John Benedetto
Thomas Gorman
Raffaello Calciano

Representing

Manager 911 PSAPs
Council of Small Towns
DMHAS
Volunteer Fire Service
Public Safety Telecommunicators
Municipal Police Chiefs
Wireless Service
Connecticut State Police
DPH/OEMS

Division of Statewide Emergency Telecommunications (DSET/CTS/DEMHS) DESPP

Clayton Northgraves
Scott Wright
John Masciadrelli
Julie Gatzen
Chuck Fuller
Bonnie Guarnieri
Chauntenay Young
Bill Youell

Carey Thompson
Stan Dombrowski
Mark Gorka
Dan Czaja
Rosa LaChance
Peter Lucco
Anne Finn
Steve Schindler

Others in Attendance

Dan Soule
Tim Deranek
Carl Zimmerman
Kevin McManus
Christopher McGearry
Len Bestoff
Tammy DeWolf
Joe Silverio
Alfred Herrera
Robert Sundman
Wendy Withycombe

Litchfield County Dispatch
AT&T
OPM/GIO
Everbridge
Intrada
NBC
Member of the Public
Southington PD
OPM/GIO
Stonington
AT&T

Call to Order:

Bob Grauer, Acting Chair, called the meeting to order at 9:03 a.m.

Approval of the Minutes

Bob Guthrie made a motion to approve the minutes of the July 12, 2024, meeting. Matt McNally seconded the motion. The minutes were approved.

Public Comment

No public comment.

DSET Project Update

Stan Dombrowski reported the State of Connecticut has six new laptops and is configuring them for cloud-based recording. They have been split for use on the Viper 2 and Viper 3 PSAPs. Rapid Deploy Eclipse Analytics and Reporting on or about May 28, Viper 3 PSAPs started showing an excessive number of unknown Class of Service (COS) calls in the Rapid Deploy Eclipse and Analytics reporting system. While the PSAP does receive credit for all answered calls, the reporting did show less wireless and more unknown COS calls. The reason was an error in renaming a file that Eclipse uses for reporting performed during a planned maintenance event. The issue was fixed as of September 18 and AT&T reported there was no impact to what Power 911 or Mapflex was displaying on Viper3 PSAP consoles.

DSET leadership is working on delivering the next generation of VIPER call handling equipment and software. Potential upgraded hardware includes the Intrado Edge device including an updated Windows operating system. The next version includes features like agent roaming that allows dispatchers to log in at any PSAP to function as if they were at their primary location. Additionally, call taker to caller communications has been enhanced with PSAP initiated video. Using a secure link to the caller, the caller can send videos and pictures of the incident to be viewed on the console to better understand the nature of the event. Automatic language detection and conversion of incoming text calls, if different from the call takers defined language, has also been presented. Additionally, there are roadmap items like voice transcription of recordings and geofencing that provides the capability to set up a virtual perimeter on the mapping screen around the geographic location of a major incident to direct all calls from this geofenced area to a specific set of call takers. This is a potential way to free up dispatchers from answering multiple calls regarding the same event and to be better able to respond to other non-related events occurring at the same time.

Mr. Dombrowski reported that when finalized, call mapping will receive one of the most significant upgrades to its display and capabilities since November 2017. With the optional capability to answer calls from the screen the call taker can choose the most comfortable and efficient way to answer calls to meet their needs. The capability to upload specific building layouts and floor details as an overlay to the mapping display should be a valuable addition for the PSAP. Like on prior mapping system add-ons being investigated, this mapping system called Spatial Command and Control (SCS) will pinpoint the near exact location of the handset of the caller wherever it is located whether conventional like in a building or on the highway or even rural locations. Having all this integrated into the call handling solution and displays can reduce workstation clutter having to have multiple keyboards and mice for each screen and third-party add-ons currently being used at the larger PSAPs.

Land Mobile Radio

Scott Wright reported that the Department of Transportation (DOT) continues subscriber deployment and adds radios to the network.

The C and K sub-system enhancement has been completed and the capacity in both of those subsystems has improved. This has enabled a large number of users to expand their operation and has enhanced capacity in their areas.

The Operation Center console deployments continue, the equipment has been delivered and is currently being finalized. This will dramatically improve the ability for DOT to have both operability and interoperability as well as redundancy within their network.

Land Mobile Radio (LMR) continues to work on Fairfield County and DEMHS Region 1 enhancements. Sub-system coverage enhancements continue in: Fairfield, Norwalk, Weston and Wilton. The G subsystem will be going from nine sites to eighteen and will improve coverage along the coast in Fairfield County.

Integrations continue and Yale University's five sites are on the air but not in service yet. LMR is working on backhaul activity both with PSDN and with microwave. Work continues with New London and we also continue to work with mental health and addiction services.

LMR is working with manufacturers to develop a lifecycle plan to assist with sustainment and lifecycle planning efforts. LMR has recently become aware of lifecycle requirements for the Motorola Solutions equipment and have requested budgetary numbers for evaluation. There is a presentation by Motorola scheduled for October 22, 2024, regarding lifecycle planning.

Network Control Center

Julie Gatzen reported that DSET is hoping to make progress with other carriers' protocols through assistance of the FCC.

The NCC will be assisting DSET with notifications regarding the PSDN Network Refresh.

Also a reminder from DSET to please report all 911 related issues to the DSET Network Control Center as opposed to reporting directly to the AT&T Resolution Center.

The NCC will be doing a microwave refresh and upgrading routers for the microwave network.

The NCC had 235 tickets over the last quarter that are related to 911. The DSET tickets were possibly related to maintenance and planning. The majority of the 235 tickets were related to the NG911 applications, hardware and maintenance. Tickets are reviewed regularly and if one is unclear and unidentifiable, the NCC will follow up with AT&T as to what their resolution was to the issue and then it can be better qualified and categorized.

Ms. Gatzen encouraged any feedback to be sent to the NCC. Ms. Gatzen reported that through trend analysis of the data compiled by NCC from daily Rapid Deploy reporting, DSET was able to identify an issue with a larger than normal number of calls showing as unknown. DSET worked with the vendor to identify the trouble and implement a resolution. The trouble was found to only have affected the reporting and not the actual call routing or functionality.

One of the PSAPs recently shared that oftentimes when AT&T calls the PSAP back regarding a ticket received, the name they have listed on their ticket as a call back is the NCC Operator rather than the local PSAP person who is having the trouble, which can cause confusion and unnecessary time on the phone. Based on this feedback, NCC has updated their protocol to make sure to get good local contact information and relay that to AT&T to help get the tech to the right person more efficiently. Please let PSAP staff know that it is important to provide their name to the NCC for this purpose

Legislation

Carey Thompson reported that DSET is working with the agency staff to put forward legislation to increase the surcharge cap, which is defined in the statutes and currently the cap is at \$0.75. In 2012 DSET requested that it be moved to \$0.99 but was only able to get it moved from \$0.50 to \$0.75. The surcharge rate, while DSET has this statutory cap, increases and decreases based on a couple of factors. One is the DSET budget and the other is the number of access lines. The budget mainly and so that it will continue to go up and down this year, the rate is currently at \$0.73 and will continue to fluctuate. DSET is requesting an increase to \$1.50 and will keep everyone informed of the outcome. The increased services that technology demands along with DSET grants and training funds and all the subsidies that are provided by DSET have increased with the 2020 regulations that were passed for the funding increases.

PSAP Grants

Carey Thompson introduced Chauntenay Young, DSET Grants and Contracts Specialist.

Chauntenay Young reported that in the first quarter of the 24/25 state fiscal year, two regional PSAPs were approved for a total of four individual capital expense grants for a total of \$510,641. The funding supports emergency telecommunications through the purchase of replacements of CAD, RNS Software, Radio encryption, communications system and next Gen. interface. The 24/25 cycle began on July 1st. Applications will be accepted until April 30th of 2025. An updated application is available on the DSET website for those interested.

PSAP Training

Mark Gorka reported that DSET will be hosting two dispatcher training sessions. These one-day courses will be held on Tuesday 11/12/24 and Wednesday 11/13/24. Training will be facilitated by the Public Safety Group and it will be held at the Connecticut Statewide Emergency Communications Center (CSECC) located in the Connecticut Police Academy. A link to register online was sent to all PSAP Chiefs and Directors on September 13th.

The two courses are:

1) Crisis Intervention (11/12/24)

This class is designed to provide the attendees with a variety of skills to process some of the most challenging calls and callers. Topics include: the basics, calming techniques, customer service, how to defuse anger, annoying and difficult callers, crisis callers, communications techniques, active listening, psychotic callers, shootings, homicides, and multiple call situations.

2) Difficult Callers (11/13/24)

This course is designed to teach and arm communications personnel with effective communications skills to not only get the needed information from the caller but also teach them how to use verbal communications skills to lower emotions and de-escalate the situation. This will aid in making the scene safer for your emergency responders, with the ultimate goal of a peaceful resolution.

Class sizes will be capped around 25 students. The goal is to accommodate one person (the Primary Attendee) from each center that is able to send a dispatcher for training. Seats will be filled on a first-come, first-filled basis. Centers may submit the name of one additional dispatcher (the Secondary Attendee) who will be added to a Wait List, which will be used to fill any vacancies.

DSET continues to work with peers at DEMHS to develop a training session for administrators on creating and maintaining a Continuity of Operations Plan (COOP). The goal is to host the COOP training in the spring of 2025. Additional details will be presented at the next E911 Commission meeting.

Telecommunicator Certification Training

Peter Lucco reported that there have been six telecommunicator classes held at the CSECC so far this year with a total of 101 dispatchers trained. It is anticipated that there will be an additional three classes for the remainder of 2024. It is anticipated that in 2025 there will be one class per month or as needed.

Public Safety Data Network

John Masciadrelli reported The PSDN Governance Board approved the following two applications during their August meeting: Town of Wolcott – Wolcott requested multiple circuits on the PSDN to support their public safety radio system. Litchfield County Dispatch – requested a circuit on the PSDN to provide direct links to Winsted PD and Plymouth PD from LCD. This allows LCD to export active Computer Aided Dispatch (CAD) data to Winsted PD's and Plymouth's CAD from their new NEXGEN upgrade.

The next PSDN Governance Board Meeting is scheduled for 10/17/24.

As of right now the board will be presented with (4) PSDN request for review or vote. Ansonia Public Schools and Ansonia Police Department are requesting use of the PSDN to interconnect the Ansonia PD to the Ansonia Board of Education (BOE). The interconnect will allow the Ansonia Police Department access to the schools Network Video Recorder (NVR) systems to view live and recorded video streams as an aid for any incident response. Quinebaug Valley Emergency Communications Center is requesting an Amendment to one of their requests. Quinebaug Valley Emergency Communications (QVEC) is requesting access on the PSDN to provide public safety radio backhaul services between Salem Volunteer Fire Station and QVECC's to support their regional simulcast radio system. Yale University is requesting access to the PSDN to support the build out of a P25 radio network site on the Connecticut Land Mobile Radio Network (CLMRN) core. The radio network also requires connectivity of the suite to the Zone 3 core locations at Southbury and VA Hospital. The city of West Haven PD is requesting access to the PSDN to support P25 radio operations between the city of West Haven and Yale University's P25 compliant radio network.

Mr. Masciadrelli reported that to date, the 221 PSDN requests that have been submitted to the PSDN Governance Board are in the pre-approval stage or have been approved and are operating on the PSDN. 200 of those requests have been raised, reviewed, and voted on by the board. All 200 requests have been approved to operate on the PSDN and to date, there are 188 requests operating on the PSDN. There are ten additional requests awaiting an implementation date or in the process of being implemented, and the remaining requests are in various stages of the connection process.

Geographic Information Systems

Dan Czaja reported that GIS continues to do updates on the 911 GIS data. Continue to maintain the same level of address matching with the 911 database which remains at 99 1/2 percent for all data. GIS continues to update the 911 database that INTRADO manages for DSET and there have been several updates since the meeting in July and DSET/GIS continues to support other agencies including the CSP.

Mr. Czaja reported that DOT is undergoing an exit renumbering which means they are going from a numerical numbering to mile based and changing all the exits in the state. They have completed 395, and Route 9, Route 72. Currently they are in the process of changing Route 384, Route 8 and Route 25. Therefore, GIS is changing the exit numbering information that is currently in the database to coincide with the new numbering system and will also retain prior information so that if there is any confusion, the information will be available. GIS continues to support the CTAlert system with the 911 database mapping.

Mr. Czaja reported that GIS will be uploading the spring 2023 imagery and will be collecting the information gathered by the State and it is anticipated that it will be sent to the vendor next week. During the next couple of months GIS will be updating the imagery on the 911 workstations to the new 3" imagery, and every single pixel of the data has all the updates to it, therefore, anything that's been built in the past couple years will be showing up on the imagery.

Carl Zimmerman, OPM/GIS, reported that at the most recent NSGIC conference, it was established that indoor mapping is currently being used in approximately 10-12 states in the Midwest, therefore, OPM/GIS is making certain that should this come up again in Connecticut, that geographic locations and geographic schemes are used for this approach in the future. Mr. Zimmerman reported that imagery services are now available for ArcGIS and CAD machines and part of that is a true ortho data collection which gives undistorted views of downtown areas used for emergency management. Elevation data is coming the third week of October, which is an important product for the new NENA standards, where you have 3 dimensional components to 911 calls. OPM/GIS will also be receiving 1.9 million 2D and 3D buildings with that and these are also datasets that will be very useful for Emergency Management 911 applications. Imagery can be added on the Connecticut ECO site using URL which also includes a web mapping service for those who use CAD type packages, and that service is also available on machines that are not ESRI based or software that's non ESRI based. It is a universally applicable and loadable imagery service.

A new data collection for broadband mapping and new public maps will be available on December 1st.

Mr. Zimmerman reported that statewide, parcels are the basis for the smallest geographic unit in the state and currently linked to what DSET/GIS is doing with addressing and a new delivery is scheduled to arrive almost immediately which will be updated from 2023 to 2024 and that is available on the parcel site.

Mr. Zimmerman gave a slide presentation of what the True Orthos look like, which included standard imagery of a building in downtown Hartford and then the corrected image. He explained that it allows callers to get information within the overhang, which normally wouldn't be visible, so if you're an emergency management caller the point that shows up would be on the street next to the building, as opposed to in or on the top of the building.

He also gave a presentation on examples of our newest imagery which included Bradley Airport, the submarine base, and Stamford, down to 3" pixels and the downtown area is all True Orthos so they don't have distortion around the buildings.

Emergency Notification System

Kevin McManus reported that there are just under 5 million CTAAlert contact records on the public notification system and there are just over 400 certified dispatchers who can utilize the alert system. During the last quarter 36 new dispatchers have been added. Currently 62 mass notifications have been sent out and the majority of them have been around law enforcement related or weather related. There was a found child incident, which is kind of at reverse type incident where the child is safe and trying to locate parents versus the missing child.

Currently, 13.4 million communications have been sent out of the Connecticut Everbridge system which is a combination of text messages, phone calls, e-mail, mobile apps and text messaging SMS remains the number one. There are a lot of third-party services applications that use traditional, simple mail protocol, to text people, these are in decline. There have been a lot of delays and people are rejecting those telephone numbers. Everbridge uses an SMPP system which is a direct connection, there have been a lot more requests for Hotmail integrated into Everbridge to send a reliable text message from a source.

Mr. McManus reported on CTAAlert E911 Training, the DSET notification database, employee safety alerting, which is currently a trending topic. Also reported on special event coverage working with DEMHS, Millstone alerting, NCC-CT Everbridge validation, Platform Security and Inactive users.

Mr. McManus reported that CT Everbridge was onsite for Sailfest in New London. They also provided services for the Dreamride/Hometown Foundation and for Our Hero's Fund. Everbridge presented for DEMHS and introduced streamline workflow using the incidents systems for a number of agencies. Onsite CTAAlert Training will begin again. Everbridge monitored and reported on WEA testing from the ISCG (Aqua alerts). Everbridge was on standby for a handful of planned events: Safety Day Presentation, Heat Waves and August Storms.

PSDN Refresh

Chuck Fuller reported that during the past year DSET has been rolling out the new equipment and setting it up, side by side with the current PSDN apparatus, the Cisco product.

PSDN will be a Juniper product and all of the on ring main sites for the PSAPs are now equipped with the new equipment. DSET ran a pilot test this summer which afforded the proof of concept on the equipment, the software and how things will work according to what the specifications are. Some issues were found and everyone is currently working with the vendors Juniper and Anuta to correct these issues before the project moves forward. It is anticipated that new software releases will be at the end of October or possibly closer to the end of this year. At that point more pilot testing will be done, to make sure the proof of concept for the network is working correctly before production begins.

PSAP Updates

Chuck Fuller reported the next upcoming PSAP move is Wallingford, PD which has constructed a new public safety facility on Barnes Road. It is anticipated that the move, which includes all of the first responders equipment, will be done in another month or so. It was originally scheduled for October 29th and that should be the last move for 2024.

Mr. Fuller reported that in 2025, Windsor Locks will be moving into their new facility which is currently under construction. Last year New Canaan was moved to a temporary facility while they're renovating their old facility. They are scheduled to move back into their permanent location in April 2025. Branford PD is looking to renovate in 2025. Lisbon Fire's CPT platform is being moved to a new location, as soon as Fibertech's licensing is approved. The North Branford move, which was completed in July of this year was successful.

Division of Emergency Management and Homeland Security

No report.

First Net

Clayton Northgraves reported that use of the CRD's (Compact Rapid Deployable), which are the compact rapid deployable devices that were provided by First Net, are being used successfully. One was brought one down when a team of telecommunications engineers was deployed to North Carolina, and it worked very effectively down there. Mr. Northgraves reported that they were able to connect to it via their cell phones and make calls while the cellular infrastructure was down out there.

Department of Public Health/OEMS

Ralf Calciano reported that per her request the annual report from Office of Emergency Medical Services (OEMS) on the data was sent to the commission members via email. The report is a collection of emergency medical services data which OEMS is responsible for under statutory requirement. The report provides statistics on all the Connecticut EMS calls that are filtered by demographics, which is age, sex and race, time and location. The report only reflects what was reported by EMS providers in the electronic patient care reports. Any questions on this report can be emailed to Raffaella.Calciano@ct.gov.

988

Dana Begin reported that 988 continues to get approximately 4000 to 4500 calls each month. As of August 1st the United Way hours of operation for responses of chats and texts have been

expanded to seven days a week from 8:00 a.m. to 3:30 p.m. Any chats and texts outside of those hours are being responded to by backup call centers throughout the nation. Approximately 200 to 250 chats and texts are received per month and the acuity of chats and texts are higher than the acuity of voice calls.

Ms. Begin reported that 988 is eager in obtaining as much data as possible from various PSAPs that have data readily available and are looking to collect numbers around call volume for individuals who are experiencing mental health and substance use crisis. 988 is interested in any type of mental health or behavioral health related calls to 911 and what that volume looks like. 988 is concerned about trying to determine the resources that would be needed, if there were to ever be any type of 988 and 911 interoperability (meaning the potential of transferring a call from 911 to 988). If it was a behavioral health related call we would try to determine what that volume would look like so that it can be determined as to the resources that would be needed to handle that volume should that happen. The United Way is continuing to answer 97 % of calls within 10 or less seconds, which is one of the top statistics in the country. Approximately 94% of all calls that come to 988 are resolved telephonically approximately 5% get transferred to a mobile crisis team and 1% or less end up with an active rescue, which is police, fire, EMS.

New Business


No new business.

Public Comment

No public comment.

Adjournment

John Benedetto made the motion to adjourn the meeting. Ralf Calciano seconded the motion. The meeting was adjourned at 10:14 a.m.

 1/3/2025 John Elsesser,
Chairman Date