

Approved Minutes
Enhanced 9-1-1 Commission Meeting
January 3, 2025
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Bob Grauer
Jeff Morrisette
William Turner
Dana Begin
Robert Guthrie
Francisco Rivera, Jr.
Francis Gregory
Matthew McNally, IV
John Benedetto
Raffaello Calciano
Fred Dudek
Michele Etzel

Representing

Council of Small Towns
Manager 911 PSAPs
State Fire Administrator
DESPP/DEMHS
DMHAS
Volunteer Fire Service
Public Safety Telecommunicators
Dept. of Children and Families
Municipal Police Chiefs
Wireless Service
DPH/OEMS
Municipal Fire Chiefs
Public Representative

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

Commissioner Ronnell Higgins
Scott Wright
Stan Dombrowski
Mark Gorka
Chuck Fuller
Jacob Gionfrido
Nick Carlone
Chauntenay Young
Peter Lucco
Bill Youell
Peter Mahon
Richard Green

Clayton Northgraves
Carey Thompson
John Masciadrelli
Dan Czaja
Bob Boudreau
Pat Tangney
Dan Geary
Rosa LaChance
Bonnie Guarnieri
Steve Schindler
Anne Finn

Others in Attendance

Kevin McManus
Dan Soule
Melissa Nezzaro
Tim Deranek
Carl Zimmerman
Christopher McGeary
Len Bestoff
Garrett Allison
Joe Silverio
Alfred Herrera

Everbridge
Litchfield County Dispatch
Emergency Communications Coordinator
AT&T
OPM/GIO
Intrada
NBC
NBC
Southington PD
OPM/GIO

Wendy Withycombe
Matt Blancett
Steven Tyc
Ashley Benitez
Casey Suski

AT&T
AT&T
Valley Shore
Office of Policy & Management
Message Broadcast

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 October 4, 2024, meeting. Matt McNally seconded the motion. Jeff Morrisette abstained from voting. The minutes were approved.

Public Comment

No public comment.

Land Mobile Radio

Scott Wright reported that the expansion activity under the DOT Integration project nears completion: Four of the sub-systems (C, D, K, and L) have been migrated to the “virtual prime” platform. This platform saves space and power and reduces the thermal impact at sites. The Expansion of the C, D, K, and L sub-systems from 6 RF channels to 12 RF channels, expanding simultaneous capacity from nine (9) to twenty-one (21). This expansion of capacity has benefited users in the C and K sub-systems

The stand-alone site for the Hartford Operations Center in Newington is nearing completion and is anticipated to be operational within the next month. LMR continues to track significant issues with the purchased radios and continue to work with the vendor toward successful conclusion. Implementation of the added site at a DOC facility continues with civil work actively on-going.

Continued integration activity with the Department of Mental Health and Addiction Services, Yale University, the city of New London and the town of Windsor Locks

Continue to work with other system manufacturers to resolve and re-enable the connection between CLMRN and the City of Waterbury as well as the MTA Police.

Bidirectional Antenna (BDA)/Distributed Antenna System (DAS) requirements and installations continue to consume Engineering time. It is projected that this effort will consume increasing amounts of time and will require procurement of specialized equipment.

Radio Authentication implementation planning continues. Radio Authentication can be thought of as two factor authentication for radios. There are technical issues that are being addressed to allow for proper operation.

LMR continues to work with the manufacturers to test firmware, software, devices and continues to participate in beta testing programs with various manufacturers to attempt to find issues prior to general release. There are several manufacturers who have used CLMRN to test beta solutions and to improve their product performance. In conjunction with other partner States, LMR is collaborating on testing efforts to minimize test time, reduce duplication, and provide a unified testing environment for the manufacturers.

In October, a presentation was made by Motorola Solutions regarding lifecycle planning for the current fixed network equipment. LMR is awaiting information from Motorola Solutions regarding the potential fiscal impact of this planning.

The Engineering group is very involved in the industry on a national level. In the past quarter, Engineers have attended: TIA/P25/User Needs Working Group Meeting, SAFECOM, and NCSWIC.

Attendance at these events included participation in leadership positions. CTS Engineers continue to avail themselves of continuing education available from several of the manufacturers and are encouraged to study for the Emergency Number Professional certification, various FCC licenses, and industry certifications.

Frequency Coordination

As is required statutorily, the Division provides frequency coordination services to public safety agencies in the State. This activity includes consultations by agencies looking for frequency assignments, applying engineering principles to requests received by one of the certified frequency coordinators, and evaluating requests from other certified frequency coordinators, and evaluating requests from adjacent states. The Division also plays a lead role in the Regional Planning Committee process for both 7 and 800 Mhz frequency assignments.

Cybersecurity is a threat to any computer based and/or networked system. The Division takes cybersecurity of all of our systems very seriously and takes a number of proactive actions and employs “best practices” to secure the networks involved in providing both LMR and NG911. Cybersecurity requires constant vigilance.

The availability of the deployable NG911 positions is proving to be advantageous for our PSAP partners. Led by Engineer I Troy Clark, these positions are in demand and continue to be used by PSAPs in conjunction with renovation or PSAP modification.

CLMRN Engineering staff continues to support field deployments for all Connecticut municipalities. Recent deployments include the large brush fires in the fall, support for USAR in North Carolina, and support for the line of duty death in Windsor.

DSET Project Update

Stan Dombrowski reported that the upgrade to the IntradoViper 7 call handling solution has been approved for purchase at the SoCT. The rollout will include significant host, PSAP display, object server and core network changes that will improve the look and feel of the console position. The solution integrates multiple data streams into a coherent, efficient and centralized display of mapping, voice and text translation in real-time across two screens. ECCs will have the ability to receive new forms of data from the public, possess the tools needed to process and triage, and analyze this information better than ever before. The turn up of the application and anticipated PSAP rollout should begin in the second quarter of 2025.

DSET leadership continues to work with CISA (Cybersecurity and Infrastructure Security Agency) regarding Cybersecurity port scans and vulnerability checks of the NG911 network. Remediations, if identified, are addressed with AT&T IT Architects and Engineering resources

that also assist with addressing the risk of cyber threats and vulnerabilities that did not exist as much in the legacy 9-1-1 environment.

DSET continues to evaluate and update the processes and contact lists regarding notifications for unforeseen events. Special attention should be given to the wording in notifications so as not to indicate the need to try the system after times of notification to best keep the system available for real life emergencies. The testing of the system for non-emergencies should never be implied or indicated in the notification language itself. DSET has been assured from its notification team that the language being delivered to the public during a 911 event has been vetted and is designed to effectively advise people of a possible or actual impairment reaching the 911 system while not asking to test the system by dialing 911 for a non-emergency situation.

The voice carriers 911 network connection architecture is in transition from analog based network technologies to digital or Ip based network technologies to terminate directly on the AT&T ESINet. Currently, in some cases, these final legs into the 911 network depend on the legacy circuit switched TDM telephony network infrastructure. It is the responsibility of the wireless carriers and others to work to improve these connections into the 911 system. DSET and its vendors are in support of these efforts and stand ready to help in any way we can.

DSET is investigating ways to have console admin lines match the capability of Viper 7 agent roaming, protect these lines from unwanted attacks or overload and to have as much admin line flexibility as possible. The goal is to create admin line portability while retaining 911 console admin line appearances and to better protect those lines from unwanted attacks. Some viable solutions have been presented to DSET by AT&T and are being investigated for feasibility, functionality and cost savings to both PSAP and SoCT.

A new report, Summary Reference Sheet, is available on Eclipse. The Summary Reference Sheet (v3) allows the Eclipse User to view and interact with a comprehensive overview of high-level metrics in one report.

Key Features of the New Report: Overview: An overview of the most desired metrics for all call types. 911 Metrics: Commonly used 911 call metrics. 911 Performance: Emphasizes the involvement and performance of the call taker for 911 calls. 911 Transfers: Commonly used transfer metrics for 911 calls. Please familiarize yourself with this new report in the Rapid Deploy Eclipse Report Library.

Committee members and meeting attendees had a lengthy discussion regarding the October, 911 outage.

Network Control Center

No report

Legislation

No new legislation.

PSAP Grants

Chauntenay Young reported that during the second quarter of 2024/2025 two individual capital expense grants were awarded for \$346,003.79 which included an asset management system as

well as new antenna and site upgrades. During this fiscal year, six grants have been awarded with a total of \$784,675.88. The 2025 cycle began on July 1st and applications continue to be accepted through April 30th of 2025 to support telecommunications initiatives.

PSAP Training

Mark Gorka reported that the Division of Statewide Emergency Telecommunications hosted two dispatcher training sessions in November: Crisis Intervention and Difficult Callers. Each class was full and feedback from the telecommunicators was very positive. An additional course will be offered to prepare telecommunicators for domestic violence calls. This session will be held on Tuesday, February 25th at the Connecticut Statewide Emergency Communication Center located at the police academy. A link to register online was sent to all PSAP chiefs and directors on December 23rd and registration will be open until February 14th.

DSET continues to work with its partners in the Division of Emergency Management and Homeland Security to set up a training session for PSAP administrators. The sessions will provide attendees with a basic explanation of what a Continuity of Operations Plan (COOP) is, while offering class exercises highlighting the potential threats of cyber-attacks and other long term disrupting events and provide resources to help centers create their own or update their existing plan.

Telecommunicator Certification Training

Peter Lucco reported that during 2024, nine telecommunicator classes were held at the CSECC and a total of 150 dispatchers were trained. The Connecticut State Police held three classes and a total of 58 troopers were trained. It is anticipated that there will be nine classes held in 2025 and DSET has the availability to add more classes if necessary.

Public Safety Data Network

John Masciadrelli reported that the PSDN Governance Board approved the following eight applications during the October and December meetings: Ansonia PD: Connection will allow PD to access Board of Education's video recorder to view live and recorded videos. Quinebaug Valley Emergency Communications Center: The PSDN provides public safety radio backhaul services between radio towers to support QVEC's regional simulcast radio system. West Haven PD: PSDN provides transport for P25 radio operations over IP between the City of West Haven and the Shingle Hill Water Tank via the Yale University P25 radio network. Yale University is using the PSDN to support the build out of a P25 radio network site on the Connecticut Land Mobile Radio Network (CLMRN) core. Valley Shore Emergency Communications: The PSDN is used to support the buildout of their UHF simulcast radio system. State of CT, DOT: The PSDN supports a Motorola MCC 7500e radio dispatch console at the Highway Operations Center located within the Department of Transportation Headquarters Building. Tolland County Mutual Aid: The PSDN provides a P25 audio connection between East Windsor PD and TCMA for emergency coordination. CSP ICAC Unit: The PSDN supports Magnet Axiom and Cellebrite software to case manage and examine digital forensic evidence on multiple devices and platforms.

The next PSDN Governance Board Meeting is scheduled for February 19, 2025.

Applications from DSET/CTS and Easton PD will be presented to the PSDN Governance Board.

Mr. Masciadrelli reported that to date, the 228 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. 207 of those requests have been raised, reviewed, and voted on by the board. All 207 requests have been approved to operate on the PSDN and to date, there are 191 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 update data. GIS is focusing on the highway exit renumbering. The data must be updated so that the exit renumbering can be completed. Recently 384 was completed and GIS will be moving forward with Route 2 once DOT confirms that they're changing the street signs and then GIS will be able to send those out to the 911 system.

Continue to add address points on a regular basis. The ALI geocoding results remain at 99 1/2% of the ALI records. Since 2010, DSET/GIS has provided or helped verify over 4,500 MSAG update requests.

GIS continues to support the agency's mapping needs and is currently working on the exits for the state police and supplying them with data to enter into their system. Continue to support CTAlert with ALI data that they use for the ALI database telephone records for the 911 system that they use in their system for CT alerts. The state ortho imagery has been delivered to the state and AT&T has reported that it is anticipated that they will start deploying it to all the PSAPs on January 6th.

OPM

Dan Czaja reported that the ortho imagery is available and can be downloaded and viewed. It can be used as a service to put into other mapping software. The elevation and contour data is available, the 2D building data (a building footprint which is referred to as a Polygon) is available. It is anticipated that the 3D buildings will be available next week in either the CT ECO portal or the Connecticut Geodata Portal which can be found on Google.

The 2024 parcel data, which is parcel collected by OPM and entered into one large database, is now available.

Dan stated that OPM will be doing a more in depth presentation on all this at the next meeting in April.

Emergency Notification System

Kevin McManus, Everbridge, reported that for 2024 there were 1700 users across the platform for the state and over 400 E911 dispatchers. There were 17.2 million combined notification deliveries which averages to about 33 delivery attempts a minute 24/7, 365 which combines everything from public notification to state agencies that are using the system, and that's overall the different delivery models of voice, text, e-mail app and fax.

There are 4.9 million CTAlert E911 contacts at the residential system. There is also the office of Early Education daycare, and that information is provided to Everbridge through assistance of 211.

There were 97 CT alert messages for 2024 which is back to what the numbers were pre COVID. There were 13 wireless emergency alerts through the IPAWs system, which included flooding, fires and phone outages. There was a missing person CTAlert last evening in Willington and the CTAlert message played a critical role in locating that person. Some of the activities Everbridge provided assistance to both in person and remote during all emergency activations, whether it's on site or in pre planning off hours activations.

Everbridge strives to make sure that it is reachable 24/7 to assist with the needs of DEMHS, DSET or any other agency. Everbridge gave presentations at different events including trade shows, conferences, and safety days for the public.

Everbridge handled six open CTAlert 911 training sessions for the second half of the year and added 65 new dispatches through the system.

There will be some changes to the platform in 2025 as Everbridge 360 is launched mostly in terms of functionality, it will be more of a form filled messaging system versus completely free text. This might help some of the incidents that are pre-planned and it will only be necessary to fill in the blanks.

There will be a focus on how to maintain and communicate that the center has some kind of failure by building those messages into an incident template and can be shared immediately. The security of the system will also be a priority, making sure that people's passwords get reset and people that are inactive in the system are removed as soon as possible. Everbridge is also eliminating any common law so any kind of profiles can be shared among the individuals going forward.

Mr. McManus stated that if he is not available both the Network Control Message Center, DSET and DEMHS have a 5D list of technical account managers and coworkers across the country that can be reached. Additionally, the Network Control Center maintains that list and people that are looking for any kind of training above and beyond the CTAlert of the organization administrator within the platform itself does have a module called Everbridge University and those are all self-served video type trainings.

PSDN Refresh

Chuck Fuller reported that due to some software issues discovered a few months ago, DSET will be receiving a new software release by mid-January and testing will continue before the network goes live. The current PSDN Cisco platform is running simultaneously with the new Juniper network and will remain working side by side until continued testing is completed and the new network is up and running efficiently. This network supports 106 PSAPs throughout the state and at another 400 fire departments and residential troopers.

PSAP Updates

Chuck Fuller reported that Wallingford PD built a new facility at 100 Barnes Street and the PSDN equipment and fiber were relocated to the new building. New Canaan is renovating their

police department, while they operate out of a remote location. DSET will be moving them back to the police department sometime in April. Branford PD is also in the process of renovating their police department. North Branford was successfully moved into their new facility back in July of 2024. It is anticipated that Windsor locks PD will be renovating mid-2025.

Division of Emergency Management and Homeland Security

William Turner reported that the EOC was activated 11 times during 2024. Seven of those were weather natural related incidents, two were technological which included the crowd strike incident and the 911 incident, one was for the election and then one man made incident which was a tanker fire down in Norwalk on I95.

DEMHS frequently utilized the Everbridge wireless emergency alerts tool during 2024. Those are reserved for critical life safety issues where it is necessary to evacuate a large segment of the population and get a life safety message out and perhaps get a shelter in place.

DEMHS sent out the first Emergency Alert System (EAS) in 2024, which has not been sent out for several years. EAS goes over the airways to broadcast on TV and radio stations as well. DEMHS continues to work with the United States Coast Guard, which were congressionally mandated to be able to send wireless emergency alerts over the water and being referred to as Aqua alerts.

They are working to become an authorized sender for four Connecticut coastal counties. They will be responsible to notify mariners on the Long Island Sound and are in the testing stage to see how effective it is.

Due to the flooding incident in August, there was a major presidential disaster declaration for New Haven, Fairfield and Litchfield counties and we are continuing the recovery efforts from that. There were two federal emergency declarations and a federal fire management assistance grant declaration for the Hawthorne Fire.

There were several resources sent down to support North Carolina and amongst those in our incidents, there's been a lot of lessons learned and opportunities that have been identified as to what is needed to build up communication redundancies.

FirstNet compact ready deployables are getting used quite a bit and looking at ways to expand them beyond just the FirstNet network and starting to have conversations around looking to implement some sort of state contract to get Starlink as well.

Mr. Turner commended Scott Wright regarding his efforts during the Hawthorne fire and the engineers going down to North Carolina as well as the State Police and their drone detection system, the Department of Emergency Services and Public Protection really stepped up as a whole to support that effort. Mr. Turner acknowledged the great work and teamwork that went into this.

The Connecticut Intelligence Center, which is the state's fusion center has been busy tracking the drone sightings activity and a system has been put in place to basically start tracking drone sightings. It was reported during a press call that DEMHS is not aware of any nexus to what occurred in New Orleans or Las Vegas on New Year's Day. DEMHS is using this opportunity to remind the public of the CT safe app which is now working across all devices, and which allows the public to report any suspicious activity restating the motto, "see something, say something" if they see something out of the ordinary or out of place. There's an online form where there's also

a tip line that you can call and the Connecticut Intelligence Center will triage those tips to determine if there's any further action needed, either from state or federal resources.

FirstNet

Clayton Northgraves reported that Gary McCarraher has retired from FirstNet and Lesia Dickson is currently the contact person.

Department of Public Health/OEMS

Ralf Calciano reported that she attached the 2023 Connecticut EMS data report in the chat section of the Teams meeting. The 2024 data report is currently being worked on.

988

Dana Begin reported that there were approximately 4500 calls received in October of 2024, and approximately 4300 calls during the month of November. There were approximately 5300 calls in the month of December, and the increase was likely due to the holidays. The United Way of Connecticut is the crisis contact center and the answer rate for all of those calls is 97% with an average speed of five seconds per call and the average handle time is approximately 10 to 12 minutes per call. 988 continues to take chat and text to the number 988 as well and those are averaging approximately 250 to 350 per month total. Approximately 100 to 150 of those are chats and close to 150 to 200 are text messages coming in.

Ms. Begin stated that she entered in the chat section of the Teams meeting that SAMHSA (Substance Abuse and Mental Health Services Administration) recently released a new practical guide on advising individuals on using 988 versus 911 and this is now being promoted far and wide. 988 continues to educate the public using this and other tools and resources around advising the public when to use 988 and when to use 911.

New Business

No new business.

Public Comment

No public comment.

Adjournment

Ralf Calciano made the motion to adjourn the meeting. Michele Etzel seconded the motion. The meeting was adjourned at 10:23 a.m.



John Elsesser, Chairman

4/4/2025

Date