

Approved Minutes
Enhanced 911 Commission Meeting
October 6, 2017
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Bob Guthrie
Joanne Miles
George Battle
Marc Montminy
Brandon Robertson
Michele Etzel
Bill Hackett
Don Richardson

Representing

Council of Small Towns
Volunteer Fire Service
Manager 9-1-1 PSAP
CSP
CPCA
Conference of Municipalities
Public Representative
DEMHS
Wireless Services

Division of Statewide Emergency Telecommunications (DSET) DESPP

Commissioner Dora Schriro	William Youell
Steve Verbil	Dan Czaja
Carey Thompson	John Masciadrelli
Chuck Fuller	Bonnie Guarnieri

Others in Attendance

Pete Fontneau	AT&T
Randy Young	West Safety Services
Chris Manouse	AT&T
Joseph Silverio	Southington PD
Scott Haddad	UConn
Carolyn Ayers	Frontier
John Emra	AT&T
Dan Soule	Litchfield County Dispatch
Len Besthoff	NBC
MaryAnn Argy	AT&T
Mike Muszynski	CCM
Tyler Millix	Tolland County Mutual Aid
Sue Webster	Hartford

Call to Order:

John Elsesser, Chair, called the meeting to order at 9:05 A.M.

Commission Update

William Youell introduced four new members to the commission. Bob Guthrie, Dispatcher in West Haven, is replacing Ernie Herrick as the representative for the Volunteer Fire Service. Raffaella Coler, Department of Public Health, will be replacing Wendy Furniss. Representing the Connecticut Conference of Municipalities is Brandon Robertson, Town Manager of Avon.

Finally, replacing Clayton Northgraves as the Manager of the 9-1-1 PSAPs is Joanne Miles of Willimantic Switchboard ECC.

Bill Hackett made a motion to approve the minutes of the July 7, 2017, meeting. Marc Montminy seconded the motion. The minutes were approved.

Public Comment

No public comment.

Next Generation 911 Deployment

Bill Youell reported that deployment of the West system is going extremely well. There has been a lot of positive feedback from the PSAP community. The date for completion is right on target for November 2017.

Pete Fontneau, AT&T, reported that to date, installation of the NG911 system has been completed at 97 PSAPs (approximately 300 workstations). Deployment of enhanced features such automatic rollover has begun. Mr. Fontneau reported that Automatic Call Distribution (ACD) will be one of the new enhanced features included in the Bridgeport cutover. There is a continued effort to utilize new features on the system. The final cutover date is currently on target for November 7, 2017.

Mr. Fontneau reported that the infrastructure for Text-to-9-1-1 will be the next phase of the project to be addressed. Mr. Fontneau stated that one of the new features VIPER offers is the ability to transfer text from PSAP to PSAP.

9-1-1 Reports

Steve Verbil reported that Troop G is receiving an average of 2600 fewer 911 calls per month, continuing the gradual reducing trend seen since 2012 for the high volume Troop PSAPs including G, H and I.

Training

Carey Thompson reported that the total PSAP training reimbursements was \$123,000 which includes the retraining of those who were previously trained on the Comtech system. The total EMD reimbursements were \$128,769. Ms. Thompson reported that Telecommunicator Certification classes are held monthly with a few exceptions in the summer. NG 911 training occurs weekly.

Grants

Carey Thompson reported that Tolland County Mutual Aid received capital expense grant funds of \$5,000 for labor and equipment needed for electrical upgrades. Northwest Public Safety received \$107,000 for labor and equipment for upgrades to their radio system and \$117,000 for labor and equipment for upgrades to their CAD system. Litchfield County Dispatch received \$19,700 for labor and equipment to replace an antenna and \$27,492 for purchase and installation of base station and monitors. The city of Bristol received \$5,000 for replacement of dispatch chairs.

Regulations

Steve Verbil reported that there will be no updates on the regulatory proposal until the budget is passed.

Public Safety Data Network Governance

John Masciadrelli reported that DSET has procured automatic power transfer switches to support the PSDN and NG9-1-1 equipment in the PSAPs. The transfer switches are designed to provide a redundant power path to the equipment. A letter has been sent to PSAPs with NG911 system cut dates after September 15th to inform them of DSET's intent of installing transfer switches in the PSDN and NG911 cabinets. DSET has requested that the PSAPs provide a 15 amp dedicated circuit for each transfer switch. Currently there are 17 transfer switches operating in various PSAPs in the state.

Mr. Masciadrelli reported that the last PSDN governance meeting was held on August 16th. Mr. Masciadrelli reported that to date, 134 requests to access the Public Safety Data Network (PSDN) have been submitted to the PSDN Governance Board. 89 requests have been approved to operate on the PSDN. 70 requests are currently operating on the PSDN. The next governance board meeting is scheduled for October 18, 2017 at 1111 Country Club Rd in Middletown.

Geographic Information Systems

Dan Czaja reported that there have been approximately 40,000 address points added to the system since the last commission meeting. As of October 1st, 2017, the geocoding match rate has reached 99.31% for the ALI database along with the address points. DSET continues to update the master street address guide. There have been over 700 updates since 2014.

Mr. Czaja reported that DSET continues to assist other agency divisions with GIS/mapping support. DSET continues to work with the state's emergency notification system vendor, Everbridge, to support the GIS portion of the CT Alert system. Mr. Czaja reported that the statewide orthoimagery flight has been completed and is posted online.

Emergency Notification System

Steve Verbil reported that currently there are 155,938 "Opt-in" registrants on the CT Alert database. There were 94 emergency notifications for the year 2017 reaching a total of 6,500 persons notified.

There was a discussion on this which included PSA announcements and Text to 9-1-1.

PSAP Issues

Steve Verbil stated that UPS power issues with PSAPs are an ongoing concern and reminded everyone to test the generators once a week.

Division of Emergency Management and Homeland Security

Deputy Commissioner Hackett reported that the Division of Emergency Management and Homeland Security (DEMHS) is working on the state's coordination of current hurricane relief effort, led by the Governor's Office. The two types of requests for mutual aid to the impacted area are: a federal deployment or through the Emergency Management Assistance Compact (EMAC). The Connecticut National Guard has been assigned to several recent federal deployments and the state is continuing to monitor the EMAC system. The Division is working

with the United Way and the Red Cross to update the state's plan in the event survivors of the hurricane migrate to Connecticut.

Deputy Commissioner Hackett also reported that DEMHS is also working with the Governor's office in the facilitation of federal integration assistance to assist municipalities homeowners in Connecticut that have been affected by the impacts of crumbling foundations.

Deputy Commissioner Hackett announced that this year's statewide exercise will be delivered in late Fall through workshops in each DEMHS region and one for state agencies to provide planning and preparations for next year's National Level Exercise (NLE 2018) scenarios. Also, the division is preparing a pilot delivery for Connecticut State Police dispatcher's in-service training on awareness of Emergency Management Programs in Connecticut. There will be five training sessions, which will also include resource capabilities, introduction to the state's response framework and other disaster support coordination.

First Net

Bill Hackett, Deputy Commissioner DESPP, and State Single Point Contact for FirstNet, reported that the final State plan has been issued to the state and a decision to opt-in or opt-out 90 review period concludes on December 28, 2017. An RFP has been established and released for bidders to provide an alternate plan at no cost to the state to build, implement, sustain, coordinate, maintain and improve a Radio Access Network (RAN) in Connecticut.

Department of Public Health

No report

New Business

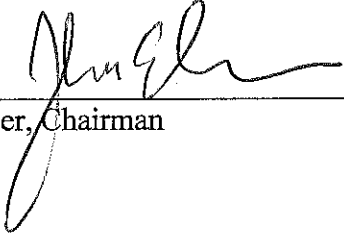
No new business.

Public Comment

No public comment

Adjournment

Marc Montminy made the motion to adjourn the meeting. Don Richardson seconded the motion. The meeting was adjourned at 10:08 a.m.



John Elsesser, Chairman

Jan. 5, 2018

Date