

Approved Minutes
Enhanced 911 Commission Meeting
January 5, 2018
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Bob Guthrie
Marc Montminy
Jeff Morrissette
Bill Hackett
Tammy Wright
Joanne Miles
George Battle

Representing

Council of Small Towns
Volunteer Fire Service
CPCA
State Fire Administrator
DEMHS
Berlin Police Dept.
Manager 9-1-1 PSAP
CSP

Division of Statewide Emergency Telecommunications (DSET) DESPP

Commissioner Dora Schriro
Steve Verbil
John Masciadrelli
Bonnie Guarnieri

William Youell
Dan Czaja
Bryan Pavlik

Others in Attendance

Kate Iacovelli
Dan Soule
Pete Fontneau
MaryAnn Argy
George Pohorilak
Joseph Silverio
John Emra
Jim Gosselin
Brian Benito

AT&T
Litchfield County Dispatch
AT&T
AT&T
Public
Southington PD
AT&T
Berlin Police Dept.
CTS

Call to Order:

John Elsesser, Chair, called the meeting to order at 9:02 A.M.

Commission Update

William Youell introduced Tammy Wright to the commission who is replacing Teresa Lockwood as a representative for telecommunicators. Mr. Youell thanked Teresa Lockwood for her service.

Marc Montminy made a motion to approve the minutes of the October 6, 2017, meeting. Bill Hackett seconded the motion. The minutes were approved.

Public Comment

No public comment.

Next Generation 911 Deployment

Bill Youell reported that installation of the West call handling system has been completed at 109 locations statewide on schedule.

Pete Fontneau, AT&T, reported that rollout of Text to 911 began on January 4, 2018. A total of five PSAPs were completed thus far. There is a goal set of ten PSAPs per week (weather permitting). Every PSAP will be included. There is a web based training package.

Mr. Fontneau reported that AT&T has trained 268 system administrators and approximately 1900 dispatchers on the new system.

Mr. Fontneau reported that some of the new call-handling features that are currently being deployed include automatic re-routing.

There was discussion regarding these features.

9-1-1 Reports

Steve Verbil reported that it is anticipated that the 2017 fourth quarter reports will be posted on the DSET website within the next couple of weeks. The reports will be in a new format.

John Elsesser requested that the commission members be notified when the reports are posted and that a link to the website be included.

Mr. Verbil stated that the commission members will be notified by email and a link will be included.

Mr. Verbil reported that dispatch performance accuracy has declined since the installation of the West system. 30% of the PSAPs are not quite reaching the 90% requirement most likely due to an adjustment to the new system. DSET is working with those PSAPs that are under the 90th percentile and steps are being taken to ensure that all the PSAPs reach the ten second requirement. It is anticipated that in time all the PSAPs will reach the 90th percentile.

Training

Steve Verbil reported that for fiscal year 17/18, training reimbursement totals are \$47,613.21. This includes training, backfill/overtime and membership.

Mr. Verbil reported that once renovations are completed, AT&T will be conducting all training classes at 84 Deerfield Lane in Meriden.

Bill Youell reported that Nancy Carter, AT&T, is the assigned contact person for any Text to 911 training questions. Mr. Youell reported that a total of 2,067 telecommunicators were trained on NG911 in 2017.

Regulations

Steve Verbil reported that DSET staff members have met with OPM to discuss necessary changes for NG911 day to day activities and changes in funding regulation for regional PSAPs. A follow-up meeting is scheduled to be held in two weeks.

Public Safety Data Network Governance

John Masciadrelli reported that the last PSDN governance meeting was held October 18, 2017. During the meeting two applications were approved. The next meeting will be held on February 21, 2018, at 1111 Country Club Road in Middletown. Mr. Masciadrelli reported that to date, 139 requests to access the Public Safety Data Network (PSDN) have been submitted to the PSDN Governance Board. 90 requests have been approved to operate on the PSDN. 75 requests are currently operating on the PSDN.

Geographic Information Systems

Dan Czaja reported that as of October 1st, 2017, the geocoding match rate has reached 99.02% for the ALI database along with the address points. DSET continues to update the master street address guide. 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 asked that the PSAPs show their support for the funding of future statewide orthoimagery flights.

Emergency Notification System

Steve Verbil reported that currently there are 137,380 CTAlert registrants. Mr. Verbil reported that in 2017, there were 142 notifications sent from CTAlert, with approximately 1,588,739 citizens notified. Mr. Verbil reported that there continues to be a decline in the Frontier E-911 ALI database. Currently there are 776,313 residents, 130,447 business and 3,324 yellow pages entries.

PSAP Issues

Steve Verbil once again reminded PSAPs to test their generators at least once per month, under load.

John Masciadrelli reported that automatic power transfer switches will be installed in the PSDN and NG911 cabinets. The automatic transfer switch will provide a redundant power path for the NG911 and PSDN equipment in the event the primary source (state UPS) was to become inoperable or requires servicing. Mr. Masciadrelli stated that DSET is currently working with DAS/BEST and AT&T on an install schedule and it is anticipated that installations will begin in mid-February.

Division of Emergency Management and Homeland Security

Deputy Commissioner Hackett reported that in response to the January 4th winter storm that happened yesterday, the state just completed a 16 hour State Emergency Operations Center activation. There were no significant incidents to report.

Deputy Commissioner Hackett reported that the Severe Cold Weather Protocol remains activated. To date, there are over one hundred warming centers open statewide and residents have been directed to call 211 for assistance.

The division continues to coordinate Hurricane Relief Efforts in CT with the Governor's Office. Weekly regional and statewide conference calls continue for coordination purposes. To date, 1740 people have registered with FEMA, including 890 households. There are 179 families

lodged in hotels through the FEMA Transitional Sheltering Assistance Program and 1883 students enrolled in K-12 public school systems.

Deputy Commissioner Hackett reported that the Division continues to coordinate with the Governor's Office along with state and federal partners regarding the Crumbling Foundation issues in the state. In December, the Division completed regional workshops for the state emergency management community which consisted of a table top exercise involving a cyber security scenario. This workshop served as the 2017 Governor's Emergency Planning and Preparedness Exercise (EPPI). This exercise was intended to raise cyber security awareness and each municipality was issued a Cyber Security Incident Response Plan template for future use.

The 2018 EPPI is scheduled in the spring and the state will be participating in a FEMA Region 1 exercise scenario along with our neighboring states.

The annual Emergency Management Symposium is scheduled for April 4 at the Radisson Hotel in Cromwell.

FirstNet

Bill Hackett, Deputy Commissioner DESPP, and State Single Point Contact for FirstNet, reported that on December 12, 2017, the Statewide Interoperable Communications Executive Committee (SIEC) voted unanimously to recommend to the Governor to opt-in in favor of the FirstNet/AT&T initiative. On December 22, 2017, Governor Malloy officially opted into the FirstNet/AT&T initiative. To date, all 50 states have opted in. FirstNet is currently working the statewide implementation. FirstNet is currently working the statewide implementation to continue a coordinated process for this important initiative that increases capabilities for our first responders.

Department of Public Health

No report

New Business

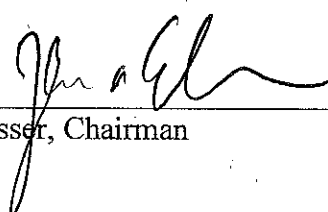
No new business.

Public Comment

No public comment

Adjournment

Marc Montminy made the motion to adjourn the meeting. Bill Hackett seconded the motion. The meeting was adjourned at 10:07 a.m.



John Elsesser, Chairman

5/4/2018

Date