

Approved Minutes
Enhanced 911 Commission Special Meeting
May 4, 2018
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Marc Montminy
Brandon Robertson
Joanne Miles
Jeff Morrissette
Fred Dudek
George Battle
Raffaella Coler
Tammy Wright
Bill Hackett

Representing

Council of Small Towns
CPCA
Conference of Municipalities
Manager 911 PSAP
State Fire Administrator
Municipal Fire Chiefs
CSP
DPH
Berlin Police Dept.
DEMHS

Division of Statewide Emergency Telecommunications (DSET) DESPP

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

Others in Attendance

Kate Iacovelli	AT&T
Pete Fontneau	AT&T
George Peet	NHPSC
Jeff Pattan	NHPSC
Chris Medeiros	NWCTPS
Joseph Silverio	Southington PD
John Emra	AT&T
David Cascio	AT&T
Rich Garcia	WH911
Jen Amendola	WH911

Call to Order:

John Elsesser, Chair, called the meeting to order at 9:00 A.M.

Chief Montminy made a motion to approve the minutes of the January 5, 2018 meeting. Jeff Morrissette seconded the motion. The minutes were approved.

Public Comment

No public comment.

Land Mobile Radio

Clayton Northgraves, Director CTS, gave an overview of the state's Land Mobile Radio (LMR) system. Mr. Northgraves reported that the system is comprised of approximately 65 remote sites and is one of the most reliable networks nationwide. LMR provides Connecticut State Police and other system users with 98% mobile coverage as well as wide-spread portable coverage using both 700MHz and 800 MHz.

Mr. Northgraves stated that the Stonington Police Department is in the process of joining Connecticut's Land Mobile Radio (LMR) System. Due to its location, Stonington is able to utilize the existing Troop E subsystem comprised of four simulcast sites. The existing system provides Stonington with 98% mobile coverage. Some of the benefits will include: 24/7 monitoring, access to a state-wide talk groups, interoperability with all agencies on the system, deployable radio consoles, telecommunications engineer consultation/assistance, portable backup emergency power, the ability to use multiple vendor P25 compliant subscriber units (radios) and the ability to encrypt talk groups for covert operations.

Security Audit

Clayton Northgraves reported that DSET has engaged a third party firm to perform a cyber security/risk mitigation audit. The firm selected is QED Secure Solutions which has performed Cyber Security assessments for Fortune 500 companies as well as the Department of Defense. The audit will begin late May and is targeted to be completed by the end of August 2018.

Grants

Carey Thompson reported that there are no transition grants for the current fiscal year. Ms. Thompson reported that the total amount for Capital Expense grants for the fiscal year 17/18 is \$588,000.

Regulations

Steve Verbil reported that DSET is awaiting the go-ahead from Hartford to hold the required hearing on the proposed regulations.

Mr. Verbil reported that "Kari's Law Act of 2017" was signed into law in February on the 50th anniversary of the first 9-1-1 call made in the United States. It requires manufacturers to make MLTS capable of dialing 9-1-1 without the need to dial a "9" first, and requires installers to enable that feature during installation. This law does not address the location issue; it is simply about the 9-1-1 voice access.

Next Generation 911/Text-to-911

Pete Fontneau, AT&T, reported that since the last commission meeting, AT&T has been working alongside the PSAPs simulating Text-to-911 calls. AT&T met with the four major wireless carriers to work through any issues/concerns they may have. Mr. Fontneau also reported that there was a PSAP user meeting held on April 11th to discuss the high level plan.

Bill Youell reported that DSET is making an effort to ensure that all the dispatchers have taken the on-line Text-to-911 training.

Mr. Youell also reported that a Text advisory group which includes Berlin, Willimantic, LCD, Tolland County, New Haven, and Newtown, has been established. There will be a two week test period to assess any issues or concerns that may arise. After this is completed, it will then be decided if the system will be rolled out statewide.

Mr. Youell reported that a PSAP update meeting was held on April 11th. The key speaker was the 911 Executive Board Director from Indiana who gave a text-to-911 presentation. The presentation was well received.

Mr. Youell reported that DSET is currently working on a public relations campaign for Text-to-911.

9-1-1 Reports

Steve Verbil reported that 9-1-1 call volume for first quarter of 2018 data is included in the packets. Mr. Verbil reported that the volume totals are 53,000 more calls than the first quarter of 2017. 69% of the PSAPs had a call volume increase of more than 10%; 21% of all PSAPs saw increases of more than 25%.

Mr. Verbil reported that approximately 33% of the PSAPs are non-compliant with the 90% of 9-1-1 calls answered in 10 seconds or less requirement. DSET worked with AT&T and West to ensure that the numbers reported by the system are correct. DSET has contacted all of the PSAPs which fell below the 90% requirement in order to find out what the problem is, and is working with them to improve performance. The predominant explanation has been insufficient staffing.

Disaster Recovery

Bill Youell reported that DSET is working on alternatives to the Public Safety Data Network in the event of a failure as a result of a disaster. DSET has received a quote from AT&T for a terrestrial solution. Also being reviewed is the possibility of using the existing state microwave network as a backup in the event of commercial power failure or a PSDN failure. Testing will be done in the next 30-60 days and there will be a follow up report at the next meeting.

Public Safety Data Network Governance

John Masciadrelli reported that there have been two PSDN governance meetings held since the last Commission meeting. The following applications were approved: Orange Police Dept., Plainfield Police Dept., the Town of Ledyard, Vernon PD, the Town of Woodbridge, CTS and QVEC. The next meeting will be held on June 20, 2018, at 1111 Country Club Road in Middletown. Mr. Masciadrelli reported that to date, 151 requests to access the Public Safety Data Network (PSDN) have been submitted to the PSDN Governance Board. 98 requests have been approved to operate on the PSDN. 80 requests are currently operating on the PSDN. There are 18 awaiting implementation remaining approval. There is a more detailed report on the DSET website.

Geographic Information Systems

Dan Czaja reported that DSET/GIS continue to update address points. As of April 1st, the street centerline geocoding match rate is up to 99.04%. Mr. Czaja reported that all four call volume maps are available on the DSET website. DSET/GIS continue to provide updates and research support for the Master Street Address Guide.

Mr. Czaja reported that DSET/GIS continue to assist other Agency divisions with GIS/mapping support. DSET also continues to work with the state's emergency notification system vendor, Everbridge, to support the GIS portion of the CT Alert system.

Emergency Notification System

Steve Verbil reported that currently there are 1,238,186 CTAlert registrants. Mr. Verbil reported the new CTAlert Opt-In subscribers for 2018 is 3,463. Mr. Verbil reported that currently there are 380 registered/certified CTAlert dispatchers. There were 53 notifications sent from CTAlert in the first quarter of 2018 reaching a total of 525,361 citizens.

PSAP Issues

Steve Verbil reported that in March, DSET staff members (Bill, Carey, and Steve) met with representatives of the Naugatuck Valley Council of Governments to discuss options for consolidation of PSAPs.

Mr. Verbil also reported that the towns of Fairfield and Westport are planning a consolidated PSAP for all services in those two towns, to be located in space offered by Sacred Heart University in Fairfield on the grounds of the former General Electric World Headquarters. The towns have engaged Federal Engineering for consulting services to design the governance model for the shared facility. DSET staff has visited the facility and have already been interviewed by Federal on this issue.

DSET is working with Frontier and AT&T on an issue relating to approximately 20 ISDN lines that some PSAP's have been using to transfer calls to non-equipped secondary PSAPs such as CMEDs and/or ambulance providers. These ISDN lines are serviced from the legacy selective routers, and must be turned off as soon as possible. An email notification was sent approximately a year ago, but to reiterate if there are any PSAPs who have not re-programmed their speed dial matrices to contact their secondaries through a 10-digit number, that the legacy connection will be broken when Frontier discontinues service. PSAPs must contact the target ambulance company or CMED and have them identify the 10-digit number for them to program into the system in order to keep the one-button transfer functionality.

John Masciadrelli reported that the state is planning to begin the transfer switch installations at the end of May. It is anticipated that letters will be sent to eight pilot PSAPs informing them of their installation date. As part of the install process the PSAP's 911 system will be powered down and all 911 calls rerouted for approximately one hour. The PSAP must be prepared to invoke their predetermined operational plan during this time.

Division of Emergency Management and Homeland Security

Deputy Commissioner Hackett reported that the Division continues to coordinate Hurricane Relief Efforts in Connecticut with the Governor's Office. Weekly regional and statewide conference calls continue for coordination purposes. To date, 1215 households have registered with FEMA, made up of 2811 people. There are 101 households lodged in hotels through the FEMA Transitional Sheltering Assistance Program and 1784 students enrolled in K-12 public school systems.

Deputy Commissioner Hackett reported that the Division continues its coordination with the Governor's Office along with state and federal partners regarding the Crumbling Foundation issues in the state. Also, the Division is participating in the Northeast Emergency Communications Symposium at the end of the month in Rhode Island.

Deputy Commissioner Hackett reported that the 2018 Governor's Emergency Planning and Preparedness Exercise is scheduled for June 16 and 20 for municipalities. The state is also participating in a FEMA Region 1 exercise scenario along with neighboring states.

Deputy Hackett also reported that the Governor released the state's Cybersecurity Action Plan yesterday and DEMHS is presently working on a Cyber Disruption Response Plan with key state, local and federal partners.

FirstNet

Deputy Commissioner Hackett reported that FirstNet is continuing statewide implementation on a coordinated process with AT&T. AT&T is working to establish a state and municipal rate plan for users of the network.

Department of Public Health

Raffaella Coler reported that there will be a FirstNet presentation for the Advisory Board at the June 27th meeting. In partnership with the CDC, the NGA recently hosted a Learning Lab with five states (CO, CT, MN, WA, and UT) to focus on state strategies that improve statewide data use and sharing and reduce traffic fatalities and injuries. Representatives from DPH, the Connecticut State Police, Connecticut Transportation Safety Research Center and the Traffic Records Coordinating Committee attended the meeting. The participants were charged with exploring strategies to connect traffic crash and related data across state systems and implement high-level plans of action based on lessons learned. Ms. Coler also reported that there will be an Opioid presentation at the EMS Pro Conference on May 30th.

New Business

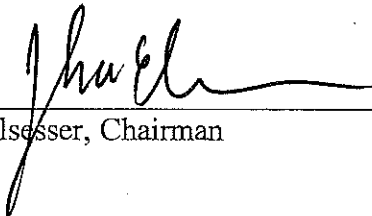
No new business.

Public Comment

No public comment

Adjournment

Marc Montminy made the motion to adjourn the meeting. Tammy Wright seconded the motion. The meeting was adjourned at 9:58 a.m.



John Elsesser, Chairman



Date