

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

Commission Members

John Elsesser
Robert Guthrie
Brandon Robertson
Fred Dudek
Raffaella Coler
Tammy Wright
Don Richardson
Michele Etzel

Representing

Council of Small Towns
Volunteer Fire Service
Conference of Municipalities
Municipal Fire Chiefs
Dept. of Public Health
Berlin Police Dept.
Wireless Industry
Public Representative

Division of Statewide Emergency Telecommunications (DSET) DESPP

William Youell
Carey Thompson
Dan Czaja
John Masciadrelli
Bonnie Guarnieri

Commissioner Dora Schriro
Steve Verbil
John Gustafson
Clayton Northgraves

Others in Attendance

J. Pattan
Pete Fontneau
David Cascio
Dan Soule
Joseph Silverio
Chuck Kelleher
Travis Irons
Betty Morris
Len Besthoff
Garett Allison
George Peet
Mike Muszynski
Chris McGearly

New Haven Public Safety
AT&T
AT&T
Litchfield County Dispatch
Southington Police Dept.
Litchfield County Dispatch
QVEC
NCCEMS/CMED
NBC
NBC
New Haven Public Safety Comm
CCM
WEST

Call to Order:

John Elsesser, Chair, called the meeting to order at 9:07 A.M.

Robert Guthrie made a motion to approve the minutes of the July 6, 2018 meeting. Fred Dudek seconded the motion. The minutes were approved.

Public Comment

No public comment.

Bill Youell announced that Chief Marc Montminy has retired from Manchester PD and is employed by an agency in Massachusetts therefore there is a vacancy on the commission. It is anticipated that CPCA will be submitting a name for nomination very soon.

Mr. Youell commended the DSET team for accomplishing numerous tasks recently. The new 911 system has been working well. Regulations for the funding formula are moving forward. A press conference was held to announce the launch of Text-to-911 with a corresponding ad campaign. The cyber security report results are beginning to come in. The CTS Unit is doing a great job with the launch of the new LMR system. Recently DSET received a call from Washington, DC; the FCC chairman came out to Connecticut and visited the Hartford ECC to look at the NexGen System. Sue Webster did a terrific job of educating him on how the system works along with the dispatchers and telecommunicators. It was a very positive outcome for the Connecticut 911 system.

Land Mobile Radio

Clayton Northgraves reported that CTS is in the final phase of the upgrade to a statewide P25 phase one and two radio system. All of the fixed network equipment has been updated and tested. Testing has yielded better than expected results.

The final phase is the subscriber update where all subscribers on the system are reprogrammed or replaced with P25 compliant radios.

Municipalities joining the state system:

Stonington and Groton are officially on board, and the following have shown an interest: Norwich, Stamford, Torrington, Cromwell, New Haven, Hartford, Weston, Coventry, Fairfield and Westport.

Security Audit

Bill Youell reported that DSET has contracted a third party to perform a security audit on the Public Safety Data Network, the Land Mobile Radio as well as the NG911 system. The audit has been completed and DSET will be working closely with the contractors to ensure all the issues are corrected.

Regulations

Steve Verbil reported that the hearings for the Funding regulations would occur in two months, on November 28th, and that the deadline for comments on the other three regulation submittals is November 20th. Staff Attorney Janet Ainsworth described the details of the regulatory process to the Commission.

Grants

Carey Thompson reported that for fiscal year 17/18 Litchfield County Dispatch received capital expense grant funds of \$60,000.00 for consolidated comp, \$27,492.70 for base station monitors, \$82,749.61 for labor and equipment and \$19,733.72 to upgrade antennas making it a total of \$189,976.03. Northwest Public Safety received \$107,394.62 to upgrade their radio system and \$117,415.03 for Nextgen CAD making it a total of \$224,809.65. Quinebaug Valley received \$75,605.26 to replace CAD, Tolland County received \$20,000.00 for repairs and upgrades to the

tower project and Valley Shore received \$36,308.83 to replace microwave and duplexer. Total amount for reimbursements was \$546,699.77. Bristol received \$4,835.16 for labor and equipment for fiscal year 18/19.

Next Generation 911/Text-to-911

Bill Youell reported that Text-to-911 has been successfully launched. There was a press conference held on August 23rd. There are television commercials, radio announcements and billboards. There was a presentation of the videos.

Mr. Youell thanked Carey Thompson for her tremendous amount of work and tireless effort for single handedly putting the program together along with the ad agency.

There was a visual presentation of the Text-to-911 ads and announcements.

9-1-1 Reports

Steve Verbil reported that this is the first time that there is a Text-to-911 report. There have been a total of 396 text messages sent for the year. On an average there are approximately 187,800 voice calls per month. As of August 31st there have been 1,502,697 calls which is 10% above the same period last year. The number of cell phone calls has risen and the number of landline calls has dropped.

Currently there are 31 PSAPs that are not in compliance with the 90% regulatory requirement of the 10 second response. A letter will be sent out to those PSAPs. DSET continues to work with the PSAPs to improve these problems. Discussion followed. John Elsesser requested that an 11 second report run. Steve Verbil will run a comparison report for the next meeting.

Disaster Recovery

Bill Youell reported that DSET is continuing to work on the disaster recovery scenario for the PSDN. The concept of using the state microwave system as a backup has been tested and worked extremely well. An update will be given at the next meeting.

Public Safety Data Network Governance

John Masciadrelli reported that since the last E911 Commission meeting there was a PSDN Governance Board meeting held on August 29th. The following applications were approved: DSET-CTS, Bethel Public Schools, and Litchfield County Dispatch. The next meeting will be held on December 12, 2018, at 1111 Country Club Road in Middletown. Mr. Masciadrelli reported that to date, 160 requests to access the Public Safety Data Network (PSDN) have been submitted to the PSDN Governance Board. 105 requests have been approved to operate on the PSDN. 92 requests are currently operating on the PSDN. There are 19 awaiting approval. There is a more detailed report on the DSET website.

Geographic Information Systems

Dan Czaja reported that the DSET/GIS group continues to update the street centerline addressing. As of October 1st the geocoding match rate reached 99.40% of all ALI records. DSET/GIS continues to provide updates and research support for the MSAG used in the 911 system. Approximately 1500 MSAG updates have been provided to AT&T and now Frontier Communications. DSET continues to support the Agency mapping needs and continues to work

with the state's emergency notification system vendor, Everbridge, to support the GIS portion of CT Alert system, including the maintenance of the mapped ALI database on a monthly basis.

Emergency Notification System

Steve Verbil reported that currently there are 1,297,168 CTAlert registrants. Mr. Verbil reported the new CTAlert Opt-In subscribers for 2018 are 7,650. Mr. Verbil reported that currently there are 410 registered/certified CTAlert dispatchers and three Organizational Administrators. There were 41 notifications sent from CTAlert in the second quarter of 2018 reaching a total of 227,872 citizens. For the first half of 2018, there have been 102 notifications sent from the CTAlert, reaching 1,073,608 citizens. Mr. Verbil reported that there is a steady removal of the E-911 Frontier landlines from the 911 database. Mr. Verbil reported that DSET is working along with Everbridge to increase the number of people that can be contacted in the event of an emergency. Enhancements have been made by Everbridge in the Opt-In services.

PSAP Issues

Steve Verbil reported that Fairfield and Westport consolidation is going forward. Mr. Verbil announced that the APCO Atlantic Chapter Conference will be held October 14-17th in New London, Connecticut. Mr. Verbil requested that the PSAPs keep DSET informed of any unusual issues that may arise.

John Masciadrelli reported that DSET continues to install automatic transfer switches (ATS) in the PSAPs. Each PSAP will receive one or more ATSs in the PSDN and NG911 cabinet. The ATS will provide an alternate path to a redundant power source in the event the main power source (state UPS) was to fail or need planned maintenance. The transfer between power sources is seamless to the attached equipment, this means no equipment downtime. To date, 72 PSAPs have had transfer switches installed in their NG911 and PSDN cabinet. The state continues to install transfer switches in the PSAPs on a weekly basis. Letters are being sent via email to notify PSAPs of their scheduled installation.

Division of Emergency Management and Homeland Security

John Gustafson, DEMHS, reported that DEMHS has received the Presidential Disaster declaration for the May 15th tornadoes. As a result, there will be 15 FEMA associates working at DESPP. DEMHS is now working on getting the Presidential Disaster Declaration for the flooding and two tornadoes that have occurred recently.

FirstNet

John Gustafson reported that the Advisory Council will meet next week here at Country Club Road. Mr. Gustafson also reported that the contract for the state agencies is still under negotiation at DAS/BEST. Mr. Gustafson reported that DEMHS staff members Brenda Bergeron and himself along with Bill Youell, Director, DSET, attended the National Governor's Association Interoperability conference in August in Philadelphia.

Department of Public Health

Raffaella Coler reported that DPH is in an active discussion with the Connecticut Poison Control Center which will allow it to receive information on any suspected opioid overdose when an opioid overdose is suspected. This would give real time data on where the issues are occurring and how DPH can send resources to the area where the issues are occurring. Current data reporting can take up to a year to receive.

New Business

No new business.

Public Comment

Tammy Wright asked if a FirstNet purchase is part of the 911 system or is it necessary to purchase individually by PSAPs?

John Elsesser stated that FirstNet is a town by town choice with a town by town cost.

Don Richardson asked if reporting data is done on any incoming calls on 10 digit numbers to a police department or PSAP.

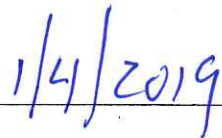
Steve Verbil answered that there is no complete data because PSAPs can choose whether to integrate their 10 digit numbers with the DSET system or not. For the PSAPs that are integrated it is possible to get the data however, data cannot be collected on non-integrated systems because they are on an outside system.

Adjournment

John Gustafson made the motion to adjourn the meeting. Fred Dudek seconded the motion. The meeting was adjourned at 10:14 a.m.



John Elsesser, Chairman



Date