

Approved Minutes
Enhanced 911 Commission Meeting
January 4, 2019
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut

Commission Members

John Elsesser
Robert Guthrie
Jeffrey Morrisette
Brandon Robertson
Fred Dudek
Tammy Wright
Don Richardson
Michele Etzel (Conference Call)
William Hackett
George Battle
Joanne Miles

Representing

Council of Small Towns
Volunteer Fire Service
State Fire Administrator
Conference of Municipalities
Municipal Fire Chiefs
Public Safety Telecommunicators
Wireless Services
Public Representative
DEMHS
Connecticut State Police
Manager 9-1-1 PSAP

Division of Statewide Emergency Telecommunications (DSET) DESPP

William Youell	Clayton Northgraves
Carey Thompson	Steve Verbil
Jerry Zarwanski	Charles Fuller
John Masciadrelli	Bryan Pavlik
Bonnie Guarnieri	

Others in Attendance

Kate Iacovelli	AT&T
Pete Fontneau	AT&T
David Cascio	AT&T
Dan Soule	Litchfield County Dispatch
Joseph Silverio	Southington Police Dept.
Michael Guerrero	Public
George Pohorilak	Public
Gene Jopeck	Glastonbury
Colin Milne	DESPP/Legal

Call to Order:

John Elsesser, Chair, called the meeting to order at 9:01 a.m.

Bill Youell thanked Acting Commissioner Bill Hackett for all he has done since assuming the position and looks forward to working with him in the future.

Mr. Youell announced that Colonel George Battle will be retiring February 1, 2019, and thanked him for his contributions to the commission.

Fred Dudek made a motion to approve the minutes of the October 5, 2018 meeting. Bob Guthrie seconded the motion. There was one abstention by Jeff Morrisette. The minutes were approved.

Public Comment

No public comment.

Land Mobile Radio

Clayton Northgraves reported that the municipalities currently operating on the Connecticut State Police (CSP) radio system are: Darien, Madison, Stonington, and Groton. Mr. Northgraves identified Stonington and Groton saved millions by joining the state system.

The municipalities that will be on the system in 2019 are: Norwich with a savings of \$5 million and Coventry with a savings of \$7 million.

Mr. Northgraves reported that CTS is working with the following municipalities who have expressed an interest in joining the CSP radio system: East Hampton, Canton, New Britain, Suffield, East Windsor, Bloomfield, Windsor, Norwalk, Granby, Stamford, Windsor Locks, Hartford and New Haven.

Mr. Northgraves reported that on December 11th DSET was allocated approximately \$15 million through the bond commission to make further enhancements to the radio system which include complete refresh of the microwave backhaul. Mr. Northgraves reported that coverage enhancements will be in Branford, Troop D, Hartland, Madison, Middletown, Troop E, Troop C, Waterford and East Lyme.

Security Audit

Bill Youell reported that DSET is addressing the security issues that were raised after the audit was completed at the end of last year. There were issues with the LMR, PSDN, and the 911 system. DSET and BEST are working together on a plan to include multi factor authentication. DSET is also working with AT&T in a series of gaps which are prudent improvements for security. These include some near term fixes and some software upgrades to be done in the middle of 2019.

Regulations

Bill Youell gave a brief history of the regulations which included: operational training, generator fuel requirements, technical language changes, and funding subsidies. Mr. Youell reported that there was overwhelming opposition to the funding formula changes and very few proponents. As a result, there was a decision from the Agency to withdraw the funding formula portion to the regulations. The three remaining operational changes will be moving forward.

Grants

Bill Youell reported that there were no new grants since the last meeting.

Next Generation 911/Text-to-911

Bill Youell reported that Next Generation 911 is working very well and DSET is receiving positive feedback from the PSAPs. The system is monitored closely and DSET works with the resolution center to ensure prompt responses. Mr. Youell reported that the Text-to-911 campaign continues, and at this time there are approximately 400 texts per month being sent, which is by design.

John Elsesser asked Mr. Youell if he would like to use this time to address the nationwide 911 outage issue.

Mr. Youell reported that the carrier CenturyLink had a problem. However, this problem did not affect Connecticut. Mr. Youell reported that there was a defective network management card in the system that was causing the problem. The FCC immediately launched an investigation as to what transpired with CenturyLink and is now underway.

Disaster Recovery

Bill Youell reported that DSET is working with AT&T on some wireless opportunities. Mr. Youell also reported that testing was done on the use of the state microwave system as a back-up to 911, which worked flawlessly. DSET is currently working on procuring equipment to implement this backup arrangement with very little additional incremental cost. It will be one more example of using an existing state resource to improve the overall system with minimal cost. Mr. Youell will follow-up with this matter 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 December 19th. The following applications were approved: Orange Volunteer Fire Dept. for P25 compliant radio backhaul. DESPP/CTS for P25 compliant radio backhaul. Middletown PD, using the PSDN to exchange Nexgen, computer aided dispatch and record management system (CAD/RMS) between Middletown PD and Portland PD. The next meeting will be held on February 20, 2019, at 1111 Country Club Road in Middletown. Mr. Masciadrelli reported that to date, 156 requests to access the Public Safety Data Network (PSDN) have been submitted to the PSDN Governance Board. 109 requests have been approved to operate on the PSDN. 93 requests are currently operating on the PSDN. There are 11 awaiting approval. There is a more detailed report on the DSET website.

9-1-1 Reports

Bill Youell reported that testing was done by AT&T and WEST with the PSAPs to verify that the current 911 reporting function is accurate. The results confirmed that the new system is extremely accurate. DSET is now meeting with the PSAPs that are not meeting the state's requirement of answering 90% of 911 calls within 10 seconds. There are approximately 14 PSAPs that were initially targeted for compliance issues. After meeting with these PSAPs and discussing the metrics, 13 have improved their performance. DSET continues to work along with all of the identified PSAPs to continue improving the accuracy rates. Mr. Youell stated that each PSAP is being educated on consolidation and being informed of grants, and funding that is available. Mr. Youell will follow-up with this matter at the next meeting.

Geographic Information Systems

There was no verbal report however, Dan Czaja provided paper reports.

Emergency Notification System

Steve Verbil reported that currently there are 1,257,712 CTAlert registrants. Mr. Verbil reported that the total of new CTAlert Opt-In subscribers for 2018 is 10,721. Mr. Verbil reported that currently there are 418 registered/certified CTAlert telecommunicators and three Organizational Administrators. There were 148 notifications sent from CTAlert in 2018 making it a total of 1,204,855 citizens contacted.

PSAP Issues

John Masciadrelli reported that DSET continues to install automatic transfer switches (ATS) in the PSAPs and PSDN nodes. The transfer switches are designed to provide and alternate path to a redundant power source. To date 105 PSAPs PSDN nodes in the state have had transfer switches installed in their NG911 and PSDN cabinet. The state continues to install transfer switches on a weekly basis and the project should be completed by the beginning of February. Mr. Masciadrelli reported that DSET has completed upgrading the NG911 APC 3k UPSs to a double conversion model.

Division of Emergency Management and Homeland Security

Acting Commissioner Hackett announced that the Lamont Administration has appointed James Rovella as the Commissioner of the Department of Emergency Services and Public Protection (DESPP) and Regina Rush-Kittle as Deputy Commissioner, responsible for DEMHS. Mr. Hackett will continue to serve as State Emergency Management Director and is looking forward to working with the new Commissioner and Deputy Commissioner.

Acting Commissioner Hackett also reported that DEMHS is actively involved in assisting with the coordination of the new Governor’s Inauguration on January 9th and the State Emergency Operations Center will be utilized for this state event.

First Net

Acting Commissioner Hackett reported that the state contract with AT&T has been signed and the new rate schedule is being prepared for posting by the Department of Administrative Services. There is a GAP Analysis Tool available for potential users of FirstNet to identify any state coverage issues that need to be addressed.

Department of Public Health

No report.

New Business

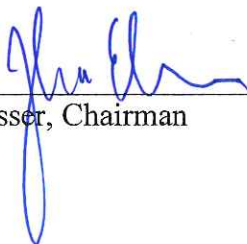
John Elsesser reached out to all the commission members for any new topics that they would like to have added to the upcoming agendas. Mr. Elsesser is enthusiastic for the commission to take on new challenges in the future.

Public Comment

George Pohorilak complimented DSET and the 9-1-1 commission for having one of the best 911 systems in the nation.

Adjournment

Don Richardson made the motion to adjourn the meeting. Michele Etzel seconded the motion. The meeting was adjourned at 9:38 a.m.



John Elsesser, Chairman

4/5/2019

Date