

**Unapproved Minutes
Enhanced 9-1-1 Commission Meeting
January 3, 2020
Department of Emergency Services and Public Protection
1111 Country Club Road
Middletown, Connecticut**

Commission Members

John Elsesser
Robert Guthrie
Fred Dudek
Jeff Morrissette
Don Richardson
Tammy Wright
Raffaella Coler
William Hackett
Dave Montini

Representing

Council of Small Towns
Volunteer Fire Service
Municipal Fire Chiefs
State Fire Administrator
Wireless Services
Public Safety Telecommunicators
Office of Emergency Medical Service
DESPP/DEMHS
DESPP/CSP

Division of Statewide Emergency Telecommunications (DSET) DESPP

William Youell	Clayton Northgraves
Carey Thompson	Dan Czaja
John Masciadrelli	Bryan Pavlik
Mark Gorka	Bonnie Guarnieri

Others in Attendance

Pete Fontneau	AT&T
Joseph Silverio	Southington Police Dept.
George Pohorilak	Public
Dan Soule	LCD
Mallory Daley	Public

Call to Order:

John Elsesser, Chair, called the meeting to order at 9:02 a.m.

Approval of the Minutes

Don Richardson made a motion to approve the minutes of the October 4, 2019, meeting. Bob Guthrie seconded the motion. The minutes were approved.

Jeff Morrissette abstained from voting.

Public Comment

No public comment

Bill Youell announced that Mark Gorka is the new Grants and Contracts Specialist for DSET.

John Elsesser announced that the meeting today will be taped by CTN

Land Mobile Radio

Clayton Northgraves reported that for the month of December there were 3,959,176 Push to Talks (PTTs), Total Talk Time – 8,644, Average Talk Time – eight seconds. The Active users on the system are: Madison, Darien, Stonington, Groton, Coventry, Durham, Wallingford, Rocky Hill and Waterbury. The non-state agencies expected to be on the system in 2020 are: Bloomfield, New Britain, Haddam, Middlefield, Middletown, Cheshire BOE, CAA, Estuary Transit, Norwalk Transit, Middlesex Paramedics, Trumbull, Willington, Willimantic and Norwich. State Agencies expected to be on the system in 2020 are: DOT Highway, CT Liquor enforcement and the DMHAS Police. Mr. Northgraves reported that there are currently 19 MOUs signed with various municipalities and public safety entities. There are 17 MOUs in progress. Mr. Northgraves reported that CTS is working with a large number of towns in both Fairfield and Middlesex counties to enhance radio coverage on the existing state system to benefit their entire counties. The most active users on the system are: CSP Troop H, Groton Town Police, New Haven CT Transit, CSP Troop G and the Hartford CT Transit. The estimated savings for municipalities to date is \$15 million.

Regulations/Legislation

Bill Youell reported last meeting that Senate Bill #1082 was passed into law and as a result, DSET was required to amend its regulations to adopt a regional subsidization formula substantially similar to the formula in that passed bill. DSET has drafted proposed regulations regarding the funding formula. DSET has taken into consideration the comments that were received during the previous comment period and hearing. The proposed regulations are currently in review by the Office of Policy and Management (OPM). Once they are approved there, they will be submitted to the Office of the Governor. After that approval there will be a Notice of Intent submitted with a public comment period. Comments will be responded to and then a Notice of Decision issued. After that, the regulations will be submitted to the Attorney General's Office and then the Legislative Review Committee. Pending approval by OPM and the Governor, the comment period should be open by the end of January.

Bill Youell reported that there were two other regulations approved recently which are primarily technical but with two specific operational items. First, the requirement that each PSAP have an emergency power generator and fuel to ensure continuous operation has been increased from 24 hours to 72 hours and second, PSAPs are now required to annually certify that their filed PSAP plan is accurate. DSET will be sending out a revised format for the plan and a recertification document in January. Communications will be sent out describing both of these regulations and both will be posted on the DSET website.

NHTSA

Bill Youell reported that DSET was awarded the National Highway Traffic Safety Administration (NHTSA) grant, which has a total worth of \$1.7 million with match. The grant will be used to establish and equip a combination training room and backup PSAP, as well as some funding being used for the updating of PSDN equipment. DSET has approximately two and a half years to complete the project. The plan is to equip the backup center with active 911 workstations, radios, CAD, and a PBX system. The backup center will be a completely operational PSAP. One of the sites being considered is the State Police Training Academy in Meriden. DSET has engaged DAS to perform a facilities assessment to determine feasibility and cost to build out a room. The estimated timeframe for completion of this portion of the project is at the end of 2020.

PSAP Grants

Carey Thompson reported that there were no transition grants awarded during the fourth quarter. Ms. Thompson reported that Quinebaug Valley Emergency Communications received a capital expense grant in the amount of \$69,586.70 for the purchase and installation of router and switches.

Public Education

Carey Thompson reported that DSET renewed the contract with the Cronin advertising agency. Efforts continue to reinforce the availability of Text-to-9-1-1 in Connecticut. DSET will also continue to work with Connecticut Broadcasters Association. Media will include radio and television announcements, paid social media and google marketing which can be designed and developed for targeted audiences.

Public Safety Data Network Governance

John Masciadrelli reported that the last PSDN Governance Board meeting was held on December 18th. The following six requests were approved: Litchfield County Dispatch, Wallingford PD, Tolland County Mutual Aid, DESPP/CTS Unit, Middletown PD, DESPP IT. The next PSDN Governance Board meeting is tentatively scheduled for February 19th. To date, 159 completed requests have been submitted to the PSDN Governance Board. 127 of those requests have been raised, reviewed and/or voted on by the board and approved to operate on the PSDN. To date there are 109 requests operating on the PSDN. There are 18 awaiting an implementation date or in the process of being implemented. There is a more detailed report on the DSET Public Safety Data Network website.

Geographic Information Systems

Dan Czaja reported that GIS continues to collect and process street and address based data for updating the 9-1-1 mapping system. As of December 1, 2019, the 9-1-1 mapping data has been able to map 99.43% of all phone records in the 9-1-1 telephone ALI database. Mr. Czaja reported that since 2010, DSET has provided or helped verify approximately 1950 MSAG update requests. DSET/GIS continues to assist other agency divisions with GIS/mapping support, which included the State Emergency Operations Center Exercise last fall. Mr. Czaja reported that DSET continues to work with the state's vendor, Everbridge, to support the mapping portion of CT Alert emergency notification system. This includes providing the mapped 9-1-1 telephone ALI database on a monthly basis and mapping Everbridge's Resident Connection dataset. Mr. Czaja reported that the spring statewide orthoimagery flight has been delivered to the state. The orthoimagery was procured through the United States Geological Survey (USGS) imagery acquisition program and jointly funded by DESPP, the Connecticut DOT, the Connecticut DEEP and the Federal USDA. The imagery will soon be available to all interested parties through the University of Connecticut and will be integrated into the 9-1-1 system for use by the 9-1-1 call takers.

Emergency Notification System

Bill Youell introduced Francis Willett from Everbridge. Mr. Willett reported that Everbridge has deployed the enhanced 911 addition to the 911 database. Currently 85 % of the Connecticut population is now on the CTAlert platform. Mr. Willett reported that there have been 83 PSAP implantations, five state public health agencies, 27 state agency implementations, with a total of 115 participating agencies in the Statewide Everbridge Program. There are 14 PSAPs not

participating, but there are ongoing efforts to encourage participation. Mr. Willett reported that there is a total of four million records on the CTAlert platform. Mr. Willett reported that there are approximately 3,300 licensed daycare facilities on the platform. Mr. Willett reported that for 2019, there have been an additional 9,000 residents loaded into the platform. There is a total of 463 registered/certified dispatchers in the state and a total of 1800 certified users in the state. There were 108 notifications sent from CTAlert in 2019 and those notifications contacted over 1.5 million citizens.

There was a discussion. John Elsesser suggested that it may be necessary to develop a white paper which would include best management practices regarding alert communication between agencies and how that would fit into emergency operation plans.

PSAP Updates

Bill Youell reported that the town of Plymouth will be consolidating with Litchfield County Dispatch (LCD) this spring.

Mr. Youell also reported that DSET has spoken with several PSAPs that are using RapidSOS for supplemental location data and are highly satisfied with the service. RapidSOS does not integrate with the state 9-1-1 system at this point and no official recommendation is being made but DSET has a responsibility to share any information regarding a service or a vendor that would be beneficial to the public safety community. In January there will an informational document sent out with a description of the service, its benefits and contact information to individual PSAPs for their consideration. Mr. Youell stated that as other vendors develop similar services that benefit public safety, DSET will share that information with the PSAPs as well.

Bill Youell reported that DSET continues to work with AT&T/West to determine what their position is regarding enhanced location services and potential integration capability with the state system. Pete Fontneau, AT&T, had no updates.

Mr. Youell reported that the Eversource portal has been deployed. This is a new portal for PSAPs to report Eversource electrical outages. Dispatchers no longer have to call in and report problems and be placed on hold while waiting to report the trouble. LCD used Eversource's portal during the ice storm this past Monday with much success.

John Masciadrelli reported that Adesta, a G4S Company has been contracted to replace all the PSDN Phase I uninterruptible power supply (UPS). These UPSs have reached the manufacturer's recommended replacement age. The new model of UPS is better suited to handle power fluctuations and distortion. PSAPs can anticipate receiving a letter from DSET with information regarding an installation date by the end of the month.

Division of Emergency Management and Homeland Security

Director Bill Hackett reported that the DEMHS Advisory Council meeting will be held on January 9th. The Division is in the process of national re-accreditation scheduled to be completed in February. Director Hackett reported that DEMHS is currently completing the delivery of nine separate table-top training sessions statewide, in partnership with Eversource, that provide a scenario for an operational grid security exercise to respond to and recover from simulated, coordinated cyber and physical security threats, while strengthening crisis

communications relationships. It is anticipated that over 500 participants and 120 municipalities will be receiving this training.

Director Hackett reported that during the year, DEMHS will be participating in a National Level Exercise in May. In June, DEMHS will have a federally evaluated Radiological Emergency Preparedness exercise and in the fall DEMHS is partnering with the National Guard for the annual statewide exercise.

FirstNet

Director Bill Hackett reported that significant implementation progress has been made in accordance with the schedule indicated in the State Plan. First Net will continue monthly broadband meetings throughout the year.

Department of Public Health

Raffaella Coler reported that the Office of Emergency Medical Services (OEMS) is reviewing their vendor contract for EMS data. Currently Digital Innovation handles the data for EMS and Trauma and OEMS is considering the possibility of having two vendors, one for EMS data and one for Trauma data. Ms. Coler reported that in October, OEMS was awarded a grant by the Department of Justice in collaboration with HIDTA, High Intensity Drug Trafficking Area, to expand the use of the of the ODMAP which is the Overdose Detection Mapping Application Program. This allows the EMS personnel, when at the scene of a suspected opioid overdose, to call it into the Poison Control Center, which then enters it into a map and OEMS is notified within 24 hours. HIDTA alerts OEMS, the local health department, local law enforcement and any other agency that are involved in response to the location, which then results in near real time data to make response decisions. Ms. Coler reported on the concern of appropriate use of lights and sirens by the EMD centers. Hot vs. cold (hot being use of lights and sirens, cold is no use of lights and sirens) and the potential harm that it can cause to providers, patient and bystanders. The Connecticut Emergency Medical Services Advisory Board (CEMSAB) has put a position statement together and will be submitting it to the Commissioner.

New Business

No new business.

Public Comment

George Pohorilak stated that the backup training center is a wonderful idea and suggested that DSET make sure the center is large enough.

Bill Youell stated that the facility under consideration is large enough to support twelve 9-1-1 positions on one side of the room with the training center located on the other side of the facility.

Adjournment

Tammy Wright made the motion to adjourn the meeting. Raffaella Coler seconded the motion. The meeting was adjourned at 9:51 a.m.

John Elsesser, Chairman

Date