

Approved Minutes  
Enhanced 9-1-1 Commission Meeting  
April 4, 2025  
Department of Emergency Services and Public Protection  
1111 Country Club Road  
Middletown, Connecticut

Commission Members

John Elsesser  
Bob Grauer  
Jeff Morrissette  
William Turner  
Robert Guthrie  
Francis Gregory  
Matthew McNally, IV  
John Benedetto  
Raffaello Calciano  
Fred Dudek  
Mark Raimo  
Thomas Gorman

Representing

Council of Small Towns  
Manager 911 PSAPs  
State Fire Administrator  
DESPP/DEMHS  
Volunteer Fire Service  
Dept. of Children and Families  
Municipal Police Chiefs  
Wireless Service  
DPH/OEMS  
Municipal Fire Chiefs  
Conference of Municipalities  
CT State Police

Division of Statewide Emergency Telecommunications (DSET/CTS/DEMHS) DESPP

Clayton Northgraves  
Carey Thompson  
John Masciadrelli  
Chuck Fuller  
Chauntenay Young  
Peter Lucco  
Bill Youell  
Peter Mahon  
Jacob Gionfriddo  
Steve Schindler

Scott Wright  
Stan Dombrowski  
Mark Gorka  
Dan Czaja  
Rosa LaChance  
Bonnie Guarnieri  
Troy Clark  
Anne Finn  
Nick Carlone

Others in Attendance

Kevin McManus  
Rick Daren  
Dan Soule  
Melissa Nezzaro  
Tim Deranek  
Ron Sundman  
Carl Zimmerman  
Christopher McGeary  
Alfred Herrera  
Matthew Blanchett  
Steven Tyc  
Jonathan Hartenbaum  
Steve Verbil

Everbridge  
Valley Shore Emergency  
Litchfield County Dispatch  
Emergency Communications Coordinator  
AT&T  
Stonington  
OPM/GIO  
Intrada  
OPM/GIO  
AT&T  
Valley Shore Emergency  
DEMHS  
Federal Engineering

Donald Nagle  
Kristin Vargas  
Jason Scanlon

Federal Engineering  
Willimantic Dispatch  
Norwalk

**Call to Order:**

John Elsesser, Chair, called the meeting to order at 9:00 a.m.

**Approval of the Minutes**

Ralf Calciano made a motion to approve the minutes of the January 3, 2025, meeting. Matt McNally seconded the motion. Mark Raimo abstained from voting. The minutes were approved.

**Public Comment**

No public comment.

John Elsesser introduced Mark Raimo, Town Manager, Watertown, as the Conference of Municipalities representative for the E9-1-1 Commission.

**DSET Project Update**

Stan Dombrowski reported that the Intrado VIPER 7 is the next-generation 911 PSAP call handling system, offering expanded NG911 capabilities with features like agent roaming, AI-Enhanced Transcripts and Translations, On Screen Call Answering, Enhanced Mapping, and PSAP Initiated Multimedia sessions. Text message transcription and translation will be part of the initial rollout to all PSAPs. Voice transcription and translation are currently not available for release. Leadership is interested in pursuing this feature when available for use but after the initial deployment. The VIPER 7 upgrade is in the planning and pre-scheduling stage. The entire project will be stood up in parallel with the existing VIPER 5.1 deployment and on its own IP network infrastructure. The upgrade must be deployed in parallel with the PSDN replacement project to maintain efficiency and meet requirements.

In collaboration with the Agency Data Scientist, DSET did an evaluation on the inclusion and use of AI within the Viper 7 call handling application. Currently, Text and Voice to Text Transcription and Translation services leverage Azure AI capabilities. No data is stored in the cloud. The information provided to the AI-based solution is meant to help the call taker with their workflows. The AI-based solution does not make any decisions. It only provides additional info to the call taker.

Mr. Dombrowski reported that DSET has learned that the VIPER 7 upgrade has a feature called Call Gate that can fence off and reroute 911 and admin calls to an IVR. The call gate feature allows PSAPs to manually route calls through a phone tree during high call volumes including TDoS attacks. This feature can be turned on and off as needed.

There is no update regarding implementing a SIP solution for admin phone lines.

The VIPER 7 network infrastructure will utilize the same (Cybersecurity and Infrastructure Security Agency) or CISA port scans and vulnerability checks that we use today. DSET continues to monitor alerts and any indication of vulnerability.

Mr. Dombrowski reported that during the last commission meeting the subject of public awareness and communication regarding 911 impairments was discussed. Since then, PSAP 10-digit numbers have been verified for use at each PSAP. A comprehensive list by town of non-emergency PSAP numbers will be put on a high-volume website that will be published for use during a service interruption in cases when it has been determined that the ability to reach 911 from individual carriers and/or when the ability to route 911 calls within the 911 network is not working. Also, DSET intends to investigate alternative notification outlets like the News Media as well.

DSET continues to monitor Carrier Notifications of Impairment. The challenge is to effectively interpret the information provided by the carriers regarding these events. Wording like potentially affected Counties and Cities and language like outages in originating access networks will not always impact the availability of wireless service or access to 911 dialing. These make it especially challenging to provide effective notifications but not overload the PSAP with warnings. The point is most of the impairment messages are from the carriers and pertain to that carrier's wireless service rather than indicating a known condition impacting the call or text to the 911 network itself. As always, please contact the NCC with any service impacting issues and as the first line of defense.

Mr. Dombrowski followed up on an after-action item meeting questioning if the commission members can be updated after an event to be better able to respond to groups that ask them questions? The answer is yes, the commission members have been added to the Everbridge distribution list to receive the same messages that PSAPs receive during an outage and at the same time.

The second after action item question was regarding who makes the decision to notify of 911 impairment? The answer is DSET continues to prepare internally for network outages and notifications. The process is to convene a technical and stakeholder call to determine the nature and severity of the event. This structure remains in effect for the duration of any 911 service affecting condition. Once determined 911 calls are not working, DSET must construct a message for release to everyone's phone adhering to a known character limitation that makes the most effective use of the wording within the space allowed. The NCC is the distribution conduit for all PSAP notifications during normal and abnormal events and outages.

Mr. Dombrowski informed the commissioners and other participants that the planned presentation by Kim Paxton and Chris Mcgeary from Intrado about the VIPER 7 call handling features and functions will be postponed due to a last-minute unforeseen circumstance.

#### **Land Mobile Radio**

Scott Wright reported the during the last quarter on the radio side there were approximately 25 and a half million push-to-talks and about 149,000,000 seconds of airtime. On average, we handle about 196 push to talks per minute and we stay pretty average with in pretty steady with an average PTT length of about 6.1 seconds. On the trunk side, there were approximately nine and a half million push-to-talks. There is more activity on the trunk network as more and more folks come over to the trunk side with about 46,000,000 seconds of airtime on the trunk side with 960 active talk groups for the last quarter. LMR added 566 radios and changed 1412 aliases. It is anticipated that this number will change dramatically in the next quarter with some significant additions coming online with some partners.

The expansion activity under the DOT integration project has been completed. Four of the sub-systems migrated to the new virtual prime platform. Expanded capacity to 12 RF channels.

The standalone site at the Hartford Operations Center has been completed and is online.

LMR continues to track significant issues with the purchased radios and continue to work with the vendor toward successful conclusion.

The construction work at a DOC facility has been completed.

Continued integration activity with DMHAS consoles, Yale University 5 site simulcast, City of New London consoles, Town of Windsor consoles, WW integration of CSSI, Suffolk /county, Ny integration of ISSI.

LMR continues to work with the manufacturers to test firmware, software and devices. An issue was discovered and reported with one manufacturers devices which, until resolved, will result in that manufacturer unable to place equipment on the system. Continue to work with Motorola on the "N" series devices. Adopted firmware and software revision from two manufacturers. Actively testing the firmware from another manufacturer.

LMR continues to await information from Motorola Solutions regarding the potential fiscal impact of this planning.

The engineering group is very involved in the industry on a national level. During the past quarter, engineers have attended: TIA/P25/User Needs Working Group meeting, IWCE – with eight presentations.

CTS Engineers continue to avail themselves of continuing education available from several of the manufacturers and are encouraged to study for the Emergency Number Professional certification, various FCC licenses, and industry certifications.

The Division provides frequency coordination services to public safety agencies in the State. This activity includes consultations by agencies looking for frequency assignments, applying engineering principles to requests received by one of the certified frequency coordinators, and evaluating requests from other certified frequency coordinators, and evaluating requests from adjacent states. The Division also plays a lead role in the Regional Planning Committee process for both 700 and 800 Mhz frequency assignments.

The Division continues to place an emphasis on cybersecurity. They are working with the Department of Homeland Security on an assessment of both physical and cybersecurity. A reminder that cybersecurity starts with our staff and being aware of potential threats.

LMR has received and are testing new deployable NG911 positions for Viper 3 and are awaiting Viper 2. Anticipating the recording solution being implemented by the end of April. The availability of the deployable NG911 positions is proving to be advantageous for our PSAP partners.

CLMRN Engineering staff continues to support field deployments for all Connecticut municipalities

### **Network Control Center**

Julie Gatzon, Adesta, reported that DSET & the NCC are working on options to reduce redundant and excess notifications to the PSAPs & CLMRN partners by utilizing a possible dashboard or portal that can be accessed securely to verify planned & unplanned outages. More information will be provided once a solution and a roll out ETA have been determined. The NCC will be assisting DSET with notifications regarding the PSDN refresh.

The NCC staff will continue to do field training including visits to PSAPs to help aid in understanding the systems in use at different PSAPs.

Ms. Gatzon gave a presentation of the number of tickets from each PSAP and noted that DSET had a total of 68 for the first quarter of 2025.

The green tickets refer to NG911 maintenance, which are those times when the NCC is calling PSAPs notifying that there's going to be a tech on site and going to go out and do some cleanup work or equipment refreshes at the locations. The orange relates to the application issues, anything that where somebody's reporting an issue with the VIPER applications themselves. The grey is carrier related issues which does not really have to do with the 911 system itself, but the NCC is taking tickets for that and tracking it.

A "carrier" is a company providing voice and/or data connectivity allowing their subscribers to make calls, send texts and access the internet. Common carriers in CT: Frontier, Verizon, T-Mobile, AT&T Wireless, Sprint, Comcast and more. DSET considers carrier outages to be outages that occur outside of the NG911 system itself. When carriers experience outages within their networks, it may impact their ability to process/route certain types of traffic (voice and/or data) to process/route traffic for specific location(s). If they are not able to process or route regular calls/texts, then at times, they will not be able to send 911 related calls/text to the NG911 system to process either. This does not mean that the NG911 system has failed, but rather the carrier is unable to get their calls to the NG911 system. If at any time, there is a question of whether an issue is with the NG911 system, DSET's NCC will open a case with the AT&T 911 Resolution Center to have the NG911 system functionality verified.

DSET continues to work with the major carriers to help improve carrier outage notifications.

Main DSET Help Desk 24/7x365 Phone: 860-685-8525, Alternate DSET Help Desk 24/7x365 Phone: 860-685-8008 [DESPP.NCC@ct.gov](mailto:DESPP.NCC@ct.gov)

### **Legislation**

No new legislation.

### **PSAP Grants**

Chauntenay Young reported that during the third quarter of the 24/25 fiscal year four regional emergency communication centers were approved for a total of ten individual capital expense grants and were awarded a total of \$889,047. These funding supports emergency telecommunications through the purchase of replacement of CAD RMS software, radio

encryption, antenna replacement, paging system upgrades, door and camera upgrades, and technology infrastructure upgrades. The 24/25 cycle began on July 1<sup>st</sup> and applications continue to be accepted through April 30th of 2025.

### **PSAP Training**

Mark Gorka reported that previously DSET was expected to offer training for PSAP administrators in the spring on creating a Continuity of Operations Plan (COOP). DSET is currently working with partners in the Division of Emergency Management and Homeland Security to develop the curriculum. However, the training manager is retiring and this project will have to wait until his replacement before we finalize plans.

DSET is working with the Cybersecurity and Infrastructure Security Agency (CISA) to conduct Cybersecurity assessments of some PSAPs in the state. The assessment will look at overall physical security as well as potential cyber threats. CISA will round off the experience with a table top exercise focused on a cyber incident that disrupts operations. PSAPs will be able to use each scenario to test the efficacy of their current plans (e.g., cyber incident response plan, business continuity plan, continuity of operations plan, etc.). CISA will then offer tips and best practices after each situation. Details will be coming soon.

Mr. Gorka thanked the PSAPs that responded to the survey on the 9-8-8 National Suicide Prevention Lifeline. DSET asked for centers to report on the number of calls received over a three month period, that involved mental health issues, thoughts of suicide, and drug or alcohol related issues. Results were shared with partners at the Department of Mental Health and Addictive Services (DMHAS).

### **Telecommunicator Certification Training**

Peter Lucco reported that DSET has held two classes so far this year with a total of 35 students. It is anticipated that there will be at least seven additional classes in 2025 and they will be held in person at the CSECC.

### **Public Safety Data Network**

John Masciadrelli reported that the PSDN Governance Board approved the following seven applications during the February meeting: Willimantic Switchboard requested a circuit on the PSDN to support an Avtec radio dispatch console. The circuit will connect Willimantic Switchboard to the Connecticut Land Mobile Radio Network's P25 Core.

DSET-CTS requested access to the PSDN to transport NG-911 laptop call recordings and call data records (CDR). Southwest Regional Communications Center requested an amendment to their original application to include Easton PD to the list of sites they provide radio operations and console extension from Bridgeport Connecticut Dispatch Center for Ambulance Radio Communications and Dispatch. Easton Police Department requested a point-to-point circuit between Helen Keller Middle School and the Easton PD. The circuit will be used to provide the police department with access to security camera feeds.

DSET-CTS requested access to the PSDN to support Juniper Networks' Paragon software suite. The software suite will be used to configure and monitor the Juniper equipment on the CTS land mobile radio network. DSET-CTS requested access to the PSDN to support Juniper Networks'

Paragon software suite. Town of Glastonbury requested access to the PSDN to support public safety two-way radio communications for police, fire and EMS.

The next PSDN Governance Board Meeting is scheduled for April 16, 2025.

The following two requests will be voted on by the PSDN Governance Board:  
New Milford PD is requesting a circuit on the PSDN for IP radio traffic serving the town of New Milford public safety radio system. Quinebaug Valley Emergency Communications is requesting access to the PSDN to include two additional sites on QVEC's regional simulcast paging radio system. The circuits will support public safety radio backhaul services between radio towers.

To-date there have been 232 PSDN requests submitted to the PSDN Governance Board and are in the pre-approval stage or have been approved and are operating on the PSDN. 215 of those requests have been raised, reviewed and/or voted on by the board. All 215 requests have been approved to operate on the PSDN. Currently, there are 198 requests operating on the PSDN. There are 17 additional requests awaiting an implementation date or are in the process of being implemented. The remaining requests are in various stages of the connection process.

#### **Geographic Information Systems**

Dan Czaja reported that GIS continues to update data which includes the addition of new streets and addresses. The ALI geocoding results are stable at 99.46% and the ALI geocoding results, including address points & street centerline, is at 99.53%.

GIS continues to provide call volume maps which are available on the DSET website. Mr. Czaja reported that there has been a significant decline in the number of wireline calls being received.

Continues to provide updates and research support for the Master Street Address Guide (MSAG) and since 2010, DSET has helped verify approximately 4,564 MSAG update requests.

Continues to assist other agency divisions with GIS/mapping support. Examples includes State Police District and Resident State Trooper mapping, a customized version of the 9-1-1 street centerline GIS dataset for the Connecticut State Police (CSP) Computer Aided Dispatch system and analysis and mapping assistance for the CSP Crimes Analysis unit.

DSET/GIS continues to work with Everbridge, to support the GIS portion of CT Alert system, including the maintenance of the mapped ALI database on a monthly basis and their new Resident Connection dataset.

As of February 2025, the statewide Orthoimagery has been deployed to all of the 911 work stations.

#### **Office of Policy & Management**

Dan Czaja reported that GIS is partnering with OPM and will be conducting a survey gathering all the street naming and addressing with municipalities and tribal nations in Connecticut to update street names for all the towns. Part of the strategic plan for OPM's geospatial efforts is to collect more Emergency Management and resiliency data which is primarily for flood event

mitigation. OPM wants to ensure that the state has the most accurate information in the event of an emergency.

### **Emergency Notification System**

Kevin McManus reported that at the end of the first quarter 2025 there are over 1700 users on the entire system, 400 of them are CTAlert message centers. During the first three months there were 2.6 million text messages, 420,000 voice calls and 676,000 emails. Everbridge continues to build the CT alert database, which has a total of 4.9 million contacts. Results of the last survey showed that is about 88% coverage.

There were 17 CT Public alert messages sent out which includes 3 missing persons, pre shelter in place due to law enforcement and 11 weather related warning messages. During the first quarter there were zero wireless emergency alerts by Connecticut or the National Weather Service, however, the Coast Guard Academy is in the process of testing public alerting over water known as Aqua Alerts, and they were processing them in January.

Everbridge continues to support all state and municipal instances. Several state agencies that are coming on board under DAS, and realizing notifications of their staff, employees and contractors in emergency, whether they're in building or working remote is essential. Everbridge is working on the expansion of the DSET/NCC notification platform in portal and currently working on a solution for that.

Everbridge participated in several after action reports (whether Everbridge was involved or not) to help provide continuity, provide a solution and basically make sure that it's a tool that's in front of everybody when they need it.

Everbridge presented this week at the Connecticut Emergency Management Symposium awareness for command level staff and there were approximately 65 to 70 attendees.

Everbridge will be participating in a series of planned events and large gatherings this summer and working closely with Emergency Management and Homeland Security to get authorization for certain types of learning on those events.

We continue to update the resident connection on a monthly basis, Reverse 911 data, and looking at the other modules for DSET to help manage the incidents that require escalated notifications. Rolling out a new public safety app by the end of this summer, which is already on the market for corporate, but holding off on the public safety version until the summer to make sure that transition is possible. Everbridge has completed the first phase of the Cybersecurity on the Connecticut platform, which is the increased complex passwords, the technology and a more frequent refresh for changing your password. We will be sending out lists to PSAP directors of people who are expired, so when they have an emergency and they go to log in, they're not going for the entire reset process. It is anticipated that training will be launched by the end of this month, we're just looking for locations, making sure that in person training for CTAlert is available to anybody who needs it.

Mr. McManus reported that the AT&T e-mail messaging gateway is going to be discontinued in the middle of June which means anybody that uses the phone number and are not a premium subscriber to business services, those services will not be available going forward.

Mr. McManus can be reached at [kevin.mcmanus@everbridge.com](mailto:kevin.mcmanus@everbridge.com) or telephone #781-859-4070

### **PSDN Refresh**

Chuck Fuller provided an update on the status of the PSDN Refresh. Juniper Networks provided new software for the project's equipment. The new software features were tested and determined to have a 95% success rate. We are currently working with Juniper and BITS to modify the software to come into complete compliance with our requirements. This is not a major problem and should be resolved soon. DSET plans on allowing the software to operate on the equipment for several weeks before loading onto the equipment in the seven PSDN pilot sites.

#### **PSAP Updates**

Chuck Fuller reported that Wilton PD is building a new facility and looking to move into the building the third quarter of this year. Windsor Locks PD is anticipating moving during the summer. A couple of years ago New Canaan was temporarily relocated and soon DSET will be coordinating with them for the move back. Also, Branford PD is renovating their dispatch center.

#### **Division of Emergency Management and Homeland Security**

William Turner reported that Deputy Commissioner Brenda Bergeron's Administrative Assistant, Louise Zakrzewski, has retired. John Field, Region 5 Coordinator, has retired, and Bill Turley, Training and Exercise Manager, retired, and Mike Paradise has been promoted into that position.

The CCM Emergency Management Symposium was held on Tuesday and 400 people were in attendance, it was a very successful day.

DEMHS is working to finalize a contract with a vendor to conduct the formal after-action review for the fire incidents, including the Hawthorne Fire.

We are currently working on the plan for the emergency planning and preparedness initiative, the statewide exercise under the Governor's office, this will be held sometime in late summer or early fall. We are planning on getting that notification out as soon as possible. That is an annual requirement and deliverable for EMPG funding.

We are working on an upcoming accreditation for the Emergency Management program, which includes a lot of updating of plans and procedures. Currently in the process of updating the state's response framework, the COOP plans and pretty much all of the documentation. We are performing a refresh and getting ready for that on site assessment in early May.

FEMA Region One has a new administrator, Fred Doucette who is a former legislator from New Hampshire, and they have appointed a new FEMA regional administrator in that office.

#### **FirstNet**

Jonathan Hartenbaum stated that there is nothing new to report.

#### **Department of Public Health/OEMS**

Ralf Calciano reported that she attended the conference at Camp Net and Everbridge's Presentation, she said they were both very well done.

DPH/OEMS just announced the kickoff of the mobile integrated healthcare program which is patient centered healthcare models that provide care or preventative services in patient's homes

or in a mobile environment. The purpose is to reduce the number of unnecessary or preventable emergency department visits and hospitalizations. This will reduce costs to the healthcare system's overall, improve patient access to care and enhance healthy outcomes. Ralf stated she is currently working on the 2024 data report and it should be ready in a couple of months, it will be sent out to everyone when it's done. She is also working on the forward movement of patients and the EMS plan for the State of Connecticut.

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Dana Begin was unable to attend and sent a report to the commission members.

#### **New Business**

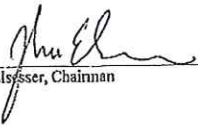
No new business.

#### **Public Comment**

Jeff Morrissette announced that the annual Fire and Emergency College Fair will be held on Saturday, April 12<sup>th</sup> from 9:00 a.m. – 3:00 p.m., at the Connecticut Fire Academy.

#### **Adjournment**

Ralf Calciano made the motion to adjourn the meeting. Fred Dudek seconded the motion. The meeting was adjourned at 10:16 a.m.

  
John Elfsesser, Chairman

7/23/25  
Date