

Unapproved Minutes  
Enhanced 9-1-1 Commission Meeting  
July 11, 2025  
Department of Emergency Services and Public Protection  
1111 Country Club Road  
Middletown, Connecticut

Commission Members

John Elsesser  
Jeff Morrisette  
Bob Grauer  
William Turner  
Robert Guthrie  
Francis Gregory  
Raffaello Calciano  
Fred Dudek  
Dana Begin  
Mark Raimo  
Michele Etzel

Representing

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

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

Clayton Northgraves  
Stan Dombrowski  
Chuck Fuller  
Julie Gatzen  
Chauntenay Young  
Bill Youell  
Jacob Gionfriddo

Carey Thompson  
John Masciadrelli  
Mark Gorka  
Dan Czaja  
Rosa LaChance  
Bonnie Guarnieri  
Anne Finn

Others in Attendance

Kevin McManus  
Dan Soule  
Tim Deranek  
Matt Blanchett  
Scott Smith  
Sal Logiudice  
Carl Zimmerman  
Christopher McGearry  
Alfred Herrera  
David Cascio  
Steven Tyc  
Jonathan Hartenbaum  
Steve Verbil  
Ashley Zane

Everbridge  
Litchfield County Dispatch  
AT&T  
AT&T  
AT&T  
AT&T  
OPM/GIO  
Intrada  
OPM/GIO  
Motorola  
Valley Shore Emergency  
DEMHS  
Federal Engineering  
DESPP Government Relations

**Call to Order:**

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

### **Approval of the Minutes**

Fred Dudek made a motion to approve the minutes of the April 4, 2025, meeting. Ralf Calciano seconded the motion. The minutes were approved.

### **Public Comment**

No public comment.

### **DSET Project Update**

Stan Dombrowski reported 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.

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, PSAP Initiated Multimedia sessions and call gate. Text message transcription and translation will be part of the initial rollout to all PSAPs. Language barriers significantly delay emergency responses, jeopardizing lives. PSAPs do not have translators on staff and contacting a translation service is time-consuming. The solution is to provide the capability to detect the language of a caller and, if different than the PSAP's defined language, then proceed with a translated text transcription. The benefits are 24x7 availability that should ensure faster response times and potentially save lives when seconds count and improve accessibility for diverse communities. Voice transcription and translation is currently not available for release. Leadership is interested in pursuing this feature when available for use.

The VIPER 7 upgrade remains in the planning and pre-scheduling stage. The upgrade must be deployed in parallel with the PSDN replacement project to maintain efficiency and meet requirements. The first production Viper7 PSAP is scheduled for the August 2025 period.

DSET has submitted to Intrado the SoCT GIS files for inclusion into the base mapping of Spatial Command and Control (SCC). As you become familiar with what SCC offers, please provide any feedback regarding the look and feel of this exciting new application. It is my understanding that DSET will be hosting live recorded demonstrations for the PSAPS to see all the features that you will be receiving. All are welcome to attend.

The NCC is the distribution conduit for all PSAP notifications during normal and abnormal events and outages. The NCC is also the only reporting agency for 911 issues. No 911 trouble reports or requests for service should go anywhere else.

The in-person presentation by Kim Paxton and Chris Mcgeary from Intrado regarding the VIPER 7 call handling features is rescheduled for the next 911 commission meeting in October at CSECC. This will be a chance to listen and learn about the new call handling platform from people that created it.

## **Land Mobile Radio**

Clayton Northgraves reported that Scott Wright was unable to attend the meeting and a report was submitted to the commission members.

## **Network Control Center**

Julie Gatzen, Adesta, reported that DSET & 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

NCC has begun sending notifications on behalf of DSET regarding the PSDN Network Refresh and Viper 7 Upgrade work. NCC staff continues to do field training including visits to PSAPs to help aid in understanding of the systems in use at different PSAPs.

Ms. Gatzen stated that if there is ever a need for a PSAP to reach out to the NCC regarding matters that could impact the 911 system or radio system such as renovations or updates, please feel free to do so. The NCC will create a ticket so that it can be evaluated and the NCC will do everything possible to provide support for example having AT&T on site to better equip them for reroutes if needed.

Ms. Gatzen reported that DSET had 103 tickets which are mostly related to carrier outages. Of the 275 total number of tickets submitted, 88 were related to carriers and 39 were related to maintenance.

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 in the fourth quarter of the 24-25 State fiscal year, two regional ECCs were approved for a total of three Capital Expense Grants in the amount of \$130,183.10. The funding supports emergency telecommunications through the purchase of portable radios and upgrades to network infrastructure as well as a new radio system. Thirteen grants have been awarded in this fiscal year for a total of \$1,019,230.34. The 2025-26 cycle began July 1<sup>st</sup> and applications will be accepted through April 30th of 2026. An updated capital expense grant application is now available on the DSET website. DSET has updated capital expense available funding amounts; please contact Chauntenay Young at [Chauntenay.Young@ct.gov](mailto:Chauntenay.Young@ct.gov) for specific amounts.

## **PSAP Training**

Mark Gorka reported that in the last SFY DSET offered supplemental telecommunicator training at the training center in Meriden. Topics included Crisis Intervention, Difficult Callers, and Domestic Violence Calls. The training room reached maximum capacity at the CSECC for each session and feedback from the attendees was very positive. For the 2026 SFY DSET will be hosting at least two more sessions. A survey was recently sent to all PSAPs with a list of potential training topics and received responses from 43 different centers. The survey will be

closing soon, but the most popular classes so far are on De-escalation Training and Handling Critical Incidents.

On May 13<sup>th</sup> the Cybersecurity and Infrastructure Security Agency (CISA) conducted a table-top exercise focused on cyber incidents that disrupt PSAP operations. Attendees were 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 fostered a discussion and offered tips for best practices after each situation. This is an extremely relevant and important topic for our 911 centers, nearly 70 people attended the event and feedback was very positive.

Based on feedback received in a 2024 survey of PSAP administrators, it has been learned that nearly 1/3 of centers do not have a Continuity of Operations Plan (COOP). And only 1/3 of those with a COOP have updated it in the last year. Given that, there is a clear need to provide COOP training that helps centers create a plan and update existing plans. As reported in the last meeting, DSET plans to host COOP training was on hold as we waited for a new Training Manager to be hired by DEMHS. In an effort to keep the ball rolling and after the great success of the CISA Cybersecurity Tabletop Exercise, DSET will be teaming up with CISA again to offer COOP training for PSAP administrators on Tuesday, September 9<sup>th</sup>. Training will be held at headquarters and an email will be sent out soon for centers to register.

DSET has been focused this year on developing ways to improve public engagement, updating E-911 Commission members, and how to serve Connecticut's Public Safety Answering Points (PSAPs) and municipalities. Chauntenay Young and Mark Gorka have been updating the layout of the DSET website as well as the content it offers. Educational content is being added, promoting awareness of important topics, and making the website more accessible so that everyone can obtain the information they need.

DSET is planning to launch social media in the early Fall on at least two platforms. Posts will include useful information for telecommunicators, PSAP administrators, the general public, municipalities, and Connecticut Land Mobile Radio Network (CLMRN) partners. When PSAPs are hiring, DSET can help spread the word by sharing the job posting. DSET staff can pass along vital public safety reminders such as the recent PSA issued by the National Highway Traffic Safety Administration (NHTSA) on the dangers of leaving children alone in parked, hot cars. Unfortunately, over four days in June, four children died in hot cars nationwide. Social media posts will help spread the word, and in this case, the target audience heavily relies on social media as a source of valuable information. Discussions on who will benefit from these posts as well as what content should be shared is currently underway. If anyone has suggestions, please reach out to Chauntenay Young or Mark Gorka.

As part of the DSET public outreach effort, staff members will be attending a variety of public events. Coloring books that help teach young children how and when to call 9-1-1 in an emergency have been ordered. Additional promotional materials will be passed out that offer safety tips or serve as reminders to be focused on public safety. For example, keychain flashlights with the inscription, "9-1-1: call if you can, text if you can't" have been ordered.

Last year the DSET team collaborated to develop a fresh, new logo that represents the work of the division. These promotional items will include the new logo on them.

It has a professional look with the gold and navy blue accents. There are four main icons within the logo that represent what DSET intends to do. There is a blue figure in the shape of our state with “911” as it’s label. The logo of the Connecticut Telecommunications System (CTS) Unit is on the lower half. The bold letters C-T-S surround a telecommunications tower transmitting and receiving signals.

These images represent the core of what DSET does as the division of statewide emergency telecommunications: The division supports the state’s 911 system and also the state’s land mobile radio network. There is an audio wave that separates the two icons, which relates to how important “Communication” is. Without communication, telecommunicators wouldn’t be able to help people in their time of need. They wouldn’t be able to dispatch police, fire, or EMS to a scene. Responders to the scene wouldn’t be able to talk to each other and coordinate the help that is so urgently needed. The center of the logo is encircled by a red ring with blue dots. This represents the importance of “Connection”. The PSAPs are connected by the ESInet and the Public Safety Data Network (PSDN). The Connecticut State Police use the CLMRN for staying connected as well as the municipalities and PSAPs for communicating with first responders. The radio network is made up of a series of over 70 telecommunications towers across the state that are connected through radio signals, microwave signals, and fiber optics cables.

### **Telecommunicator Certification Training**

Carey Thompson reported that classes continue to be held in person at the CSECC. Four classes have been held so far this year, and an additional four will be held during this year. The next class is scheduled for August. There have been 66 telecommunicators trained so far during 2025.

### **Public Safety Data Network**

John Masciadrelli reported that the PSDN Governance Board reviewed the following three applications during the June meeting: All three are considered core services on the PSDN and no vote is required.

The first application - the town of Clinton requested a point-to-point circuit between Clinton PD and the Madison PD. The circuit is used to extend P25 radio operations.

The second application - Tolland County Mutual Aid is requesting a PSDN circuit from their PSAP to the Durham Town Hall for the purposes of sharing the Tolland County Mutual Aid Tyler Technologies, New World Public Safety Enterprise Computer Aided Dispatch (CAD) Platform with Valley Shore Emergency Communications, Inc (VSECI). This circuit will be used to support the Durham Fair and back-up/training opportunities that may exist between TCMA and VSECI. Application “B” Tolland County Mutual Aid is requesting PSDN circuits from their PSAP to the Union Fire House and Birch Mountain Tower Site for the purpose of supporting a P25 Simulcast Radio System

The last application was submitted by the City of Danbury requesting access to the PSDN to support a circuit from the Danbury PD to the CTS Wilton Tower site to support P25 compliant radio traffic.

To-date there have been 236 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. 219 of those

requests have been raised, reviewed and/or voted on by the board. All 219 requests have been approved to operate on the PSDN. Currently, there are 210 requests operating on the PSDN. There are 19 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. The next PSDN Governance Board meeting is tentatively scheduled for August 20<sup>th</sup>.

### **Geographic Information Systems**

Dan Czaja reported that GIS continues to update data as shown on the GIS report. He continues to update streets, update address ranges, update the location of roads, and continues to add address points to the system and recently did a significant update in Southbury.

DSET/GIS continues to improve the geocoding mapping results for the 911 system. This past couple of months DSET/GIS upgraded to the latest mapping software that the state uses, and the geocoding system that they use changed so there was a difference in results.

Dan continues to update the Master Street Address Guide in the 911 system which is up to about 4700 updates since 2010. Dan continues to support GIS mapping at DESPP for the state police CAD system and along with other projects, GIS does mapping for the Crimes Analysis Unit Homicide division which gets updated every year. GIS continues to support CTAlert and the imagery is still available for 2023 on CT ECO website which is part of UConn. It is anticipated that work will begin on the 2026 flight and it is expected that another set of data will be available in 2026 which will present changes between 2023 and the 2026 data.

Mr. Czaja reported that GIS assisted with the Franklin and North Stonington moves to Quinebaug Valley ECC. This has included updating the GIS based spatial routing data, which covers approximately 80% of 9-1-1 calls in Connecticut, along with working with Intrado and the telephone carriers to update legacy tabular 9-1-1 data to insure that non-spatially routed 9-1-1 calls route correctly too. Mr. Czaja mentioned that legacy systems take a little longer to get that up to date but should be done this month. Mr. Czaja also mentioned that the PSAP map on the GIS report and website have not been updated yet but will be done soon.

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

Carl Zimmerman reported that OPS/GIS has received the pilot delivery of impervious cover data, which is for sidewalks, driveways, roads, buildings for the entire state. When this service is available everyone will be able to see where the hard services are which may be very useful for emergency vehicles to look for access points to sites and other purposes for planning. There is now an elevation service for the entire state that's available through CT Eco. There will have a service that will show all the contours of the state and that will be available be placed in GIS so you can visualize the structure of external locations like hillsides and valleys for planning purposes. An Emergency Management GIS data workgroup was started this past week with participation from Bill Turner and Michael Mascari and others from DEEP, OPS and with the intention of trying to make sure that the various agencies have an understanding what needs to be done to have GIS data available for emergencies in the future.

### **Emergency Notification System**

Kevin McManus reported that there are currently 5.75 million contacts in the Connecticut System, 4.8 million are contacts in the public facing CTAlert system.

CTAlert has issued 25 notifications to over ½ a million contacts year to date. Incident types include Missing Elders and Children, Weather Incidents, Forest & Brush Fires, and Police Activity. CT Everbridge systemwide, there are 1,698 users, 415 are trained in CTAlert.

Mr. McManus provides a minimum weekly connectivity check between Everbridge and the FEMA IPAWS system, and conducts a FEMA required monthly simulated closed network message. Everbridge has maintained 100% compliance with FEMA IPAWS for alert testing.

Some significant events this past quarter included: Building out DSET PSDN and VIPER notifications, expanding use cases for various state agencies, multiple onsite and virtual configuration and training sessions. Everbridge presented at the Connecticut Emergency Management Conference in Niantic. Continued support of PSAP's during cyber incidents. Served as an alerting SME for a Cyber Tabletop in Region 4, and provided CTAlert Training at CSECC, Redding, East Haven & Old Saybrook (66+). Everbridge provided remote WEA's for Events in West Hartford, Meriden, and also provided site alerting and WEA's for Travelers Championship at Cromwell and NASCAR at Lime Rock Park. Created alternative CAD to Text deliveries for agencies impacted by carrier texting service changes.

During the third quarter, Everbridge will remain focused on supporting various large events and activities, deployment of solutions including safety devices for CT Social Services, and continuity of operations plans within the Everbridge platform. Look for new CTAlert Training end of the third and fourth quarter.

### **PSDN Refresh**

Chuck Fuller reported that construction of the Windsor Locks public safety facility has been completed. The facility Go-live and relocation of PSDN is scheduled for August-2025. Crown Castle fiber has received utility licenses and has installed fibers to the new Lisbon Fire Dept. located at 45 Newent Street. Next steps are for the State to schedule PSDN equipment installation. Internal Dispatch area renovation for the Branford PD is slated for completion this summer 2025.

Wilton PD is building a new Public Safety facilities and the transition into their new location will take place in the third quarter of 2025.

Meriden PD and Middletown FD are looking into relocating their facilities in 2026.

Effective July 1, 2025, North Stonington moved from Groton ECC to QVEC. Franklin moved from Willimantic to QVEC, resulting in Groton and Willimantic becoming stand-alone PSAPs

Relocation to the newly renovated New Canaan Police Department at 174 South Avenue was successfully completed June 3, 2025.

### **PSAP Updates**

Chuck Fuller reported that during the last commission meeting it was reported that there was a delay in migrating public safety applications onto the new Juniper platforms, due to required testing and implementation of software patches. The new EVO software has been received and successfully tested. This success has allowed the State to start migration of the current NG-911

Viper 5 network onto the new Juniper platform. Since early May PSAP (s) or Viper 5 platforms have been successfully migrated onto the new Juniper network platform.

The plan is to first complete the migration of all 107 PSAPs. This plan will allow for the migration of the new ATT Viper7 platform, scheduled to begin August or September of 2025. All other Juniper PSDN migration such as Brown Field or Phase II CPT platform, as well as the remaining First responder applications such as (Collect NCIC, CPT radio, CJIS will follow.

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

Jonathan Hartenbaum reported that Chris Bernier has been hired as the new Region 5 Coordinator and his start date will be July 25th. Carolinne Nacimiento was hired in the Apps Ops Logs unit. Her main focus is Tier 2 reporting working with DEEP, SERC, and the LEPCs to get all the required hazardous materials properly entered into HAZ connect.

The Wildfire AAR survey has been issued, after it closes meetings will be scheduled for additional data collection and a draft AAR should be delivered by September. Anyone who is involved in a fire response or coordination should fill out the survey. DEMHS is currently actively doing hurricane preparation and hurricane preparedness and flood preparation and preparedness.

A capabilities survey has been sent to the EMDs and one main component of that is the communications aspect. Looking at the VHF systems in the EOC's along with cellular backup and backup systems for both voice and data.

Other topics do include shelter, supplies, sandbags, fuel, questions about points of distribution, and that way DEMHS can look at the gaps and try and fill in the gaps of contracts as necessary. There's a press conference today with regards to Emergency Preparedness and flooding. DEMHS will be encouraging CT Alert, CT Prepares and some of the topics covering the warning systems WEA and CT Alert. The EAS system is up to date with all firmware and that's good to go the NAWAS system has major issues and is supposed to be upgraded but it is still unclear when the system will be replaced. Currently the state's section of NAWAS is down.

DEMHS is currently working on a Mezzonet system. The USGS has approximately 17 locations around the state that are being taken offline, which is going to leave some significant gaps in coverage for real time weather. DEMHS is working on a Mezzonet system which will be able to fill in those gaps and then enhance coverage and capabilities to get real time weather data.

DEMHS has procured Starlink, which was utilized by NASCAR and it worked out very well. They're working with IT on two deployable cases for Starlink and the major carriers and tying that all into one system and then going to fix one to the SEOC as the backup internet. Then the MSAT system will be decommissioned due to redundancy. Currently DEMHS has Iridium phones with push to talk, via SAP for the CRDS and now there is StarLink.

### **First Net**

Clayton Northgraves reported that First Net will be holding a Coverage Enhancement Workshop on September 10<sup>th</sup> at headquarters 1111 Country Club Road in Middletown. This will be exclusively by invitation and held in person only.

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

Ralf Calciano reported that the Dept of Public Health recently finished the annual data report. It is being reviewed by the Commissioner and it should be able to be shared with the commission members within the next couple of weeks. This will give a view of all the 2024 data that has been collected and looked at. OEMS continues with Imagetrend as the vendor, however, their product has gone up considerably in price which is going to cause a challenge in the future of funding this cost, but an alternative is being explored.

## **988**

Dana Begin reported that the United Way is continuing to perform within the KPIs established by vibrant emotional health. The Dept of Mental Health and Addiction Services 988 continues to receive approximately 4500 calls per month to 988. Those calls continue to be answered in a timely manner, which is approximately within 5 seconds. The average call-handle time is between 10 and 11 minutes. United Way has been handling text and chat to 988 seven days a week, 8:00 a.m. to 3:30 p.m. Current legislation was passed, which is funding \$850,000 to expand text and chat to 988 which will now be 24/7. That additional funding will be going to United Way starting July 1<sup>st</sup>. 988 is in the process of working with United Way to create a phased in approach to adding second and third shift text and chat to be able to provide that 24/7 text and chat support. Currently text and chat that come in on 2nd and 3rd shift are being answered by the national backup centers. They are being responded to, but they are not being answered in state, so this will allow Connecticut 988 the ability to respond to those texts and chats in state and offer in state resources to those individuals who are texting and chatting.

## **New Business**

No new business.

## **Public Comment**

Michele Etzel stated that according to news reports, FEMA is being moved over to the state. Ms. Etzel asked “how would it impact this Commission and its Members and the ancillary agencies, and is there anything that needs to be done to prepare for that”?

William Turner responded by saying “right now it's a little too soon to say what everything's going to look like once the dust settles. The FEMA Review Council has convened and just had a meeting yesterday. Their second meeting and the reports due to the President. On the recommendations for the future of FEMA in October”.

There are a lot of changes already being made or attempted to be put in place now, but still in a holding pattern or a state of flux. The overall message that is being heard is they want to get out of the recovery business. Mr. Turner does not think that there will be significant change, but when it comes to that recovery piece, if there were to be a major disaster, it sounds like the states are going to have more responsibility.

There was a discussion regarding this.

Bob Grauer announced that Wayne Bartolotta, Middletown Central Communications, is retiring after 20 years of service with Middletown and nearly 50 years in the public safety field (South Fire District). Mr. Grauer stated that Mr. Bartolotta was an incredible mentor.

John Elsesser stated that this is an impressive team thanked everyone for all their efforts.

**Adjournment**

Ralf Calciano made the motion to adjourn the meeting. Michele Etzel seconded the motion. The meeting was adjourned at 10:03 a.m.

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John Elsesser, Chairman

Date