

STATE 911 COMMISSION MEETING

April 26, 2019

11:00 a.m.

State 911 Department

151 Campanelli Drive, Middleborough 02346

Attending:

Matt Moran	EOPSS	State 911 Commission (Chair) (abst)
Robert Silvia	MA Fire Chiefs Association	State 911 Commission (Vice-Chair)
James Boudreau	Mass Municipal Association	State 911 Commission
Winifred Cotter	Boston Police Department	State 911 Commission
James Cummings	MA Sheriff Association	State 911 Commission
Chris Delmonte	MA Chiefs of Police	State 911 Commission (abst)
Evan Bjorklund	Mass Office on Disability	State 911 Commission (abst)
Ralph Dowling	Professional Firefighters	State 911 Commission (abst)
Steve Hooke	MCSA	State 911 Commission
Mark Miller	Dept. of Public Health	State 911 Commission (abst)
Neil MacGaffey	EOTTS	State 911 Commission
Doug Mellis	MA Police Association	State 911 Commission (abst)
Steven Rourke	Department of Fire Services	State 911 Commission
Matt Barstow	MA State Police	State 911 Commission
Kyle Heagney	Major City Chiefs	State 911 Commission
Richard Patterson	Emergency Medical Care	State 911 Commission
Tim Bradshaw	MA Fire Chiefs Association	State 911 Commission
Stacy Harren	MA Ambulance Association	State 911 Commission (abst)

Frank Pozniak	Executive Director	State 911 Department
Norm Fournier	Deputy Executive Director	State 911 Department
Dennis Kirwan	General Counsel	State 911 Department
Monna Wallace	Director of Programs	State 911 Department
Karen Robitaille	Finance Director	State 911 Department
Cindy Reynolds	Grants Specialist	State 911 Department
Richard Fiske	Director of PSAP Operations	State 911 Department
Kristina Morin	Dep. Dir of PSAP Operations	State 911 Department
Ashlee Stearns	Office Support Specialist	State 911 Department
Jeff Jeffers	Project Coordinator	State 911 Department
Christine Wingfield	Regional PSAP Coordinator	State 911 Department
Michelle Hallahan	Fiscal Specialist	State 911 Department

Ken Handfield	Mass State Police
Greg Lynskey	South Worcester RECC
Tom Ashe	Barnstable County Sheriff Regional PSAP
Chris Markunas	Boston Police Department
Jacqueline Pow	Boston EMS
Robert Barnes	Boston EMS

Michael Hazel	Tewksbury Fire
Charles Goodwin	Natick Police
Mike Kass	Armstrong EMS
Kaitlyn Connolly	Worcester 911
Michael Shanley	Worcester Emergency
Anthony Fowler	Holbrook Regional PSAP
Alyson Dell Isola	Essex RECC
Chris Campbell	Seekonk Communications
Scott Newkirk	Watson Consoles
Kent Hellebust	Comtech
William Mikucki	GDIT
Shannon Dempsey	GDIT

Agenda Item #1:

► **Call to Order and Introductions – 11:03 a.m.**

Vice-Chair Silvia called the meeting to order. He introduced Undersecretary Kerry Collins to the State 911 Commission. Ms. Collins stated that she is excited and looks forward to working with the State 911 Commission.

Agenda Item #2:

► **Approval of December 20, 2018 Commission Meeting Minutes**

■ A Motion to accept the Meeting Minutes from December 20, 2018 was offered by Mr. Richard Patterson. Seconded by Mr. Tim Bradshaw. Approved.

Agenda Item #3:

► **Request for Commission Approval to Execute the Renewal of the Contract for Next Generation 9-1-1 Services**

Mr. Pozniak requested Commission approval to execute the renewal of the contract for Next Generation 9-1-1 services. Mr. Pozniak informed the Commission that the State 911 Department had been negotiating the contract renewal with GDIT. During negotiations, GDIT informed the State 911 Department that they planned to sell their 9-1-1 business across the country to Comtech Telecommunications System (Comtech NextGen 911 LLC).

Mr. Pozniak stated that the State 911 Department has been able to negotiate a contract with Comtech to keep the current Next Generation 9-1-1 solution in place and to retain the GDIT employees working on the Next Generation 9-1-1 system as Comtech employees. Mr. Pozniak reassured the Commission that the overall goal with the Comtech contract was to maintain continuity of service.

A Motion to approve the State 911 Department to execute, acknowledge and deliver all necessary and additional instruments, notices, releases and other documents and to complete all such other acts as may be reasonably necessary to fully complete the

renewal and assignment of the contract for Next Generation 9-1-1 Services to Comtech NextGen 911 LLC, including all General Dynamics Information Technology's rights, duties and obligations under the Agreement and to carry out the intent of the Assignment Agreement, was offered by Mr. James Boudreau and seconded by Mr. Steve Hooke. Approved.

Agenda Item 4:

► Discussion on the FY 2020 Training Grant and Emergency Medical Dispatch Grant

Ms. Robitaille discussed the idea of revamping the FY 2020 Training Grant and Emergency Medical Dispatch Grant. Ms. Robitaille stated that the goal with this change was to clearly define what is and is not eligible for reimbursement and eliminate confusion.

Ms. Robitaille stated that the Grant would still fund the training and certification requirements, the scholarship program, the 9-1-1 Academy, administrator backroom training, memberships to APCO, NENA and MCSA, and allow for training materials and products that are currently eligible under the grant today. She stated that the Primary PSAPs will be allowed funding to support the 16 hours of required continuing education training and that the new hire training requirements also will be covered. There is an incentive for regional PSAPs and RECCs, where these regional centers will receive the 16 hours of required continuing education training, as well as funding to support an additional 16 hours. She added that any PSAP may petition the Executive Director for funding of hours above and beyond that called out in the grant.

Ms. Robitaille stated that certified EMD resources, EMDPRS, and any QA activity will be shifted to a separate EMD Grant. Costs from third party vendors to go over QA would be covered under this EMD Grant. She reiterated that the goal of these changes is to make it clearer to PSAPs and RECCs on what is and is not eligible under these grant programs thereby increasing the usage of these grants.

Concerns were stated from members of the State 911 Commission on the limit of the required 16 hours of training, the 16 hours of additional training allowed to regional PSAPs and RECCs, and the need to petition the State 911 Department of further training. Questions arose on having different levels of continuing education funded for regional PSAPs and RECCs versus a primary PSAP. Ms. Robitaille stated that incentives for regional PSAPs and RECCs exists in the current grant already.

Members of the Commission discussed the 16 hours of required training and stated that they did not believe that requirement is enough for dispatchers. Mr. Pozniak stated that changing the requirement involves changing the regulation, and that will take time to initiate and complete.

Discussion ensued.

Mr. Pozniak stated that written comments on the FY 2020 Training Grant and EMD Grant should be submitted by May 10th.

Agenda Item #5:

► **Update on FY 2020 Development Grant Applications**

Mr. Pozniak updated the Commission on the FY 2020 Development Grant Applications. He stated that the applications were received by April 1st and that they are under review. The total amount requested was \$27.7 million. Mr. Pozniak stated that the State 911 Department petitioned the Department of Telecommunications and Cable to set the allocation at \$15 million for the FY 2020 Development Grant. A decision on the petition is expected in mid-May.

Agenda Item 6:

► **Update on FY 2020 Support and Incentive Grant — GIS Requirement**

Ms. Robitaille informed the State 911 Commission that the State 911 Department has been working with Mass GIS. In February emails were sent out to Primary PSAPs that were not in compliance with the requirements in order to have them work with MassGIS to come into compliance in time for the FY 2020 grant cycle. Emails were also sent to regional PSAPs and RECCs so they may contact the communities they serve and have them work with MassGIS for compliance.

Concerns arose from the State 911 Commission about penalization for lack of cooperation from assessors. Neil McGaffey, Director of MassGIS, stated that the requirement of updating new and retired addresses can be addressed by sending an email to MassGIS regarding these addresses from the municipalities.

Discussion ensued.

Agenda Item #7:

► **Update on Next Generation 9-1-1 and Wireless Direct 9-1-1**

Mr. Fournier briefly discussed the 9-1-1 outage that occurred in December. He stated that the State 911 Department has sent out letters directly to carriers asking them to connect directly via IP in order to prevent another outage. The State 911 Department has also been in contact with the FCC looking for recommendations.

Mr. Fournier provided an update on Next Generation 9-1-1 and Wireless Direct 9-1-1. He stated that we are looking into processing Rapid SOS Uber data that they get through their Rapid Light application. A MAC request has been placed to add this feature.

Mr. Fournier provided an update on the ECATs program. He stated that this is still moving slowly. ECATs has changed project managers and the State 911 Department is hoping that the new project manager will improve the amount of time being taken. Mr.

Fournier apologized on behalf of the State 911 Department for the delay in release of this tool, but he wants to make sure that the tool released is one that will work for those who will utilize it.

Mr. Fournier provided an update on Wireless Direct. He stated that in the first quarter of 2019, Wireless Direct was approaching 50% of 911 calls. In 2018, almost 1.2 million calls were processed with Wireless Direct. That represents nearly 1 million minutes saved, and the first responder response was that much quicker by not transferring a 911 call when dispatch was needed. Mr. Fournier stated that there is currently only one community that is not taking Wireless Direct calls.

Agenda Item #8:

► **Update on Text to 9-1-1**

Ms. Wallace provided an update on Text to 9-1-1. She encouraged PSAPs to test the text feature for quality assurance in order to refresh their knowledge and skills on the texting feature. Ms. Wallace stated that she is working on a template for PSAPs to work on quality assurance with texting.

Ms. Wallace stated that the Public Service Announcements are now on the State 911 Department's website.

Mr. Fournier discussed the progress GDIT has had with transferring texts. He stated that while there has been progress and that the update has the ability to transfer texts, there are still issues with this feature and it is not ready to be released.

Discussion ensued.

Agenda Item 9:

► **Update on State 911 Department Sponsored Telecommunicator Certification Program**

Ms. Wallace provided an update on the Telecommunicator Certification Program. She reported that the pilot deployed on Cape Cod was a success. Ms. Wallace stated that she is working towards providing the Program throughout other areas of the Commonwealth in order to help those who would like to become telecommunicators.

Agenda Item 10:

► **Other Business**

Agenda Item #11:

► **Next Meeting Date—TBD**

Date to be determined.

Agenda Item #12:

► **Adjournment**

■ **A Motion to adjourn was offered by Mr. Jim Boudreau. Seconded by Mr. Kyle Heagney. Approved. Meeting adjourned at 12:22 p.m.**

*Prepared by:
Ashlee Stearns
April 26, 2019*