**STATE 911 COMMISSION MEETING**

**April 6, 2023 1:00 p.m.**

State 911 Department

151 Campanelli Drive, Suite A, Middleborough, MA 02346

*Attending:*

Kerry Collins EOPSS State 911 Commission (Chair)

Stephan Hooke MSCA State 911 Commission (Vice-Chair)

James Boudreau Mass Municipal Association State 911 Commission (absent)

Carmen Curry Boston Police Department State 911 Commission

Christopher Delmonte MA Chiefs of Police Assoc State 911 Commission

Jonathan O’Dell MCDHH State 911 Commission

Mary M. McCauley Mass Office on Disability State 911 Commission

Ralph Dowling Professional Firefighters State 911 Commission (absent)

Susan Lewis Dept. of Public Health State 911 Commission

Michael Murphy MA Police Association State 911 Commission

David Clemons Department of Fire Services State 911 Commission (absent)

Matt Barstow MA State Police State 911 Commission

Kyle Heagney Major City Chiefs State 911 Commission (absent)

Richard Patterson EMCAB State 911 Commission

Timothy Bradshaw MA Fire Chiefs Assoc State 911 Commission

Michael Kelleher MA Fire Chiefs Assoc State 911 Commission

Stacy Harren MA Ambulance Association State 911 Commission

Matthew Moran EOTSS State 911 Commission

Brooke Doyle MDMH State 911 Commission

Wendy Botelho Child and Family Services State 911 Commission

Frank Pozniak Executive Director State 911 Department

Norm Fournier Deputy Executive Director State 911 Department

Dennis Kirwan General Counsel State 911 Department

Karen Robitaille Finance Director State 911 Department

Monna Wallace Programs Director State 911 Department

Joseph Crean Special Projects Director State 911 Department

Jennifer Cunningham Paralegal Specialist State 911 Department

Christine Wingfield Regional PSAP Coordinator State 911 Department

Cynthia Reynolds Grants Specialist State 911 Department

Grant Harrison EDP Manager State 911 Department

Alyson Dell Isola Dir of PSAP Operations State 911 Department

Christopher Ryan Deputy Dir NSR911 State 911 Department

Katrina Shamshak Training/QA Coor NSR911 State 911 Department

Richard Fiske SWIC EOPSS

Chris Markunas Boston Police Department

Abigail Shneyder Mass Office on Disability

Lauren Mielke Holbrook Regional

Erin Hastings WESTCOMM

David Wells Springfield Emergency Communications

Rebecca Ocasio Springfield Emergency Communications

Kenneth Handfield MSP

Sheriff Robert Ogden Duke’s County Sheriff’s Office

Anthony Gould Duke’s County Sheriff’s Office

William Mikucki Comtech

Eric Guerrero Comtech

Christina Poyorena Intrado

Randy Young Intrado

Chris McGeary Intrado

Tiffany Carey ECATS

Robert Verdone SEMRECC

Robert Barnes Boston EMS

Thomas Kennedy Collins Center

Bob Mohr Exacom

Don Reich Public Safety Network Americas

Donald Denning Firstnet

Sang Pham T-Mobile

*Agenda Item #1:*

*►* **Call to Order and Introductions – 1:01 p.m.**

*Agenda Item #2:*

*►* **Approval of January 26, 2023, Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from January 26, 2023 was offered by Chairperson Collins. Approved.***

*Agenda Item #3:*

***►*Report of the Standards Committee, Consideration and Request for Commission Approval of 560 CMR 2.00 Appendix A**

Dennis Kirwan updated the Commission on the action of the Standards Committee. Mr. Kirwan stated that the Standards Committee met March 30, 2023 to consider approval for the new 560 CMR 2.00 Appendix A Standards. He stated that while working on updating the Standards, there was extensive collaboration between the State 911 Department, the Operations Working Group, MassGIS, the Executive Office of Public Safety and Security (EOPSS), as well as public hearings and public comment periods.

He stated that these Standards focus on Next Generation 911 terminology and capabilities and include flexibility to encompass new and emerging technologies. He also stated that these definitions were drafted after research into the enabling statute, existing CMR regulations, and comparison with NENA, APCO and other available sources. The online version will be posted to the State 911 Department website with hyperlinks inserted throughout. Mr. Kirwan stated that the final draft was approved by the Standards Committee on March 30, 2023.

Mr. Kirwan requested for Commission approval of 560 CMR 2.00 Appendix A. He stated that the State 911 Department would like to keep the Standards Committee available for periodic review as the new Next Generation 911 contract and technology emerges.

Discussion ensued.

***■ A Motion to: 1) Approve the State 911 Department’s 560 C.M.R. 2.00 Appendix A Standards, with authorization for the State 911 Department to file the regulations in the form attached herein and make any clerical and or clarification modifications; and 2) authorize the State 911 Department to promulgate, publish and distribute such 560 C.M.R. 2.00 Appendix A Standards to Commonwealth PSAPs was offered by Matt Moran. Seconded by Richard Patterson. Approved.***

*Agenda Item #4:*

***►* Consideration and Request for Commission Approval of Revisions to 560 CMR 5.00**

Dennis Kirwan requested Commission approval of revisions to 560 CMR 5.00. Mr. Kirwan stated that in the 2022 legislative session, Chapter 177 of the Acts of 2022 were passed. Section 81 of the Act requires that the State 911 Department update the training regulations to integrate training on identification of, and response to, callers experiencing behavioral health crises. He stated that it also requires the State 911 Department to incorporate the training into the certification standards. Those changes have been drafted and the State 911 Department is seeking approval from the Commission.

Mr. Kirwan stated that Administration and Finance approval, a public hearing, and comment period, along with filing these changes with the Secretary of State of the Commonwealth are still needed.

***■ A Motion to: 1) Approve the amendment of 560 CMR 5.00: Establishing Certification Requirements for Enhanced 911 Telecommunications, Governing Emergency Medical Dispatch, and Establishing 911 Call Handling Procedures; 2) Authorize the State 911 Department to file the Regulations in the form attached herein, with authorization to make clerical and or clarification modifications; and 3) authorize the State 911 Department to take all other action to finalize the promulgation of the regulations, including the execution, filing and delivery of any and all documents and records was offered by Matt Moran. Seconded by Timothy Bradshaw. Approved.***

*Agenda Item #5:*

**► Update on Filing with the DTC, and FY 2024 Development Grant Applications**

Frank Pozniak updated the Commission on filing with the Department of Telecommunications and Cable (DTC) and FY 2024 Development Grant applications. With respect to the DTC filing, Mr. Pozniak stated that the Department is seeking DTC approval of the $40 million allocation for the FY 2024 Development Grant and TERT Grant Guidelines. He stated that at virtual hearing on the filing is set for May 11, 2023. He also stated that the State 911 Department received the first set of 32 questions from the DTC in response to the filing. The State 911 Department must respond to the DTC by April 18, 2023.

Mr. Pozniak stated that the 2024 Development Grant deadline was March 2, 2023. Twenty-four (24) applications were received with requests over $76 million.

*Agenda Item #6:*

***►* Update on Next Generation 9-1-1**

Norm Fournier updated the Commission on Next Generation 9-1-1. Mr. Fournier stated that the Next Generation 9-1-1 RFR was released on February 17, 2023. He stated that the new contract will be a five (5) year contract with one (1) renewal for (5) years. He also stated that there was a bidder’s conference on the RFR on April 3, 2023.

Mr. Fournier added that there was a map issue in March that has since been fixed. He stated that there was a screen magnification update that for more granular control with 25% increments.

Discussion ensued.

*Agenda Item #7:*

***►*Update on the Grants Program**

Karen Robitaille updated the Commission on the Grants program. Ms. Robitaille stated that 100% of PSAPs have applied for at least one 2023 Grant program. She stated that two (2) PSAPs did not apply for the Support and Incentive Grant and 14 PSAPs did not apply for the Training Grant.

Ms. Robitaille stated that budget modifications were due on March 31, 2023, Development Grant extension letters were due April 1, 2023, and Development Grant Quarterly Reports are due April 15, 2023. She stated that all contracts expire on June 30, 2023, and PSAPs are unable to make changes to any Grant after this date. She urged PSAPs to review approved personnel lists and submit requests to add certified telecommunicators as needed, check in with vendors to ensure installation, and review authorized signatories by June 30.

Ms. Robitaille stated that the final date for reimbursement submissions is July 31, 2023.

Discussion ensued.

*Agenda Item #8:*

***►*Update on Implementation of Pertinent Sections of Chapter 177 of the Acts of 2022**

Frank Pozniak updated the Commission on the Implementation of Pertinent Sections of Chapter 177 of the Acts of 2022. Mr. Pozniak stated that three (3) new members will be/have joined the State 911 Commission per the Chapter 177; Ms. Brooke Doyle, Ms. Wendy Botelho, and one not yet selected – an individual with lived experience with behavioral health conditions and interactions with police.

Monna Wallace stated that the10-digit number for the Behavioral Health Help Line (BHHL) has been added as a call button to all PSAPs as of January 3, 2023. Ms. Wallace went on to say that the BHHL connects individuals and families to the full range of treatment services for mental health and substance use offered in Massachusetts, including outpatient, urgent, and immediate crisis care. The BHHL is available 24/7, 365 days a year, in over 200 languages.

Ms. Wallace informed the Commission that prior to the BHHL’s execution, the BHHL team trained trainers and approved training sheets that were distributed to all PSAP staff. Before BHHL went live, a banner message was shown in all PSAPs on all shifts.

Discussion ensued.

*Agenda Item #9:*

***►* Discussion on Dark Stations**

Monna Wallace opened a discussion on dark stations, stating that there are currently 65 dark stations identified in the Commonwealth. Monna stated that she has been working with the Massachusetts Commission of the Deaf and Hard of Hearing to address the issue of ensuring that all such stations should be accessible for all individuals. Ms. Wallace stated that WinTech, LLC / ALICE Receptionist has performed a demonstration on a motion-activated system that welcomes guests with messages and options to assist all folks arriving at a station for assistance. Other companies will be vetted for demonstrations.

Discussion ensued.

*Agenda Item #10:*

***►* Update on the Transition of the Framingham Wireless Center and the Maynard Training Facility**

Joseph Crean updated the Commission on the transition of the Framingham Wireless Center and the Maynard Training Facility. Mr. Crean stated that the Property Owner’s Project team has begun the bidding processes with expectations for awards in the next two (2) to three (3) weeks. He stated that security and AV equipment has been ordered to avoid delays with lead time. He stated that there are no outstanding tasks owed to the Project Manager and that the Master Procurement List is being worked on with the priority being to procure items with extended lead times such as dispatch consoles and radio equipment. This project is on track for a January completion.

*Agenda Item #11:*

***►* Update on Regionalization**

Joseph Crean updated the Commission on 9-1-1 regionalization. Mr. Crean stated that he has attended select board and public meetings on data the Department collects in relation to the cost savings associated with PSAP regionalization. He stated that a survey was sent to all current regional centers to begin collecting data on where their communities were able to achieve a cost savings. Thirty percent of current regional centers responded to this survey with 95% of those who responded reporting their communities achieved some form of cost savings since joining the regional center. He stated that the Grant Program has invested over $186 million into regional centers.

Mr. Crean stated that the next step for regionalization includes working data into a report and resubmitting a draft for Executive Director and Deputy Director review. The estimated time for completion is Fall/Winter of 2023. He stated that he is also working on erasing misinformation surrounding PSAP regionalization, creating a PSAP Regionalization section on the State 911 Department website and creating a formal process for PSAP Regionalization.

Mr. Crean updated the Commission on current regional activities. He stated that North Shore Regional 911 Center (NSR911) began Police, Fire and EMS dispatch, as well as 911 call taking services, for the town of Manchester-by-the Sea on March1,2023. In addition, he stated that NSR911 has begun working on plans for North Reading to join. He stated that Norfolk County Regional Emergency Communications Center began Fire Dispatch and 911 call taking services in Norwood on March 28th, with plans to bring Police Dispatch services as well in the fall. He also stated that the Braintree/Randolph regional is in the bidding stages of their project with no target date to go live. He stated that Acton/Concord is tracking for a Spring 2024 launch and that construction is slated to begin in June of 2023.

Mr. Crean stated that the Metro West Regional Emergency Communications Center will be located in Westborough and will include Westborough, Grafton and Southborough. He stated that Hopkinton will not be joining the Center. With respect to a proposed center in Framingham, he stated that Wayland has signed a letter of attestation to participate in the project, and that Sudbury and Natick have not decided whether they will be part of the project. He stated that Barnstable/Yarmouth/Sandwich Regional Emergency Communications Center, to be located in Barnstable, is moving forward with letters of attestation to participate signed by all communities and an IMA being worked on.

Finally, Mr. Crean stated that a proposed Eastham/Provincetown/Truro RECC is being discussed and that the Police Chief of Eastham reached out to enquire about the process of regionalization. The next steps will be a presentation to community leaders of the towns to determine interest.

*Agenda Item #12:*

***►* Update on the TERT Program**

Katrina Shamshak updated the Commission on the TERT Program. Ms. Shamshak stated that there are 56 members and there has been regional participation. Trainings and team building for the next year are currently being planned.

Ms. Shamshak also stated that the TERT Program is looking into new applications and procedures that can be used for coverage and callouts.

*Agenda Item #13:*

***►* Other Business**

Erin Hastings stated that National Public Safety Telecommunicators (NPST) Week is next week. She also stated that Federal Communications Commission (FCC) Acting Chairwoman Jessica Rosenworcel and the Massachusetts Communications Supervisors Association, along with State Representatives Smola, Feeney, and Soter will be at the State House in Boston on April 12, to support first responders with lobbying, and to attend an award ceremony at the State House where Ms. Hastings and others will receive awards for outstanding 9-1-1 service in 2022.

*Agenda Item #14:*

***►* Next Meeting Date**

Mr. Frank Pozniak stated that the next State 911 Commission meeting will take place on May 18, 2023, and that an agenda item for that meeting will be recognition of Commission member Peter Ostroskey who is retiring as the State Fire Marshal.

*Agenda Item #15:*

**► Adjournment**

***■* *A Motion to adjourn was offered by Mary Mahon McCauley. Seconded by Christopher Delmonte. Approved. Meeting adjourned at 2:29 p.m.***

*Prepared by:*

*Ashlee Stearns*