

STATE 911 COMMISSION MEETING
March 17, 2017
11:00 a.m.
State 911 Department
151 Campanelli Drive-Middleborough

Attending:

Curtis Wood	Undersecretary/EOPSS	State 911 Commission
James Boudreau	Mass Municipal Association	State 911 Commission (absent)
Michael Cox	Boston Police Department	State 911 Commission (absent)
James Cummings	MA Sheriff Association	State 911 Commission
Chris Delmonte	MA Chiefs of Police	State 911 Commission
David D'Arcangelo	MA Office on Disability	State 911 Commission
Ralph Dowling	Professional Firefighters	State 911 Commission
Steve Hooke	MCSA	State 911 Commission (absent)
Monica Bharel	Dept. of Public Health	State 911 Commission (absent)
Neil McGaffey	ITD	State 911 Commission
Doug Mellis	MA Police Association	State 911 Commission (absent)
Jonathan O'Dell	MA Cmsn Deaf/Hard of Hrg	State 911 Commission (absent)
Peter Ostroskey	Department of Fire Services	State 911 Commission (absent)
Robert Silvia	MA Fire Chiefs Association	State 911 Commission
Blair Sutherland	MA State Police	State 911 Commission
Sean Patrick Tyler	MA Ambulance Association	State 911 Commission (absent)
Frank Pozniak	Executive Director	State 911 Department
Norm Fournier	Deputy Executive Director	State 911 Department
Louise McCarthy	General Counsel	State 911 Department
Monna Wallace	Director of Programs	State 911 Department
Karen Robitaille	Finance Director	State 911 Department
Jeff Jeffers	Project Coordinator	State 911 Department
Elaine Ginn	Executive Assistant	State 911 Department
Kyle Heagney	Attleboro Police Department	
Tim Bradshaw	Taunton Fire	
Matt Barstow	MA State Police	
DaLonn Pearson	MOD	
Shad Ahmed	Essex RECC	
Chris Ryan	Essex RECC	
Greg Lynskey	South Worcester	
Chris Campbell	Seekonk	
Laurie Lyons	Gardner	
Tom Ashe	Barnstable County Sherrieff	

Maureen Shirkus	SSRECC
Laurie Croke	SSRECC
Jim Puleo	Mansfield
Richard Fiske	Worcester RECC
Rob Reardon	Duxbury

Blake Haskell	JD Hunter
Ed Hudson	GDIT
Thom Guertin	GDIT

Agenda Item #1:

► ***Call to Order and Introductions – 11:00 a.m.***

Introductions were made and all signed in.

Undersecretary Wood informed the Commission of the sudden passing of Rob Cunningham, and called for those present to observe a moment of silence.

Agenda Item #2:

► **Approval of December 19, 2016 Commission Meeting Minutes**

■ A Motion to accept the Meeting Minutes from December 19, 2016 was offered by Mr. D'Arcangelo. Seconded by Mr. Dowling. Approved.

Agenda Item #3:

► **Election of Vice-Chair of the State 911 Commission**

Mr. Pozniak outlined the process of electing a Vice-Chair to replace Chief Coppinger who was recently elected to the position of Essex County Sheriff.

Mr. Sutherland nominated Chief Silvia to fill the position of Vice-Chair of the Commission.

■ Motion to close the nominations for the position of Vice-Chair of the State 911 Commission was offered by Chief Delmonte. Seconded by Mr. Dowling; and

■ Motion to elect Chief Robert Silvia as Vice-Chair of the State 911 Commission was offered by Chief Delmonte. Seconded by Mr. Dowling.

Approved.

Agenda Item 4:

► Request for Commission Approval of Fiscal Year 2018 Development Grant Guidelines.

Mr. Pozniak reviewed the Fiscal Year 2018 Development Grant Guidelines that had been provided to the Commission and noted that the changes from the prior year Grant Guidelines are outlined in the "What's New" section. Mr. Pozniak informed the Commission that the Fiscal Year 2018 Development Grant application deadline is May 15, 2017.

Mr. Pozniak updated the Commission regarding the filing with the D.T.C. seeking approval of the Fiscal Year 2018 Development Grant allocation amount of \$12 million. He stated that a petition had been filed with the D.T.C. in January, and that a public hearing was held on February 16, 2017. He stated that a decision will be made within 90 days of the petition, which will be on or before April 10, 2017.

He stated the Fiscal Year 2018 Development Grant Guidelines contain a provision codifying that no funding will be provided for no new building construction, unless one of the stated exceptions to this provision exists. He further stated that the Fiscal Year 2018 Development Grant Guidelines contain a provision that strongly encourages regional facilities to perform EMD in-house rather than outsourcing this function to a third party.

Mr. Pozniak also stated the Fiscal Year 2018 Grant Guidelines contain a provision that strongly encourages regional centers to directly accept wireless 9-1-1 calls.

Mr. Fournier explained that, although the routing of wireless 9-1-1 calls is limited by sector routing today, the geospatial routing inherent in the Next Generation 9-1-1 system allows for more granular control.

Mr. Pozniak stated that wireless 9-1-1 calls represent approximately 75-77% of the overall 9-1-1 call volume.

Chief Delmonte inquired as to the experience that Boston has had with wireless 9-1-1 calls and wireless call accuracy. Mr. Fournier stated that Boston's experience has been very successful.

Mr. Sutherland stated that he believes that the Grant Guidelines should more accurately reflect that, although the technology is moving in the right direction, geospatial call routing is not yet in place. He stated that it is important to manage expectations. Given the concerns with the wording, the prefatory clause regarding the granular routing of wireless 9-1-1 calls was removed.

Discussion ensued.

■A Motion to approve the Fiscal Year 2018 Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development Grant Guidelines in the amended form provided to the State 911 Commission was offered by Chief Delmonte. Seconded by Mr. Dowling. Approved.

■Motion to allow State 911 Department staff to make any necessary clerical or administrative changes to said Grant Guidelines, consistent with the prior resolution was offered by Chief Delmonte. Seconded by Mr. Dowling. Approved.

Agenda Item 5:

► Update on Next Generation 9-1-1

Mr. Fournier provided an update on the progress of the Next Generation 9-1-1 deployment. He stated that 85 PSAPs have been cut over to the Next Generation 9-1-1 system, with 22,000 9-1-1 calls received on the new system representing 7% of the overall 9-1-1 call volume.

Mr. Hudson of General Dynamics also provided an update on the Next Generation 9-1-1 deployment. He discussed the pace of the training, the ACD software testing, and the staffing at the NOC in Westwood. He stated that General Dynamics is proactive in the system performance and also explained the redundancy inherent in the system. He discussed the incident management and problem management protocols and other efforts in support of the system.

Discussion ensued.

Agenda Item 6:

► FY 2017 Grant Application Update: Grant Reimbursement Update

Ms. Robitaille gave an update on grant applications and reimbursements. Ms. Robitaille stated that, out of the \$27.9 million allocated to the Support and Incentive Grants, 226 PSAPs have applied for roughly \$27.1 million in funding. She also stated that, under the Training/EMD/Regulatory Compliance Grant, of the \$6.5 million that was allocated, 224 PSAPs had requested approximately \$4.6 million in funding. She stated that reimbursements for Fiscal Year 2017 are being paid out within thirty business days, and that Fiscal Year 2016 has been closed out. She informed the Commission that a Development Grant workshop will be held on April 11, 2017 at the State 911 Department's headquarters.

Agenda Item 7:

► Telecommunicator Recognition

Ms. Wallace stated that she encourages PSAPs to inform the Department when they have a telecommunicator who has done an outstanding job in the handling of 9-1-1 calls so that the Department can publicly recognize those efforts. She stated that two telecommunicators were recently honored for going above and beyond the call of duty.

Agenda Item 8:

► **FirstNet Update and Statewide Radio Plan Update**

Undersecretary Wood provided an update on FirstNet. He stated that no contract for the network has been awarded yet due to the ongoing challenge to the bid process. He stated that he will continue to update the Commission at future meetings. He stated that he is reviewing a draft document relative to the statewide radio plan, and that he will be attending meetings regarding efforts to securing access to funding.

Agenda Item 9:

► **Other Business**

Chief Delmonte asked for consideration of a grant to be created for the consolidation within communities that have not yet reached regional status.

Mr. Fournier stated that the Department is meeting with limited secondary PSAPs in an effort to encourage them to consolidate.

Mr. Dowling requested a moment of silence in recognition of a firefighter who died in the line of duty in Watertown this afternoon, and moment of silence was observed.

Agenda Item #10:

► **Next Meeting Date-TBD**

Agenda Item #11:

► **Adjournment**

■ **A Motion to adjourn was offered by Mr. Delmonte. Seconded by Mr. Dowling. Meeting adjourned at 12:25 p.m.**

Prepared by:

Elaine Ginn

March 17, 2017