**STATE 911 COMMISSION MEETING**

**December 14, 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 Dept State 911 Commission

Christopher Delmonte MA Chiefs of Police Assoc State 911 Commission

Jonathan O’Dell MCDHH State 911 Commission (absent)

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 (absent)

Michael Murphy MA Police Association 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

Michael Kelleher MA Fire Chiefs Assoc State 911 Commission

Stacy Harren MA Ambulance Association State 911 Commission (absent)

Matthew Moran EOTSS State 911 Commission

Brooke Doyle MDMH State 911 Commission

Wendy Botelho Child and Family Services State 911 Commission

Howard Trachtman Ind. Exp. With BH and PS State 911 Commission

Robert Ogden Mass Sheriff’s Association State 911 Commission

David Clemons State Fire Marshal’s Office State 911 Commission (absent)

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

Grant Harrison Mass EDP State 911 Department

Joseph Crean Special Projects Director State 911 Department

Jennifer Cunningham Paralegal Specialist State 911 Department

Charlie Ashworth Systems Analyst State 911 Department

Christopher Ryan Deputy Dir NSR911 State 911 Department

Kristina Morin Deputy Director PSAP Ops State 911 Department

Peter Kinnas Ops Mgr POD 1 State 911 Department

Cindy Reynolds Grants Specialist State 911 Department

Chris Markunas Boston Police Department

Tom Kennedy Collins Center

William Mikucki Comtech

Eric Guerrero Comtech

Shannon Dempsey Comtech

Robert Verdone SEMRECC

Phil Sisk Mission Critical Partners

Ann Camaro NVRDD

Lauren Mielke HRECC

Rebecca Ocasio Springfield 911

Mike Tranghese Springfield 911

David Wells Springfield 911

Jack Reagan Dukes County Sheriff’s Office

Peter Graczykowski Dukes County Sheriff’s Office

Anthony Gould Dukes County Sheriff’s Office

Nicole Gazaille-GravesDukes County Sheriff’s Office

Erin Hastings West COMM / MCSA

Gregory Lynskey South Worc. County Comm. Center

Bob Mohr Exacom

Charles Goodwin Worcester RECC

*Agenda Item #1:*

*►* **Call to Order and Introductions – 1:03 p.m.**   
   
*Agenda Item #2:*

*►* **Approval of October 5, 2023, Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from October 5, 2023, was offered by Chairperson Collins. Approved.***

*Agenda Item #3*

*►* **Update on the Surcharge Petition Filed with the Department of Telecommunications and Cable**

Chairperson Collins and Frank Pozniak updated the State 911 Commission on the Department of Telecommunications and Cable (DTC) Surcharge Petition. Mr. Pozniak stated that the State 911 Department sought DTC approval to maintain the current monthly 9-1-1 surcharge at $1.50 for any device that has access to 9-1-1. He reminded the Commission that, effective January 1, 2019, the DTC had approved an increase in the monthly 9-1-1 surcharge from $1.00 to $1.50, and that the DTC had also approved a reduction in the monthly surcharge to $1.00 effective January 1, 2024, unless the DTC were to approve an extension.

Mr. Pozniak stated that the current DTC filing (DTC 23-3), which was filed on September 1, 2023, was to maintain the $1.50 surcharge. Mr. Pozniak said that the DTC had requested written responses to seven (7) questions, due by October 12, 2023, with written comments due to the DTC by October 18, 2023, the date of the public hearing. Mr. Pozniak then stated that on November 30, 2023, the DTC issued an Order approving the maintenance of the surcharge at $1.50 until December 31, 2028. Both Chairperson Collins and Mr. Pozniak thanked the State 911 Department and the Commission for their support for the petition.

*Agenda Item #4:*

***►*Request for Commission Approval of the FY 2025 Development Grant Guidelines**

Frank Pozniak requested Commission approval of the FY 2025 Development Grant Guidelines. Mr. Pozniak stated that, with DTC approval, the Grant allocation will be raised to $50 million, which is an $10 million increase from last year.

Mr. Pozniak stated that the changes to the Development Grant include needing to have a public safety reason for moving out of a regional PSAP / RECC, and an update to the professional services section of the Guidelines to include operating procedures, health and wellness, and diversity, equity, and inclusion.

Karen Robitaille stated that she is looking into electronic submission of reimbursements, signatures, and reports.

***A Motion was offered by vice Chairperson Hooke to: 1) Approve the State 911 Department's Guidelines for the Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development for Fiscal Year 2025; 2) Authorize the State 911 Department to distribute the Guidelines 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 consistent with the execution and fulfillment of the purposes of said Guidelines. The motion was seconded by Rich Patterson. Approved.***

*Agenda Item #5:*

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

Norm Fournier provided an update on Next Generation 9-1-1 (NG911). The NG911 system upgraded firewalls and switches, as well as installed replacement backup server equipment in both Northborough and Andover Data Centers and he reported completion of the Northborough production Data Center cutover after the work was completed.

Mr. Fournier informed the Commission of various NG911 upgrades and updates, including the following: the addition of updated software to support presentation of current mapping imagery for call takers, the addition of a SPAM filter to the Burlington Police administration line, and the DLR Migration to more a secure Comtech Insights monitoring platform. He further reported that the Department is in the process moving POD01 to the new Milford location. Mr. Fournier noted that there was an upgrade made to the Emergency Services Routing Proxy (ESRP) to allow 3D shapes from carriers in all the Data Centers.

Mr. Fournier then reported on recent major data center work to replace older equipment and additional routing changes made by Comtech, noting that over 140 new DLRs and more secure VPNs are still being installed, and that T-Mobile is now able to send NG911 data directly to the Massachusetts Emergency Services IP Network (ESInet), and added method icons for maps.

Mr. Fournier reported that T-Mobile is now providing location information directly to the Massachusetts NG911 system, which includes device telephone number and more accurate location information. He stated that Massachusetts is one of the first in the nation to accept carrier i3 information into their NG911 system, and that this is the most accurate information available for 911 calls.

Mr. Fournier recognized Charlie Ashworth and team for their work with T-Mobile.

Discussion ensued.

*Agenda Item #6:*

***►*Update on Interpreter Services**

Monna Wallace updated the Commission on interpreter services, stating that last year the Department had changed the interpreter service provider, and that provider had been acquired by another company. Ms. Wallace reported that the Department is aware that there have been challenges with the current services being provided by the new company. Ms. Wallace thanked everyone for their feedback over the past year and noted that she and Ms. Robitaille are exploring options and expect to provide an update at the next Commission meeting.

*Agenda Item #7:*

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

Frank Pozniak updated the Commission on the transition of the Framingham Wireless Center and the Maynard Training Facility to the new 31 Maple Street, Milford location, noting that PSAP Operation Division One (POD1) is slated to go live on January 22, 2024, with the training facility slated to go live on February 5, 2024.

Mr. Pozniak stated that the State 911 Department is hoping to host an open house at the new facility in April.

*Agenda Item #8:*

***►*Update on Regionalization**

Joseph Crean gave an update on 9-1-1 Regionalization, starting with Nashoba Valley (NVRECC) stating that the Town of Boxborough has signed an IMA to join the NVRECC, and will transition their police and fire dispatch into the NVRECC in March 2024.

Mr. Crean also stated that the Holbrook RECC began taking 911 calls, along with fire dispatch for Stoughton on October 1, 2023, and that Stoughton Police Dispatch will move into the Holbrook RECC after the new year, noting that the towns of Holliston, Sudbury, and Fairhaven will also join Holbrook in 2024.

Mr. Crean reported that Patriot RECC Director Stairs informed the Department that the communities of the Groton Regional (Dunstable and Groton) have voted to merge into the Patriot RECC, and that this will expand the Patriot RECC to 5 communities and reduce one PSAP.

Mr. Crean noted that the State 911 Department will meet with town leaders in both Phillipston and Templeton on December 18th to discuss issues regarding regionalization.

Mr. Crean stated that the North Shore RECC is still working on an IMA with the town of North Reading, and that he will update the Commission upon completion.

Mr. Crean stated that the historical concerns around the Braintree / Randolph building have been resolved and that the design team is now moving forward with plans.

Mr. Crean reported that the working group of Regional Directors is meeting after the first of the year to continue developing a Regional Center SOP Template package, noting that he expects that drafts will be shared shortly thereafter.

Mr. Crean continued his update stating that the SEMRECC/ROCCC group has been moving ahead with their cloud-based CAD project, with an estimated go-live date of September 2024, noting that the project has expanded to now include Barnstable County RECC, Dukes County RECC, Northern Middlesex RECC, and WESTCOM. There is interest for other regional and non-regional centers; however, no agreements have been signed.

Regarding RECCs in development, Mr. Crean said that the Metro West RECC Project, which includes Westborough and Grafton, is underway and they are hiring a project manager. He also stated that Yarmouth and Sandwich will join Barnstable and the communities are continuing to work towards completing an IMA. He reported that the Collins Center has completed individual interviews with the communities of Eastham, Truro, Wellfleet, and Provincetown and will update the Commission at the next meeting. He also reported that the Easthampton/Southampton project is working towards an IMA.

Mr. Crean stated that the current total number of PSAPs will be 206 by the end of 2023 (taking into account the closure of Boxborough and Stoughton, and the impending Holliston closure).

*Agenda Item #9:*

***►* Update on the TERT Program**

Katrina Shamshak gave an update on the TERT Program, stating that TERT had two more successful activations in Cambridge and Waltham, again noting the need for a simple one-page reference sheet for each PSAP.

Ms. Shamshak reported that mock deployments are taking place, and if any Directors would like to host the team in 2024 to reach out to her or to Chris Ryan.

Ms. Shamshak also stated that limited applications to join TERT will open in January, and they are looking for more membership in the western and northeastern parts of the state.

*Agenda Item #10:*

***►* Update on 560 CMR 5.00**

Dennis Kirwan updated the Commission on 560 CMR 5.00 stating that in 2022, the Legislature passed Section 81 of Chapter 177 of the Acts of 2022, which mandated that the State 911 Department change 560 CMR 5.00 “to integrate training on the identification of & response to callers experiencing behavioral health crises.” The draft regulations were approved by the Commission in the Spring of 2023, which gave the Department approval to make clerical and/or clarification modifications as needed. The Department is awaiting final A & F approval for the regulation change.

Mr. Kirwan noted that A & F suggested clarification language to reflect that the minimum two hours of the annual sixteen-hour continuing education requirement “shall be developed in accordance with best practices in consultation with the Executive Office of Health and Human Services (EOHHS),” and stated that the Department has no objection to the clarification.

Mr. Kirwan further reported that the State 911 Department has been working with EOHSS to develop the curriculum for the two-hour continuing education requirement and hopes to have final approval soon and begin the process of promulgating the regulations.

*Agenda Item #11:*

***►* Other Business**

No other business.

*Agenda Item #12:*

***►* Next Meeting Date**

The next meeting will be the first or second week of February 2024, with the exact date to be announced.

*Agenda Item #13:*

**► Adjournment**

***■* *A Motion to adjourn was offered by Chairperson Collins. Approved. Meeting adjourned at 2:05 p.m.***

*Prepared by:*

*Jennifer Cunningham*