

STATE 911 COMMISSION MEETING

December 20, 2018

1:00 p.m.

State 911 Department

151 Campanelli Drive-Middleborough

Attending:

Matt Moran	EOPSS	State 911 Commission (Chair)
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 (absent)
Chris Markunas	Boston Police Department	State 911 Commission
James Cummings	MA Sheriff Association	State 911 Commission
Chris Delmonte	MA Chiefs of Police	State 911 Commission
Evan Bjorklund	Mass Office on Disability	State 911 Commission
Ralph Dowling	Professional Firefighters	State 911 Commission
Steve Hooke	MCSA	State 911 Commission
Mark Miller	Dept. of Public Health	State 911 Commission (absent)
Neil MacGaffey	ITD	State 911 Commission (absent)
Doug Mellis	MA Police Association	State 911 Commission (absent)
Peter Ostroskey	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	State 911 Commission
Stacy Harren	MA Ambulance Association	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
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
Ashlee Stearns	Office Support Specialist	State 911 Department
Jeff Jeffers	Project Coordinator	State 911 Department
Francisco Gomes	Dispatcher III	State 911 Department

Felix Browne	EOPSS
Peter DeMarco	Boston Globe
Ken Handfield	Mass State Police
Greg Lynskey	South Worcester RECC
Lauren Mielke	HRECC
Tom Ashe	Barnstable County
Jacqueline Pow	BEMS
Scott Newkirk	Watson Consoles
William Mikucki	GDIT
Shannon Dempsey	GDIT

Agenda Item #1:

► Call to Order and Introductions – 1:04 p.m.

Chairperson Moran called the meeting to order. Mr. Pozniak introduced Dennis Kirwan, who is the new General Counsel at the State 911 Department. Kirwan was previously the Deputy General Counsel at the Division of the Lottery.

Agenda Item #2:

► Approval of October 25, 2018 Commission Meeting Minutes

■ A Motion to accept the Meeting Minutes from October 25, 2018 was offered by Mr. Ralph Dowling. Seconded by Mr. Steve Hooke. Approved.

Agenda Item #3:

► Request for Commission Approval of Fiscal Year 2020 Development Grant Guidelines

Mr. Pozniak gave a brief overview of the discussion from the last State 911 Commission meeting regarding the Fiscal Year 2020 Development Grant Guidelines. He stated that a funding priority in these Guidelines will be on projects that have previously been funded and bringing such projects to completion.

Mr. Pozniak highlighted some items from the Guidelines. In particular, he stated that the goal is to set the allocation at \$15 million, which requires both State 911 Commission and Department of Telecommunications and Cable approvals.

Mr. Pozniak stated the application deadline set in the guidelines is March 1, 2019, and that a grant workshop is scheduled for January 23, 2019.

Mr. Pozniak stated that potentially over the next year or two, there could be a closure of 11 PSAPs through the regionalization effort.

A Motion to approve the Fiscal Year 2020 Development Grant Guidelines was offered by Mr. Ralph Dowling and seconded by Mr. Steve Hooke. Approved.

A Motion to allow the State 911 Department staff to make any clerical or administrative changes to the Fiscal Year 2020 Development Grant Guidelines was offered by Mr. Ralph Dowling and seconded by Mr. Steve Hooke. Approved.

Agenda Item 4:

► Request for Commission Approval of the Renewal of the Contract with General Dynamics Information Technology for Next Generation 9-1-1 Services

Chairperson Moran announced that this agenda item is postponed given new information that may impact the contract with General Dynamics Information Technology (GDIT).

Agenda Item #5:

► Request for Commission Approval of an Amendment to 560 CMR 3.00 (Regulations Establishing an Equitable and Reasonable method for the Remittance and Collection of a Surcharge on Prepaid Wireless Telephone Service) to Reflect the Increase to the Surcharge

Mr. Kirwan requested State 911 Commission approval of an amendment to 560 CMR 3.00 to reflect the increase to the surcharge.

A Motion to approve the Amendment was offered by Mr. James Boudreau and seconded by Mr. Richard Patterson. Approved.

Agenda Item 6:

► Update on Next Generation 9-1-1

Mr. Fournier announced a problem when GDIT upgraded the software at an ACD PSAP. GDIT and Motorola have worked on the issue to resolve those problems and they showed good progress updating the remaining ACD PSAPs.

Mr. Fournier stated that a bug had been found within the Next Generation 9-1-1 systems that affects 4.2.7.1. There has been a patch added to the next release that will be coming out. GDIT has put a mitigation strategy in place to lessen any impact to the PSAPs. There will be another software upgrade in January 2019 that deals with Text to 9-1-1 and the ability to transfer Text to 9-1-1.

Mr. Fournier stated that the State 911 Department is setting up another data center outside of New England for geodiversity, and that the purpose for this center is that if something major occurs within Massachusetts, having a data center outside of Massachusetts will improve redundancy and keep the 911 system running during a failure of one data center. Mr. Fournier informed the State 911 Commission that the new data center has upgraded technology with faster processing power and new technology to improve redundancy and resiliency.

Mr. Fournier stated that the State 911 Department is working on adding features to the Next Generation 9-1-1 system that includes the ability to receive pictures and videos from the public.

Mr. Fournier provided an update on the ECATs program. He stated that this is moving slowly and that GDIT has been trying to find a solution to improve time of delivery for this product. The vendors that GDIT are working with have not dealt with a system as closely aligned to the NENA i3 (NG911) standard and that this is causing some delays as the vendors need to be acclimated to an NG911 system that does not have many enhanced 911 components to it. Mr. Fournier stated that the State 911 Department is doing everything it can to move forward with ECATs in a timely manner, but it is important to release a quality product.

Discussion ensued.

Agenda Item #7:

► **Update on Text to 9-1-1**

Ms. Wallace informed the State 911 Commission that Text to 9-1-1 was successfully deployed on December 14, 2018. She stated that Department trainers were spending time in the field testing the text feature with all the PSAPs in the Commonwealth, offering support where needed.

Ms. Wallace provided an update on the public education campaign for Text to 9-1-1. Because of the success of a text message that went into the Randolph Police Department and the media attention it received, the State 911 Department now plans to move forward with the Text to 9-1-1 media campaign sooner than expected.

Chairperson Moran stated that the Governor and Lieutenant Governor are excited and optimistic about the roll out of Text to 9-1-1.

Agenda Item #8:

► **Update on Wireless 9-1-1 Direct**

Mr. Fournier provided an update on the Wireless Direct project. He reported that 313 communities that are served by Wireless Direct. He stated that we are still reliant on location information given by the carriers, and reported that the FCC has promulgated rules to help increase the accuracy in information that is given to PSAPs by the wireless carriers. Mr. Fournier reported that approximately one third of these calls go directly to the Wireless Direct PSAP.

Chief Chris Delmonte asked if there was anything that the State 911 Commission could do to get the carriers to provide more accurate information to the PSAPs. Mr. Fournier responded by saying that this is an issue across the nation and that we have done our part in pushing the FCC to enforce more rules for the carriers.

Discussion ensued.

Agenda Item 9:

► **Update on State 911 Department's Pilot Telecommunicator Certification Program**

Ms. Wallace provided an update on the telecommunicator certification program. She stated that she is interested in partnering with Workforce Development and Cape Cod Community College to sponsor a pilot training program on Cape Cod that will allow civilians the opportunity to participate in the program that will provide them with the minimum certification requirements needed to become a certified 9-1-1 telecommunicator. Ms. Wallace is hoping to have the first training program in the early spring.

In addition, Ms. Wallace stated that she sends PSAP job listings posted on the State 911 Department website to civilians when they inquire about vacant 9-1-1 positions or are

interested in becoming a call-taker. She stated that this effort may help PSAPs in finding and hiring staff to fill vacancies within their PSAP.

Agenda Item 10:

► **Other Business**

Mr. Pozniak mentioned that within the next few months the State 911 Department will be working on the Support and Incentive Grant Guidelines and the Training Grant Guidelines.

Mr. Pozniak announced that there likely will be a Standards Committee meeting in the February 2019 timeframe.

Chairperson Moran mentioned that Secretary Turco is interested in the work of the State 911 Commission and plans on attending a future meeting.

Agenda Item #11:

► **Next Meeting Date—TBD**

Date to be determined.

Agenda Item #12:

► **Adjournment**

■ **A Motion to adjourn was offered by Mr. Richard Patterson. Seconded by Mr. Chris Delmonte. Approved. Meeting adjourned at 1:55 p.m.**

*Prepared by:
Ashlee Stearns
December 20, 2018*