**STATE 911 COMMISSION MEETING**

**February 15, 2024, 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

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

Mary M. McCauley MA Office on Disability State 911 Commission

Ralph Dowling Professional Firefighters State 911 Commission

Susan Lewis Dept. of Public Health State 911 Commission (absent)

Michael Murphy MA Police Association State 911 Commission

Matt Barstow MA State Police State 911 Commission

Kyle Heagney Major City Chiefs State 911 Commission

Richard Patterson EMCAB State 911 Commission

Michael Kelleher MA Fire Chiefs Assoc State 911 Commission

Robert Reardon MA Fire Chiefs Assoc State 911 Commission (absent)

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

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

Robert Ogden Mass Sheriff’s Association State 911 Commission

David Clemons State Fire Marshal’s Office 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

Grant Harrison Mass EDP State 911 Department

Jennifer Cunningham Paralegal Specialist State 911 Department

Katrina Shamshak Training,QA Cord, NSR911 State 911 Department

Christopher Ryan Deputy Dir NSR911 State 911 Department

Peter Kinnas Ops Mgr POD 1 State 911 Department

Cindy Reynolds Grants Specialist State 911 Department

Katelyn Sylvia Programs Coordinator State 911 Department

Angela Pilling Fiscal Specialist State 911 Department

Alyson Dell Isola Dir PSAP Ops State 911 Department

Amy Putvinskas EOTSS

Richard Fiske SWIC

Chris Markunas Boston Police Department

William Mikucki Comtech

Eric Guerrero Comtech

Phil Sisk Mission Critical Partners

Lauren Mielke HRECC

Jack Reagan Dukes County Sheriff’s Office

Peter Graczykowski Dukes County Sheriff’s Office

Erin Hastings West COMM / MCSA

Aimee Ott MA Office on Disability

Johnathan Gordon SSRECC

Aaron Smith SSRECC

*Agenda Item #1:*

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

*►* **Approval of December 14, 2023, Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from December 14, 2023, was offered by Chairperson Collins. Approved.***

*Agenda Item #3*

*►* **Request for Commission Approval of the** **FY 2025 Support and Incentive Grant Guidelines, Training Grant Guidelines, EMD Guidelines, and Wireless State Police Grant Guidelines**

Frank Pozniak stated that the State 911 Department (Department) updated the FY 2025 Support and Incentive Grant Guidelines, Training Grant Guidelines, EMD Guidelines, and Wireless State Police Grant Guidelines.

Mr. Pozniak stated that the first change to the Support and Incentive Grant Guidelines is the additional incentive funding made available for regional PSAPs and RECCs. Regional PSAPs and RECCs may apply for a one-time increase in allocation to support up to sixty percent (60%) of one maintenance contract. This incentive is subject to all eligibility requirements stated in the Guidelines and is capped at $314,000.

Mr. Pozniak stated that the second change to the Support and Incentive Grant Guidelines is the Continuity of Operations Plan (COOP) requirement, which was promulgated last year, and is required to be submitted by all PSAPs to the Department by the end of the fiscal year. Mr. Pozniak further stated that a model COOP plan is available on our website, if needed.

***A Motion to was offered by James Boudreau to: 1) Approve the State 911 Department’s Guidelines for the State 911 Department Fiscal Year 2025 Public Safety Answering Point and Regional Emergency Communication Center Support and Incentive Grants; 2) Authorize the State 911 Department to distribute the Guidelines in the form provided, 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 Steve Hooke. Approved.***

Mr. Pozniak next discussed the Training Grant Guidelines stating that the first notable change is the addition of a definition of “behavioral health crisis” to the definition section. Mr. Pozniak also discussed the addition of a 2-hour behavioral health crisis education training requirement included in the mandatory 16 hours of continuing education training. He also noted a change in the Guidelines to add reimbursement of mileage.

Discussion ensued.

***■ A Motion was offered by James Boudreau to: 1) Approve the State 911 Department’s Guidelines for the Fiscal Year 2025 State 911 Department Training Grant; 2) Authorize the State 911 Department to distribute the Guidelines in the form provided, 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 Ralph Dowling. Approved.***

Mr. Pozniak next discussed the Emergency Medical Dispatch and the Wireless State Police Grant Guidelines stating that neither have any significant changes, and that the minor changes mirror some of the changes that were made in both the Support and Incentive and Training Grant Guidelines.

Karen Robitaille mentioned that, for all Grants, the Department removed the requirement for signatures on reimbursements and budget modifications, as well as the electronic submission via COMMBUYS. She further reported the addition of language stating that submitters will be provided with an email confirming receipt of a reimbursement request. Ms. Robitaille also noted the updated definition of “salary,” and that the Office of the State Comptroller’s Office has updated the authorized signatory form on the application that needs to be filled out. Ms. Robitaille said that this form is also applicable to municipalities.

***■ A Motion was made James Boudreau to: 1) Approve the State 911 Department’s Guidelines for the State 911 Department Fiscal Year 2025 Emergency Medical Dispatch Grant; 2) Authorize the State 911 Department to distribute the Guidelines in the form provided, 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 Steve Hooke. Approved.***

***■ A Motion was made by James Boudreau to: 1) Approve the State 911 Department’s Guidelines for the State 911 Department Fiscal Year 2025 Wireless State Police Public Safety Answering Point Grant; 2) Authorize the State 911 Department to distribute the Guidelines in the form provided, 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 Steve Hooke. Matt Barstow abstained from the vote. Approved.***

*Agenda Item #4:*

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

Norm Fournier provided an update on Next Generation 9-1-1 (NG911). Mr. Fournier stated that the current NG911 contract is due to expire on August 3rd, 2024, and that the current vendor, Comtech, is contractually required to replace much of the end-of-life equipment prior to that date. He stated that staff will experience many maintenance events, including replacement of equipment, which requires repeatedly logging on and logging off. Mr. Fournier stated that the Department appreciates the patience and assistance from all staff.

Mr. Fournier also stated that Comtech will decommission the Southampton Police Department and add three positions to both the Regional Old Colony Center and to Holbrook. Mr. Fournier’s update also included that the Provincetown, Agawam, and Billerica Police Departments are moving, and that the Hopkinton Police Department is relocating their UPS. He also reported that the Lexington Police Department building is being renovated, that they have moved to a temporary location, and will move back upon completion of the renovation.

Mr. Fournier also updated the Commission on work that Comtech has completed in Boston to help with its unique routing and to lessen the impact of data center isolations.

*Agenda Item #5:*

***►*Discussion of Wireless Center and Training Facility at the Milford Location**

Alyson Dell Isola updated the Commission on the transition of the Framingham Wireless Center to the 31 Maple Street, Milford location, stating that PSAP Operation Division One (POD1) went live on January 22, 2024. Ms. DellIsola thanked the State Police General Headquarters and stated that they have settled in nicely and that POD1 is pleased with the new location.

Monna Wallace agreed with Ms. Dell Isola in her update to the Commission on the transition, stating that, though it was a big move, they are also happy in the new space and have already started training classes. Ms. Wallace also stated that EDP has a small office in the new building.

*Agenda Item #6:*

***►* Update on the TERT Program**

Katrina Shamshak gave an update on the TERT Program, stating that they had held an open enrollment, and added 15 new members. Ms. Shamshak also stated there are three applications still in process. Ms. Shamshak went on to say that TERT now has fifty-three (53) total members and that they increased each of the individual regional teams.

Ms. Shamshak further reported that in January, TERT held an all-teams meeting and training in Danvers, and in February, the central team performed a mock deployment at Nashoba Regional, and that there have been no live deployments since December.

*Agenda Item #7:*

***►*Update on Interpreter Services**

Monna Wallace updated the Commission on interpreter services, stating that the Department has entered a contract with a new interpreter service. Ms. Wallace went on to say that the Department is working very closely with Comtech and the new company, and that twenty PSAPs have been deployed so far with the new technology. Ms. Wallace stated that the Department is currently in a testing mode, and has had to make technical changes, and anticipate rolling out the new service to all PSAPs, ten at a time, and will expect to be up and running in all PSAPs by the end of March.

Ms. Wallace stated that the new service does not have music and that she is hopeful that PSAPs will not have to identify themselves either by saying the name of their PSAP or giving a PIN.

Discussion ensued.

*Agenda Item #8:*

***►*Update on Regionalization**

Norm Fournier gave an update on 9-1-1 regionalization, starting with the Southampton Police Department signing an IMA with the Easthampton Police Department.

Mr. Fournier stated that the State 911 Department met with town leaders in both Phillipston and Templeton to resolve their differences. The towns signed a new IMA.

Mr. Fournier also stated that the Holbrook RECC began taking 911 calls, along with fire dispatch for Stoughton, and that Stoughton Police Dispatch has moved into the Holbrook RECC, noting that the towns of Sudbury and Fairhaven will also join Holbrook in the summer of 2024.

Mr. Fournier also stated that the Department has met with representatives of Metro North RECC to review a few facilities to consider suitable possibilities if they have other towns interested in joining their regional effort.

Mr. Fournier stated that the North Shore RECC signed an IMA with North Reading on February 8, 2024, to join the RECC, noting that he expects a smooth transition.

Mr. Fournier then reported that Patriot RECC added a position and merged with the communities of the Groton Regional (Dunstable and Groton), expanding the Patriot RECC to 5 communities and reducing one PSAP.

Mr. Fournier stated that the Department met with representatives of SEMRECC and the MECC, and that the public safety and town officials have signed an MOU to explore the consolidation and regionalization of the MECC into the SEMRECC, where the SEMRECC will be the surviving entity. Mr. Fournier stated that the MOU will consider the feasibility and is not a binding contract. Mr. Fournier will have more to report on the MOU in the future.

*Agenda Item #9:*

***►* Update on 560 CMR 3.00**

Dennis Kirwan updated the Commission on 560 CMR 3.00 regarding Pre-Paid Surcharge Regulations. Mr. Kirwan stated that on November 30, 2023, the DTC approved the Department’s Petition to maintain the Enhanced 911 surcharge at $1.50 per month. Chapter 6A, Section 18H (a) requires the Department, for prepaid wireless service, to promulgate regulations establishing an equitable and reasonable method for the remittance and collection of the surcharge or surcharge amounts for such service. Mr. Kirwan stated that, in order to make the Prepaid surcharge consistent with the DTC Order, the Department needed to change the date as shown on the red-lined version, and upon the Commission’s approval, promulgate the regulation.

Mr. Kirwan also 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 has received final A & F approval for the regulation change to 560 CMR 5.00 and has begun the process of promulgating the regulations. The changes were sent to the Secretary of State’s office for review, notice was advertised in the Boston Globe and will appear in the Central Register, a Public Hearing is scheduled for February 29, 2024, and Public Comment is due by March 11, 2024. After the Public Comment period ends, the Department will send the regulations to the Secretary of State to finalize the process.

***■ A Motion was offered by James Boudreau to: 1) approve the amendment of 560 CMR 3.00: Regulations Establishing an Equitable and Reasonable Method for the Remittance and Calculation of a Surcharge on Prepaid Wireless Telephone Service in the form attached herein to the State 911 Commission; 2) authorize the State 911 Department to file the regulations in the form attached herein; 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. The motion was seconded by David Clemons. Approved.***

*Agenda Item #10:*

***►* Other Business**

No other business.

*Agenda Item #11:*

***►* Next Meeting Date**

The next meeting will be in May 2024, with the exact date to be announced.

*Agenda Item #12:*

**► Adjournment**

***■* *A Motion to adjourn was offered by Chairperson Collins. Approved. Meeting adjourned at 1:40 p.m.***

*Prepared by:*

*Jennifer Cunningham*