**STATE 911 COMMISSION MEETING**

**February 3, 2022 1:00 p.m.**

State 911 Department

151 Campanelli Drive, Suite A, Middleborough, MA 02346

*Attending:*

Kerry Collins EOPSS State 911 Commission (Chair)

Robert Silvia MA Fire Chiefs Association State 911 Commission (Vice-Chair)

James Boudreau Mass Municipal Association State 911 Commission

Carmen Curry Boston Police Department State 911 Commission

James Cummings MA Sheriff Association State 911 Commission (absent)

Christopher Delmonte MA Chiefs of Police Assoc State 911 Commission

Jonathan O’Dell MCDHH State 911 Commission

Mary McCauley Mass Office on Disability State 911 Commission

Ralph Dowling Professional Firefighters State 911 Commission

Steven Hooke MCSA State 911 Commission

Scott Cluett Dept. of Public Health State 911 Commission

Douglas Mellis MA Police Association State 911 Commission (absent)

David Clemons Department of Fire Services State 911 Commission

Matthew Barstow MA State Police State 911 Commission

Kyle Heagney Major City Chiefs State 911 Commission

Richard Patterson Emergency Medical Care State 911 Commission

Timothy Bradshaw MA Fire Chiefs State 911 Commission

Stacy Harren MA Ambulance Association State 911 Commission

Matthew Moran EOTSS 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 Director of Programs State 911 Department

Jennifer Cunningham Paralegal Specialist State 911 Department

Ashlee Stearns Office Support Specialist State 911 Department

Katelyn Silvia Public Education Coordinator State 911 Department

Cynthia Reynolds Grants Specialist State 911 Department

Shahri Moin Systems Director State 911 Department

Joe Hickey System Analyst State 911 Department

Allison Dell Isola Director of PSAPs State 911 Department

Chris Markunas Boston Police Department

Richard Fiske SWIC

Robert Barnes Boston EMS

Greg Lynsky SWCCC

Rob Verdone SEMRECC

Erick Berg SEMRECC

Erin Hastings Westcomm

Joe Crean ROCCC

Kevin Lessard Northern Middlesex RECC

Penny Ryan Auburn PSAP

Tom Ashe Barnstable County Sheriff’s Office

Shannon Dempsey Comtech

Timothy Jenkins Comtech

Elizabeth Belmonte Metro North RECC

Lauren Mielke Holbrook Regional PSAP

Philip Sisk Mission Critical Partners

Tom Kennedy UMASS Collins Center

Kent Hellebust Comtech

Aaron Smith SSRECC

Kenneth Handfield MA State Police

Anthony Gentile Wilbraham RECC

Anne Camaro Nashoba Valley RECC

Chris Carleton Northborough Police Department

Darrell True MECC

Gary Premo MECC

Rebecca Ocasio

Tom Grady Berkshire County Sheriff RECC

James Officer

Cameron Dunbar

Jonathan Gordon

Brian Kamp

Justin Kates

\*Guest Captioner for MCDHH

*Agenda Item #1:*

*►****Call to Order and Introductions – 1:00 p.m.***

Chairperson Kerry Collins called the meeting to order via teleconference pursuant to Chapter 30A of Massachusetts General Laws, and in compliance with Governor Baker’s Executive Order dated March 12, 2020. Public access was afforded by way of meeting notice.

Chairperson Collins stated that the meeting will be recorded by audio only for the purposes of the minutes. Roll call was given for State 911 Commission members, and all others stated their names for the record.

*Agenda Item #2:*

*►***Approval of November 18, 2021 Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from November 18, 2021 was offered by Chairperson Kerry Collins. Approved.***

*Agenda Item #3:*

***►*** **Request for Commission Approval of the FY 2023 Support and Incentive Grant Guidelines, Training Grant Guidelines, EMD Guidelines, and Wireless State Police Guidelines**

Frank Pozniak requested Commission approval for the FY 2023 Support and Incentive Grant Guidelines. Mr. Pozniak stated that the allocation for the FY 2023 Support Grant is proposed to increase to 22.75%, which is an increase of four (4) percent from the FY 2022 Support Grant. He stated that two (2) percent of the four (4) percent increase will be allocated to Regional PSAPs and RECCs, and the other two (2) percent will be reserved for anticipated regionalization efforts in FY 2023. With respect to the Incentive Grant, Mr. Pozniak stated that the proposal is to increase the allocation in the Regional PSAP serving three (3) to nine (9) municipalities category from two (2) to three (3) percent, and to increase the allocation in RECC category from ten (10) to twelve (12) percent. He stated that both increases are to support anticipated regionalization efforts in both categories.

He also stated that the Support Grant now calls for applicants to knowledge that their primary PSAP, regional PSAP or RECC have a continuity of operations plan (COOP), as well as acknowledging they know their alternate PSAP.

Upon a question from Commission Member Police Chief Delmonte regarding census data, Mr. Pozniak explained that the allocation for the Support and Incentive Grants are based on 2020 census data and call volume for calendar year 2021.

Mr. Pozniak requested Commission approval for the FY 2023 Training Grant Guidelines. He stated that Quincy reached the threshold of 35 thousand calls per year and therefore have been added to the list of PSAPs that are eligible for up 32 hours of training. He also stated that subscription-based training has been clarified in the guidelines.

Mr. Pozniak requested Commission approval for the FY 2023 EMD Grant Guidelines. He stated that there were no major revisions to this grant from the FY 2022 EMD Grant Guidelines.

Mr. Pozniak requested Commission Approval for the FY 2023 Wireless Grant Guidelines. He stated that this Grant typically mirrors changes for both the Support and Incentive and the Training Grant Guidelines.

***■ A Motion to: 1) Approve the State 911 Department’s Guidelines for the State 911 Department Fiscal Year 2023 Support and Incentive Grant, Training Grant, EMD Grant and Wireless State Police Grant Guidelines; 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 fulfilment of the purposes of said Guidelines was offered by Mr. Robert Silvia. Seconded by Mr. Ralph Dowling. Approved by all present State 911 Department Commission Members.***

*Agenda Item #4:*

***►*Discussion Regarding January 3, 2022 Request for Training Waiver and Pandemic Impact Assistance**

Frank Pozniak discussed the January 3, 2022 letter signed by the Directors of 19 PSAPs requesting a training waiver and pandemic impact assistance, and the State 911 Department’s January 20, 2022 memorandum in response to that letter, both which were provided to the Commission in the meeting packet. Mr. Pozniak generally stated that the request calls for a similar relaxation of the training standards that was allowed in the March 2020 timeframe during the State of Emergency and the request indicates that this necessary due to the current COVID situation and general workforce shortages being experienced.

Mr. Pozniak stated in the January 20th response the State 911 Department decided not to suspend or waive the certification requirements that have been approved by the Commission and in place for close to ten years in the best interest for public safety in the Commonwealth. He stated that the State 911 Department is in a different position now given that the Commonwealth is no longer in a State of Emergency, the implementation of an on-line training program, and that PSAPs have the ability to create their own 40-hour training certification requirement with Department approval.

Mr. Pozniak stated that to assist the PSAPs the State 911 Department will continue with its on-line 40-hour training program at this time, offered financial assistance for eligible expenses in FY 2022, and upon request, will extend the Continuing Education requirement and the deadline for the filing of the Certification of Compliance form for FY 2022.

Commission Member Richard Patterson stated that maintaining the training standards is important. However, he stated that these are extraordinary times, perhaps worse than when we were in a State of Emergency in 2020. He stated that there should not be a blanket waiver, but instead a three-to-five week reprieve should be allowed on a case-by-case basis in some circumstances.

Upon a question from Mr. Patterson regarding the impact on a PSAP requesting an extension on the Continuing Education requirement, Mr. Pozniak explained that there should be no impact for its FY 2023 grants.

Commission Member Matthew Barstow complimented the Department on its training standards, but he stated that the January 3rd request came out of desperation. He stated that retaining 9-1-1 calls within the PSAP is ideal and that alternate routing to a secondary PSAP is not the best solution in the interest of public safety. Mr. Barstow stated that each PSAP should be able to make an argument for why they need an accommodation in this case.

Robert Verdone stated that there are currently challenges in the PSAPs that have never been faced before. He stated that the intent of the letter was to mitigate risk and plan for any future outbreaks that a COOP would not account for. Mr. Verdone stated that the request is to allow someone with core and base 9-1-1 foundational knowledge to answer calls to maintain operations.

Greg Lynsky suggested that there needs to be a long-term discussion in regard to the 40- hour PST requirement. Mr. Lynskey stated that it might benefit PSAPs to allow new telecommunicators the ability to receive a 9-1-1 log in after completing the EMD and equipment training first, and then after a six month grace period the telecommunicator would work on completing the 40-hour PST requirement.

Tom Grady stated that since the administrative call volume is greater than the 9-1-1 call volume, one solution to the current challenges might be to allow and fund those in administrative positions to answer the administrative calls and allow telecommunicators to strictly answer 9-1-1 calls.

Chairperson Collins mentioned that the preference is to always not transfer a call, and she stated that the State 911 Department’s training standards are a key feature that makes the Commonwealth’s 9-1-1 system so successful. She added that there will be another Commission meeting at the end of March to again address and discuss these issues, and she called upon Commission members and others to propose alternative solutions to staffing issues. Chairperson Collins emphasized that the Commission is bound by regulations, and that the Commission needs to have feedback in order to better address these issues.

*Agenda Item #5:*

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

Frank Pozniak updated the Commission on Next Generation 9-1-1 contract. Mr. Pozniak stated that the expiration of the current contract is August 2024 with no options to renew. He stated that that the Department has been drafting an RFR for a new Next Generation 9-1-1 contract, with the goal to post the RFR by the end of the first quarter of 2022.

*Agenda Item #6:*

**► Update on the Revisions to 560 CMR Appendix A**

Dennis Kirwan updated the Commission on the revisions to 560 CMR Appendix A. Mr. Kirwan stated that the internal working group has been making progress on the Appendix A Standards, with the Appendix almost completed. He stated that the Operational Standards, which include PSAP Administration, Payload Handling, Answering Positions and Staffing, are being drafted and ultimately will be ready for review by the Operational Standards Working Group.

Mr. Kirwan stated that the Internal Working Group will schedule a meeting the Operational Standards Working Group, with a goal of approval of the Appendix A Standards by the Standards Committee. If approved, the Appendix A Standards will be presented to the State 911 Commission for final approval.

*Agenda Item #7:*

***►*Other Business**

No other business.

*Agenda Item #8:*

***►*Next Meeting Date**

End of March 2022.

*Agenda Item #9:*

**►Adjournment**

***■ Meeting was adjourned by Secretary Collins at 2:19 p.m.***

*Prepared by:*

*Ashlee Stearns*