**STATE 911 COMMISSION MEETING**

**January 26, 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)

Chris Markunas Boston Police Department State 911 Commission

Christopher Delmonte MA Chiefs of Police Assoc State 911 Commission

Jonathan O’Dell MCDHH State 911 Commission

Abigail Shneyder 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

David Clemons Department of Fire Services State 911 Commission (absent)

Matt Barstow MA State Police State 911 Commission

Kyle Heagney Major City Chiefs State 911 Commission

Richard Patterson EMCAB State 911 Commission

Timothy Bradshaw MA Fire Chiefs Assoc State 911 Commission (absent)

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

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

Jennifer Cunningham Paralegal Specialist State 911 Department

Cynthia Reynolds Grants Specialist State 911 Department

Grant Harrison EDP Manager State 911 Department

Joseph Crean Special Projects Director State 911 Department

Katelyn Sylvia Public Education Coordinator State 911 Department

Angela Piling Fiscal Specialist State 911 Department

Christopher Ryan Deputy Dir NSR911 State 911 Department

Katrina Shamshak Training/QA Coor NSR911 State 911 Department

Christopher Flynn Intern State 911 Department

Richard Fiske SWIC EOPSS

Lauren Mielke Holbrook Regional

Erin Hastings WESTCOMM

Elizabeth Belmonte Metro North RECC

Anne Camaro NVRDD

Greg Lynskey SWCCC

Kenneth Handfield MSP

Sheriff Robert Ogden Duke’s County Sheriff’s Office

Anthony Gould Duke’s County Sheriff’s Office

Peter Grazycowski Duke’s County Sheriff’s Office

Phil Sisk Mission Critical Partners

William Mikucki Comtech

Johnathan Gordon SSRECC

*Agenda Item #1:*

*►* **Call to Order and Introductions – 1:01 p.m.**

*Agenda Item #2:*

*►* **Approval of November 16, 2022, Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from November 16, 2022, was offered by Chairperson Collins. Approved.***

*Agenda Item #3:*

***►*Request for Commission Approval of the FY 2024 Support and Incentive Grant Guidelines, Training Grant Guidelines, EMD Guidelines, EMD Guidelines, and Wireless State Police Grant Guidelines**

Frank Pozniak requested Commission approval of the FY 2024 Support and Incentive Grant Guidelines. Mr. Pozniak stated one significant change in the FY 2024 Guidelines includes the availability of additional funding for PSAPs who dispatch mobile behavioral health crisis response services. He stated that this new provision in the Guidelines is being added pursuant to Section 7 of Chapter 177 of the Acts of 2022. In addition, Mr. Pozniak mentioned that enhanced language has been added to the Guidelines for audit inspection, meeting notice, and quarterly

reporting, including the opportunity to escalate a matter if necessary.

Mr. Pozniak also requested Commission approval for the FY 2024 Training Grant. Mr. Pozniak stated that the only change of note was that language was added to allow for skill and ability software programming subscriptions used by PSAPs, with a cap of $2,500 for such subscriptions.

Further, Mr. Pozniak requested Commission approval for the FY 2024 Emergency Medical Dispatch (EMD) Grant for which there were no changes from the previous year’s Guidelines.

Finally, with respect to the FY 2024 Wireless State Police Grant, he stated that language referring to the Telecommunicator Emergency Response Taskforce (TERT) Grant needs to be added into the Wireless State Police Grant where applicable, which he stated will be added as a clerical change.

Karen Robitaille stated that the Wireless State Police Grant carries the same changes from the Support and Incentive Grant and the Training Grant.

Discussion ensued

***■ A Motion to: 1) Approve the State 911 Department’s Guidelines for the Fiscal Year 2024 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 Steve Hooke. The motion was seconded by Richard Patterson. All in favor. Approved.***

*Agenda Item #4:*

***►* Update on Telecommunicator Emergency Response Taskforce (TERT) Program, Request for Commission Approval of the TERT Grant Guidelines and Application**

Katrina Shamshak updated the Commission on the Telecommunicator Emergency Response Taskforce (TERT) Program. Ms. Shamshak stated that TERT went live on December 1, 2022, and trainings began. She stated that surveys went out to PSAPs to determine which CAD systems were being used at each PSAP in order to create TERT teams with proper training for each program. She stated that the next training session will be in March in Duxbury.

Frank Pozniak requested Commission approval for the TERT Grant Guidelines and Application. Mr. Pozniak stated that the opinion of the Massachusetts Operational Services Division and the Office of the Comptroller was that the TERT Program would be best funded as a grant program. Mr. Pozniak stated that the TERT Grant will be a three (3) year Grant, and that there will be open enrollment periods for applications.

Mr. Pozniak stated that once the TERT Grant is approved by the Commission, it will be filed for approval with the Department of Telecommunications and Cable (DTC). He stated the TERT Grant would be in effect for July 1, 2023.

***■*** ***A Motion to: 1) Approve the State 911 Department’s Guidelines for the TERT 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 Vice Chairperson Stephan Hooke. Seconded by Kyle Heagney. All in favor. Approved.***

*Agenda Item #5:*

**► Update on Next Generation 9-1-1**

Norm Fournier updated the Commission on Next Generation 9-1-1. Mr. Fournier stated that Comtech and the State 911 Department will begin to replace DLRs across the Commonwealth within the next (2) weeks. He stated that initially the replacements will record as they do currently for the next three (3) years. From that point on, the DLRs will strictly record 9-1-1 calls.

Mr. Fournier stated that Comtech has enhanced monitoring tools within the system, updated maps, and sent out a satisfaction survey to the PSAPs. He urged PSAPs to provide feedback for Comtech through these surveys. Comtech received a 94% satisfaction rating from those who responded.

Mr. Fournier stated that technical specifications with the Next Generation 9-1-1 system are being finalized. He also reported that more communities are taking Phase 1 calls with Wireless Direct.

Commission member Christopher Delmonte asked how the replacement of DLRs will affect PSAPs moving forward. Mr. Fournier stated there will be no immediate changes and that replacing the DLR’s has been done in the past. He stated that the old recorders will be left in the PSAPs for accessibility of old recordings.

Discussion ensued.

*Agenda Item #6:*

***►* Update on Implementation of Pertinent Sections of Chapter 177 Acts of 2022**

Frank Pozniak updated the Commission on the Implementation of Pertinent Sections of Chapter 177 of the Acts of 2022. Mr. Pozniak stated that Section 6 of Chapter 177 added three (3) new Commission members, with two (2) of the three (3) positions filled: Commissioner Brooke Doyle from the Department of Mental Health, and Wendy Botelho from Child and Family Services. He stated that to address Section 7 of Chapter 177, the State 911 Department added provisions to the Support Grant to provide additional funding for PSAPs that dispatch mobile behavioral health crisis response services. With respect to Section 8 of Chapter 177, which provides that PSAPs are to be equipped with a system for the processing of requests for emergency services from persons with mental health or substance abuse conditions, Mr. Pozniak stated that the Department is discussing the matter with representatives from DPH and DMH. Finally, Mr. Pozniak stated that Section 81 of Chapter 177 requires an update to 560 CMR 5.00 to include training on the identification of and response to callers experiencing behavioral health crisis in the certification standards for certified enhanced 911 telecommunicators. Mr. Kirwan stated that State 911 Department has drafted language to 560 CMR 5.00 addressing Section 81 that is under review.

*Agenda Item #7:*

***►* Discussion on PSAP Training and Interoperability**

Richard Fiske began a discussion on PSAP Training and Interoperability. Mr. Fiske presented a presentation on the National Association of State 911 Administrators (NASNA) Interoperability Workshops. He stated that the workshop was held in Washington DC in 2022, with objectives to bring state emergency leadership to effectively communicate and collaborate, facilitate state conversations on deepening and enhancing emergency communications for greater interoperability, and to develop statewide goals and actionable steps to improve emergency communications interoperability.

Mr. Fiske stated that Massachusetts established three (3) interoperability goals: (1) improve and increase participation and communications/interoperability components in all full scale and functional drills and exercises, (2) enhance the ability for all PSAPs to be able to access the statewide public safety radio systems, and (3) enhance PSAP data interoperability and information sharing capabilities statewide.

Mr. Fiske stated that this is PSAP specific and that the goal is to develop solutions through training programs, grants, equipment procurement, etc., in order for PSAPs to use these as leverage for different items they may need access to. Mr. Fiske is looking for feedback in order to find a statewide solution that works best.

Monna Wallace stated that the State 911 Department will have the opportunity to go to active shooter training classes and hopes to eventually build a program based on active shooter training.

Discussion ensued.

*Agenda Item #8:*

***►*Update on 988 Implementation and the Behavioral Health Help Line**

Monna Wallace updated the Commission on 988 Implementation and the Behavioral Health Help Line (BHHL). Ms. Wallace stated that the BHHL was activated on January 3. All PSAPs now have a button that transfers to BHHL as needed. Ms. Wallace stated there are meetings planned to discuss furthering education on BHHL and 911 communications.

Commission member Brooke Doyle stated that the launch of BHHL went well and that there will be a media campaign in February. Ms. Doyle clarified that 988 and BHHL are separate phone lines.

*Agenda Item #9:*

***►* Update on Regionalization**

Joseph Crean updated the Commission on regionalization. Mr. Crean stated that there have been and will continue to be monthly meetings with Directors and Deputy Directors of Regional Centers. He stated that various communities across the Commonwealth have been reaching out to established Regional Centers in hopes of joining. He stated that Braintree/Randolph Regional project have begun meetings regarding their project and that Acton/Concord Regional project is in the process of hiring a director for their center for a Spring 2024 launch.

Mr. Crean stated that there are currently three (3) potential regional projects: (1) Westborough, Grafton, Southborough, and Hopkinton, which would be located in Westborough;

(2) Framingham, Wayland, Sudbury, and Natick, which would be located in Framingham; and

3) Barnstable, Yarmouth, and Sandwich, which would be located in Barnstable.

Mr. Crean stated that he is working on a proof of concept for a PSAP Regionalization section of the State 911 Department website. He stated that this section would contain a library of information, documents needed, and templates for potential and current regional centers regarding regionalization.

*Agenda Item #10:*

***►* Update on the Revisions to 560 CMR Appendix A, and MLTS Compliance**

Dennis Kirwan updated the Commission on the revisions in 560 CMR Appendix A and MLTS Compliance. Mr. Kirwan stated that there have been internal discussions based on comments from MassGIS and members of the Operations Working Group on the revisions to 560 CMR Appendix A. He stated that the Draft Appendix A Standards have been updated based on these comments. He stated that there will be an Operations Working Group meeting, a Standards Committee meeting, and a Public Hearing within the next few weeks on these Standards. Mr. Kirwan stated that he hopes to have an approved final version of the Standards at the next State 911 Commission meeting.

Mr. Kirwan stated that the MLTS Compliance program has been reaching more schools, municipalities, and businesses. He stated that the target audience is being reached. He stated that 74 entities that were contacted are working toward compliance, with 29 entities already in compliance.

*Agenda Item #11:*

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

Frank Pozniak updated the Commission on the transition of the Framingham Wireless Center and the Maynard Training Facility to a new location. He stated that a lease for a new location at 31 Maple Street in Milford has been executed and that planning for the transition is underway.

*Agenda Item #12:*

***►* Other Business**

No other business.

*Agenda Item #13:*

***►* Next Meeting Date—TBD**

*Agenda Item #14:*

**► Adjournment**

***■* *A Motion to adjourn was offered by Rich Patterson. Seconded by Stephan Hooke. Approved. Meeting adjourned at 2:28 p.m.***

*Prepared by:*

*Ashlee Stearns*