**STATE 911 COMMISSION MEETING**

**January 30, 2020, 1:30 p.m.**

**State 911 Department**

**151 Campanelli Drive, Middleborough**

*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

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

Jonathan O’Dell MCDHH State 911 Commission

Mary M. McCauley Mass Office on Disability State 911 Commission

Ralph Dowling Professional Firefighters State 911 Commission (absent)

Steve Hooke MCSA State 911 Commission

Scott Cluett Dept. of Public Health State 911 Commission

Doug Mellis MA Police Association State 911 Commission (absent)

David Clemons 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

Matt Moran EOTSS 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

Monna Wallace Director of Programs State 911 Department

Karen Robitaille Finance Director State 911 Department

Cindy Reynolds Grants Specialist State 911 Department

Jennifer Cunningham Paralegal State 911 Department

Ashlee Stearns Office Support Specialist State 911 Department

Grant Harrison EDP Manager State 911 Department

Katelyn Silvia Public Education Coordinator State 911 Department

Richard Fiske Director of PSAP Operations State 911 Department

Kristina Morin Dep. Dir. of PSAP Ops State 911 Department

Kevin Lessard Northern Middlesex RECC

Christopher Ryan Northshore RECC

Robert Barnes Boston EMS

Jacqueline Pow Boston EMS

Jay Mazzola Metro North RECC

Whitney Morgan Metro North RECC

M. Ross Klun Nashoba Valley

Rob Reardon Duxbury Fire/ROCCC

Erick Bers SEMA RECC

Shawn Romanoski Boston Police

William Mikucki Comtech

Shannon Dempsey Comtech

Jeremy DeMar Springfield Emergency Comm.

Charles Goodwin Natick PD/ MCSA

Robert Verdone SEMA RECC

Laurie Croke SSRECC

Aaron Smith SSRECC

Thomas Kennedy Collins Center

Davio Armstrong Anna Maria College

Greg Lynskey South Worcester RECC

Lauren Mielke HRECC

Blake Haskell J.D Hunter, Inc.

Scott Newkirk Hendrickson Co.

Ken Handfield Mass State Police

Tom Ashe Barnstable County

Mike Mahoney ROCCC

Chris Swift Wilmington PD

*Agenda Item #1:*

*►****Call to Order and Introductions – 1:31 p.m.***

Chairperson Kerry Collins called the meeting to order. Introductions were made and all signed in.

*Agenda Item #2:*

*►***Approval of November 21, 2019 Commission Meeting Minutes**

***■A Motion to accept the Meeting Minutes from November 21, 2019 was offered by Chairperson Kerry Collins. Approved.***

*Agenda Item #3:*

**►Reports of the Standards Committee**

Mr. Kirwan reported on the Standards Committee meeting to the Commission. He stated that the State 911 Department has begun drafting a revised version of Appendix A, in order to update and comply with Ray Baum’s Act, with current and future technology in mind. He stated that they started with the definition section, by removing old legacy terminology, and updating with NG9-1-1 terminology. He stated that addressing is a key element that needs to be prioritized in the table of contents. The update will guarantee better addressing information in the Master Address Database.

Mr. Kirwan stated that all parties had great participation at the Standards Committee meeting. He went on to say that a major point taken was to divide the technical parts and the operational parts of the standards and work on them individually. He hopes to have significant progress made by the next meeting in March. Mr. Pozniak stated that he may be interested in forming an operational working group to deal with the operational issues. He stated that this would ideally be represented by some Commission members, as well as representatives from small, mid-size and large sized PSAPs.

*Agenda Item #4:*

►**Request for the Commission Approval of the Fiscal Year 2021 Development Grant Guidelines**

Mr. Pozniak requested Commission approval of the Fiscal Year 2021 Development Grant Guidelines. He stated that the revisions taking place in the guidelines are to incentivize PSAPs to regionalize. He stated that the allocation amount is up to eighteen (18) million dollars, as opposed to fifteen (15) million in previous years. This has to be taken to the DTC for approval, which is a ninety (90) day process. He stated that this petition will be filed in February.

Mr. Pozniak discussed the changes to the guidelines. He stated that the current number of years for a Director’s salary to be paid is one year, this will be changed to three years. He also stated that applicants will now be able to apply for the same coverage for a Deputy Director’s salary. Another addition to the grant is the coverage of key support personnel positions. This coverage has no timeline and will be based on a case-by-case basis. He stated that for a center that is in the process of switching to a regional center, a provision has been added that allows the PSAP to apply for the salary of certified telecommunicators prior to going live.

Mr. Pozniak discussed the changes to the Transition Award. He stated that one significant change is that now applicants can apply for the greater of the Support Grant amount versus the assessment amount going forward; in previous years the applicant could only apply for the lesser of those two amounts He added that in the first three years after decommissioning, the applicant now can apply for one hundred percent (100%) of the assessment amount, the fourth year fifty percent (50%) of the assessment amount, and the fifth year twenty five percent (25%) of the assessment amount. Mr. Pozniak stated that the previous standard was left in, with the time-period being January 1, 2016 to July 1, 2018, for any decommissioned PSAPs in that time period that have not applied for their transition award.

Mr. Pozniak stated that an applicant can now apply for the purchase of a new building. This is limited to the purchase price and excludes any associated costs. The applicant would need to demonstrate that this is the best alternative compared to existing buildings, and must show that all state, municipal, and district requirements for building purchases have been met.

Mr. Pozniak stated that the priority list has been revised as well. Priority one is now the development of regional PSAPs and RECCs and the expansion of existing regional PSAPs or RECCs through the addition of one or more PSAPs to an existing regional PSAP or RECC, with an executed IMA.

Mr. Pozniak discussed the non-eligible expense(s) section. Items that have been removed are voicemail, payment/performance bonds, or insurance of contractors, as well as general conditions and overhead.

***■A Motion to: 1) Approve the State 911 Department’s Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development Grant Guidelines for Fiscal Year 2021; 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. Jim Boudreau. Seconded by Mr. Rich Patterson. Approved.***

*Agenda Item #5:*

**►Update on Next Generation 9-1-1**

Mr. Fournier provided an update on Next Generation 9-1-1. He stated that Comtech will be releasing a software update in March. This update will include processing calls in Virginia. There is also an upgrade to the aggregation services, which will allow flexibility, resiliency and redundancy. The update will also include bug fixes, including a status refresh screen fix. PSAPs will also be able to process calls now through the third data center in Virginia after the release is completed.

Mr. Fournier updated the Commission on a new technology for cell phone calls to 9-1-1. The State 911 Department is working on integrating an app into the system, which involves live streaming from a phone to the PSAP. Mr. Fournier stated that the PSAP would send a link to approve streaming services to a caller’s phone, which would allow the PSAP to see directly through their phone’s camera. He stated that the Mr. Kirwan will be looking into issues regarding chain of custody for this technology. The State 911 Department is in the early stages of testing this program, and there are still many parts that need to be reviewed.

Mr. Fournier discussed the issue of misrouted calls. He stated that it takes fifty to sixty (50-60) seconds to get misrouted calls to the appropriate PSAP, and delaying the call one to six (1-6 seconds; approximately one ring) which allows the carrier to find more accurate location information. This process will hopefully improve the time it takes for the proper PSAP to receive the call. This process is anticipated to be in place late March.

Mr. Fournier provided an update on ECATs. He is predicting a released date in the first quarter of 2020. He stated that the vendors need time to process the information. This will make it easier to use and will have more search options.

Finally, Mr. Fournier stated that Massachusetts processed nearly three and a half (3.5) million calls in 2019. This number is around two percent (2%) less than 2018. There were six thousand fifty-five (6,055) text messages, most of which were tests. Boston took nearly one thousand (1,000) of those texts.

Discussion ensued.

*Agenda Item #6:*

***►*Update on the Telecommunicator Certification Program**

Ms. Wallace provided an update on the Telecommunicator Certification Program. She reported that the State 911 Department is advertising more trainings for civilians. There have been thirteen (13) graduates since October, of which three (3) have found telecommunicator positions, and that seven (7) still in training. Ms. Wallace also stated that the State 911 Department is offering more workshops in March, including one on the North Shore and one in Springfield. Ms. Wallace requested that anyone who has a job posting to please forward it her so that she may direct these graduates to job openings.

Ms. Wallace went on to state that Anna Maria College is offering a certification for dispatchers at the Wachusett Regional High School. Twenty (20) students took the course over winter break, and there has been a request for the program to run again over the next break.

*Agenda Item #7:*

***►*Update on the Massachusetts Equipment Distribution Program**

Ms. Wallace provided an update for the Massachusetts Equipment Distribution Program (Mass EDP). She stated that Mass EDP will start providing iPhone 8 and iPhone 8+ through the vendor Teltex to eligible candidates in March. Teltex will hold a training on February 25th with Mass EDP and the Massachusetts Commission for the Deaf and Hard of Hearing employees. The application and brochures for this program have been updated.

Discussion ensued.

*Agenda Item #8:*

**►Other Business**

Commission member Matt Barstow asked for an update on the status of the Springfield training location. Ms. Wallace stated that an inspection and walkthrough have been scheduled for this week, but no final date has been set.

*Agenda Item #9:*

**►Next Meeting Date—March 19, 2020**

*Agenda Item #10:*

**►Adjournment**

***■A Motion to adjourn was offered by Mr. Rich Patterson. Seconded by Chairperson Kerry Collins. Approved. Meeting adjourned at 2:25 p.m.***

*Prepared by:*

*Ashlee Stearns*