**STATE 911 COMMISSION MEETING**

**June 10, 2021 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

Chris Markunas 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 (absent)

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 (absent)

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 (absent)

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

Jennifer Cunningham Paralegal Specialist State 911 Department

Ashlee Stearns Office Support Specialist State 911 Department

Katelyn Silvia Public Education Coordinator State 911 Department

Grant Harrison EDP Manager State 911 Department

Joe Hickey System Analyst State 911 Department

Alyson Dell Isola Director, PSAP Op. Div. State 911 Department

Richard Fiske SWIC

Robert Barnes Boston EMS

William Mikucki Comtech

Shannon Dempsey Comtech

Timothy Jenkins Comtech

Tom Kennedy UMASS Collins Center

Elizabeth Belmonte Metro North RECC

Anne Camaro Cambridge

Christina Giacobbe Cambridge

Kent Hellebust Comtech

Lauren Mielke Holbrook

Jacqueline Pow Boston EMS

David Wells Springfield

Philip Sisk Mission Critical

\*Guest Captioner for MCDHH

*Agenda Item #1:*

*►****Call to Order and Introductions – 1:04 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. Chairperson Collins stated that the State of Emergency will be ending in a week and that should the next State 911 Commission Meeting be in person, a quorum must be physically present.

*Agenda Item #2:*

*►***Approval of April 1, 2021 Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from April 1st, 2021 was offered by Chairperson Kerry Collins. Approved.***

*Agenda Item #3:*

***►*** **Report of the Standards Committee**

Mr. Kirwan first mentioned the MLTS Compliance Program. He stated that a letter will be sent to businesses that do not comply with the MLTS Regulations. He stated follow-up letters will be sent to those businesses that remain noncompliant. Mr. Kirwan stated that the State 911 Department will work with those businesses to achieve compliance.

Mr. Kirwan stated that the State 911 Commission Standards Committee met previously to review the changes to the second and third sections of Appendix A in the Standards. He stated that internal bi-weekly meetings will be conducted to discuss language and topics, and that future Standards Committee meetings will be held as drafting continues.

*Agenda Item #4:*

***►*** **Update on the DTC Filing, FY 2022 Development Grant Applications**

Frank Pozniak gave an update on the annual DTC filing. He stated that on May 26, 2021, the DTC issued its order and approved the $22 million allocation for the Development Grant, as well as increasing funding for the Support and Incentive Grant 3-9 community category from 1.5% to 2%.

With respect to the FY 2022 Development Grant applications, Mr. Pozniak stated that all Development Grant applications were received by March 4, 2021. He stated that the State 911 Department is currently evaluating the applications, with a goal to get the award letters distributed by the start of the 2022 Fiscal Year.

Finally, Mr. Pozniak stated that he hopes to have the FY23 Grant Guidelines developed and approved by the State 911 Commission by the end of the year.

*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 there is an intermittent bug in the call handling application that causes 9-1-1 calls to alternate route and that PSAPs cannot receive a transfer. He stated that Comtech and Motorola created a script that is running proactively so this problem will no longer occur in the future.

He also stated that the State 911 Department is having positive communication with bordering states to resolve location information when receiving a 911 transfer between states, and that all New England states are discussing ways to provide location when transferring a 911 call from another state.

Mr. Fournier further stated that security is at the forefront of importance. A Move-Add-Change request (MAC) is currently in process to add extra security to TDOS attacks. He stated that the State 911 Department Systems team members and PSAP members are working with NENA to address this issue.

*Agenda Item #6:*

**► Update on the Scholarship Program**

Karen Robitaille updated the Commission on the Scholarship Program. Ms. Robitaille stated that this will be the 10th year this program has been run. She stated that there is expected to be 5 recipients, each getting ten thousand dollars to attend an approved management course. Ms. Robitaille stated that the guidelines for these applications will be released soon and applicants will have approximately a month to review and get their applications in. She stated that the MCSA will review the applications and submit them to the State 911 Department, with awards being ready likely by the second week of August 2021. Ms. Robitaille added that five award winners from 2020 will also be participating in the 2021 Program.

*Agenda Item #7:*

***►*Update on the Training Program**

Monna Wallace updated the Commission on the Training Program. Ms. Wallace stated that all programs are currently online and have proven to be successful in certifying telecommunicators. She applauded the combined effort between PSAPs and the State 911 Department trainers. She stated that live training is anticipated in the fall but there is no set date as of now, but online courses will continue for the time being.

Ms. Wallace stated that the Springfield facility has been completed and she is hoping for an open house in the fall for Western Massachusetts PSAPs and others to visit.

*Agenda Item #8:*

***►*Update on the Disability Indicator Form, Equipment Distribution Program**

Monna Wallace updated the Commission on the Disability Indicator Form and the Equipment Distribution Program (EDP). She stated that the Disability Indicator Form is a volunteer program for the public to provide information on a disability to be entered into the 911 database. Ms. Wallace also stated that the State 911 Department is working with Comtech on incorporating wireless caller information into this Form as well, particularly given that wireless devices are now part of the Department’s EDP. She stated that Comtech has indicated that this feature should be ready by Fall. She stated that the State 911 Department plans on taking a more active role in educating the public and our PSAPs on the Disability Indicator Form.

*Agenda Item #9:*

***►*Discussion on the State 911 Department’s PSAP Operations Division**

Frank Pozniak discussed the State 911 Department’s PSAP Operations Division. He stated that Alyson Dell Isola is now the Director of this Division overseeing operations at the State 911 Department PSAPs in Framingham (POD-1) and Middleton (North Shore Regional 911 Center).

Mr. Pozniak thanked Richard Fiske for his work as Director of POD-1 and looks forward to working with him in his position as the SWIC.

*Agenda Item #10:*

***►*Other Business**

No other business.

*Agenda Item #11:*

**► Next Meeting Date—TBD / September 2021**

*Agenda Item #12:*

**►Adjournment**

***■ Meeting was adjourned by Secretary Collins at 1:41 p.m.***

*Prepared by:*

*Ashlee Stearns*