**STATE 911 COMMISSION MEETING**

**June 2 2022, 1:00 p.m.**

State 911 Department

151 Campanelli Drive, Suite A, Middleborough, MA 02346

*Attending:*

Kerry Collins EOPSS State 911 Commission (Chair)

James Boudreau Mass Municipal Association State 911 Commission (absent)

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 (absent)

Ralph Dowling Professional Firefighters State 911 Commission (absent)

Steven Hooke MCSA State 911 Commission (absent)

Scott Cluett 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

Matthew 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

Michael Kelleher MA Fire Chiefs Assoc 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

Christopher Ryan Deputy Dir NSR911 State 911 Department

Katrina Shamshak Training/QA Coor NSR911 State 911 Department

Robert Silvia Cohasset Fire Chief (retired)

Chris Markunas Boston Police Department

Rob Verdone SEMRECC

Erin Hastings Westcomm

Khristy Lord Westcomm

Kevin Lessard Northern Middlesex RECC

Shannon Dempsey Comtech

Elizabeth Belmonte Metro North RECC

Aaron Smith SSRECC

Michael Mahoney ROCCC

William Santiago Springfield Emergency

Joseph Anderson Springfield Emergency

Lindsay Mitchell SEMRECC

Phil Sisk Mission Critical Partners

Tom Grady Berkshire County Sheriff’s Office

Anne Camaro NVRDD

Thomas Kennedy Collins Center

Joseph Crean ROCCC

\*Guest Captioner for MCDHH

*Agenda Item #1:*

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

*Agenda Item #2:*

*►***Approval of March 31, 2022 Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from March 31, 2022 was offered by Chairperson Kerry Collins. Approved.***

*Agenda Item #3:*

***►* Recognition of Fire Chief Robert Silvia**

Frank Pozniak gave Fire Chief Robert Silvia a plaque of recognition of service on the State 911 Commission on behalf of the Commission. Fire Chief Silvia has served on the State 911 Commission for nine (9) years, serving as Vice-Chair for five (5) years. Mr. Pozniak thanked Chief Silvia for his dedication to the State 911 Commission and wished him luck in his retirement.

Chief Robert Silvia thanked the State 911 Department and the Commission.

*Agenda Item #4:*

***►* Discussion and Presentation on TERT Program**

Christopher Ryan and Katrina Shamshak began a discussion and shared a presentation on the TERT program. The presentation explained that TERT (Telecommunicator Emergency Response Taskforce) is a way to provide relief to personnel at a communications center that has experienced a significant incident by augmenting the staffing of that center.

The presentation described the roles of the task force, including TERT Liaison, TERT State Coordinator, TERT Team Leader and TERT Telecommunicator. Ms. Shamshak stated that the TERT team will need to be trained in IS-100, 200, 700 and 800 courses, as well as IS-144 which is the Telecommunicators Emergency Response Taskforce Basic Course. TERT members will also take the 40-hour Basic Public Safety Telecommunications class and the Massachusetts E911 course and certification, which are required trainings for telecommunicators in Massachusetts. TERT members will also need to be CPR certified.

Christopher Ryan stated that Policies and Procedures for the Commonwealth’s Communication Unit (COMU) have been approved through EOPSS. To operationalize the team, Mr. Ryan stated that the TERT Operational Standards need to be finalized, an ECC analysis should be completed by every PSAP, and the program needs to recruit, certify and train team members. The anticipated date for the start of monthly training and credentialing is October 1, 2022.

Commission member Stacy Harren asked if TERT would apply to both primary and secondary PSAPs. Katrina Shamshak responded that TERT will be available for both. She also stated that the TERT liaison will review applications and interview potential candidates.

*Agenda Item #5:*

**► Update on the FY 23 Development Awards**

Frank Pozniak updated the Commission on the FY 23 Development Awards. Mr. Pozniak stated that the DTC approved the requested allocation of $30 million. He stated that twenty-five (25) applications were received with a total requested amount of $54.8 million. He concluded by stating that the target date to distribute award letters is June 1, 2022.

*Agenda Item #6:*

***►*Update on Next Generation 911**

Norm Fournier updated the Commission on Next Generation 911. Mr. Fournier stated that there is currently a large maintenance event occurring for the Motorola Callworks application. He stated that the Comtech and Motorola have been proactively archiving the data from the Callworks application due to performance issues. The current archive date is set to September 1, 2020. He stated that this will not affect any ECATs or DLR voice calls, nor data. Mr. Fournier also stated that Comtech has a 10-day turnaround for records prior to that date.

Mr. Fournier went on to say that the Next Generation 911 system has been stable. He did state that Windstream caused an error in Boston due to improperly followed protocols, and that Comtech has been working to resolve this issue.

Mr. Fournier stated that digital logging records are being placed in all centers to replace the 10-year-old DLRs. He stated that the new DLRs will record the same as they are currently recording.

Mr. Fournier stated that there are upgrades in the two older data centers. He stated that there will be increased security features and updated switch components, and that the new equipment will arrive in late 2022 due to a supply chain issue.

Discussion ensued.

*Agenda Item #7:*

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

Dennis Kirwan updated the Commission on MLTS. Mr. Kirwan stated that the program continues to be very productive, with over 75 entities involved. He stated that there is a focus on Massachusetts schools becoming compliant with MLTS and that the State 911 Department is now working with 20 towns and school systems on MLTS compliance.

Mr. Kirwan also updated the Commission on the Revisions to 560 CMR Appendix A. He stated that the Operational Standards Working Group met on April 21, 2022, to review the most recent draft. He stated that the Operational Standards Working Group have discussed changes and suggestions, and will meet again soon with an updated draft.

*Agenda Item #8:*

***►*Other Business**

Committeeperson Christopher Delmonte asked for an update on 988 systems and how this will affect calls to PSAPs. Monna Wallace stated that 988 is a behavioral help line separate from 9-1-1. She stated that this new number will roll out in Massachusetts in July and is not anticipated to impact PSAPs.

Frank Pozniak stated that federal legislation requires 988 to be implemented by July 16, 2022. He stated that there is currently a bill in the legislature for a surcharge to fund 988, and that it will not be funded by the State 911 Department.

Discussion ensued.

*Agenda Item #9:*

***►*Next Meeting Date—TBD**

*Agenda Item #10:*

**►Adjournment**

***■A Motion to adjourn was offered by Mr. Peter Ostroskey. Seconded by Mr. Matthew Moran. Approved. Meeting adjourned at 2:11 p.m.***

*Prepared by:*

*Ashlee Stearns*