**STATE 911 COMMISSION MEETING**

**March 31, 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

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 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

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

Allison Dell Isola Director of PSAP Op Div State 911 Department

Christopher Ryan Deputy Dir NSR911 State 911 Department

Lee Delp Operations Manager NSR911 State 911 Department

Katrina Shamshak Training/QA Coor NSR911 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

Khristy Lord Westcomm

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

Kent Hellebust Comtech

Aaron Smith SSRECC

Kenneth Handfield MA State Police

Rebecca Ocasio

Amy Marion RapidSOS

Ron Henry RapidSOS

David Wells Springfield

Michael Tranghese

Michael Mahoney ROCCC

Gary McCarraher

Joe Gibbs

Robert Mohr

\*Guest Captioner for MCDHH

*Agenda Item #1:*

*►****Call to Order and Introductions – 1:01 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 February 3, 2022 Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from February 3, 2022 was offered by Chairperson Kerry Collins. Approved.***

*Agenda Item #3:*

***►* Continued Discussion Regarding January 3, 2022 Request for Training Waiver and Pandemic Impact Assistance, Including Presentation and Discussion on the TERT Program**

Frank Pozniak continued the discussion of the January 3, 2022 letter signed by the Directors of 19 PSAPs requesting a training waiver and pandemic impact assistance, with the addition of discussion regarding the Telecommunicator Emergency Response Taskforce (TERT) Program. He stated that the 40-hour training standard will remain in place, but that the TERT Program may be a way to assist PSAPs with staffing help in emergency situations.

Christopher Ryan gave background into TERT. Mr. Ryan stated that TERT began in 2005, in response to Hurricane Katrina in order to help with gaps of coverage caused by significant events. Some beneficial uses for this program are weather related and staffing emergencies. He also stated that Massachusetts is one of fourteen (14) states currently developing a TERT program.

Katrina Shamshak stated that she witnessed TERT success in New Hampshire. Ms. Shamshak stated some key issues to discuss in order to have a successful program include deciding steps to take in an emergency, research into what other states require for training, policies and procedures to be implemented, research funding and compensation, as well as liability, team tracking, quality, and deployment issues.

Ms. Shamshak stated that telecommunicators in the TERT program would adhere to the APCO and NENA standards. These classes are all available for free online. She stated that the TERT team leader would need to meet additional training requirements.

Richard Fiske stated that for this program to be successful, members of TERT will need to be credentialed, and that their skills and abilities would be reviewed. He stated that this will give the PSAP confidence that the individual assisting them is qualified to work in the center.

Chairperson Collins stated she is working with the State 911 Department to discuss operationalizing and funding TERT. She stated the importance of introducing the TERT program and keeping calls within the PSAPs. Chairperson Collins also stated that the TERT program is a priority for the administration.

Discussion ensued.

*Agenda Item #4:*

***►* Update on FY 2023 Development Grant Applications**

Frank Pozniak stated that the allocation for the FY 2023 Development Grant was approved by the Commission at $30 million. He stated that the State 911 Department is now seeking DTC approval of this allocation amount. Mr. Pozniak stated that the DTC has a 90-day window to issue its order from the date the petition was filed with them by the State 911 Department, which was March 3rd. Finally, Mr. Pozniak stated that there were 25 total applications received by the March 3, 2002 application deadline, totaling $54.6 million.

*Agenda Item #5:*

**► 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 completed the rewrite draft of the Appendix A Standards, which includes PSAP Administration, Payload Handling and Answering Positions, and Staffing. This draft is ready for review by the Operational Standards Working Group.

*Agenda Item #6:*

***►*Other Business**

Frank Pozniak stated that the week of April 10th is National Telecommunicator Week. He stated that the State 911 Department will be providing certificates to PSAPs all over the Commonwealth recognizing the efforts of the telecommunicators across Massachusetts. He also stated that there will be a video posted to social media recognizing the telecommunicators.

*Agenda Item #7:*

***►*Next Meeting Date**

The next Commission meeting will be on June 2, 2022 in person at the State 911 Department in Middleborough.

*Agenda Item #8:*

**►Adjournment**

***■ Meeting was adjourned by Secretary Collins at 1:57 p.m.***

*Prepared by:*

*Ashlee Stearns*