

## STATE 911 COMMISSION MEETING

March 4, 2026, 12:00 pm.

State 911 Department

151 Campanelli Drive, Suite A, Middleborough, MA 02346

### *Attending:*

Kerry Collins	EOPSS	State 911 Commission (Chair)
Christopher Delmonte	MA Chiefs of Police Assoc	State 911 Commission (Vice Chair) (absent)
Kevin Lessard	MCSA	State 911 Commission
James Boudreau	Mass Municipal Association	State 911 Commission (absent)
Chris Markunas	Boston Police Dept	State 911 Commission
Jonathan O'Dell	MCDHH	State 911 Commission (absent)
Allan Motenko	MA Office on Disability	State 911 Commission (absent)
Ralph Dowling	Professional Firefighters	State 911 Commission (absent)
Michael Murphy	MA Police Association	State 911 Commission
Matt Barstow	MA State Police	State 911 Commission
Kyle Heagney	Major City Chiefs	State 911 Commission (absent)
Michael Kelleher	MA Fire Chiefs Assoc	State 911 Commission
Robert Reardon	MA Fire Chiefs Assoc	State 911 Commission
Matthew Moran	EOTSS	State 911 Commission (absent)
Beth Lucas	MDMH	State 911 Commission
Wendy Botelho	Child and Family Services	State 911 Commission
Robert Ogden	Mass Sheriff's Association	State 911 Commission
David Clemons	State Fire Marshal's Office	State 911 Commission (absent)
Chuck Fothergill	MA Ambulance Association	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
Erica Crawford	Programs, Pub.Ed.Coord.	State 911 Department
Peter Kinna	Dir of Special Projects	State 911 Department
Cynthia Reynolds	Grant Specialist	State 911 Department
Angela Pilling	Rev. & Grant Manager	State 911 Department
Gregory Che	Fiscal Manager	State 911 Department
Kristina Morin	Dep Dir, PSAP OPS POD 1	State 911 Department
Alyson Dell Isola	Dir, PSAP OPS NSR911	State 911 Department
Don Tryon	Dir, PSAP OPS Div West	State 911 Department
Jacob Pyra	Radio Sys. Mngr. BRECC	State 911 Department
Kendra Lagoy	Operations Mngr. BRECC	State 911 Department
Katrina Shamshak	TERT / NSR911	State 911 Department
Michael Gethin	Ops Manager POD 1	State 911 Department

Richard Fiske	SWIC
Joe Crean	ROCCC
William Mikucki	Comtech
Aaron Smith	SSRECC
Bob Mohr	Patton
Tom Kennedy	Collins Center / UMASS Boston
Gregory Lynskey	SWCCC
Rebecca Ocasio	Springfield 911
Anthony Gould	DCSO
Don Reich	Public Safety Network Americas
Penny Ryan	WESTCOMM
Anthony Massoia	WESTCOMM
Anne Camaro	NVRDD
Erin Hastings	MRECC
Corey Swift	Wilmington
Stephen Foley	Collins Center / UMASS Boston
Peter Graczykowski	DSCO
Bonnie Maney	Mission Critical Partners
Phil Sisk	Mission Critical Partners
Robert Barnes	Boston EMS
Katelyn Sylvia	Holbrook RECC
Paul Bowler	Holbrook RECC
Robert Verdone	SEMRECC
Chris Ryan	NSR911
Jennifer Hill	NVRDD
Chris Carleton	NVRDD
Erick Berg	SEMRECC
Brian O'Neill	NMRECC
David Zack	BCSO
Stephen Johnson	Concord ECC
Mike Traghese	Springfield 911
Jill Madison Wilson	Springfield 911

Agenda Item #1:

**▶ Call to Order and Introductions – 12:06 p.m.**

Agenda Item #2:

**▶ Approval of September 18, 2025 Commission Meeting Minutes**

**■ A Motion to accept the Meeting Minutes from September 18, 2025 was offered by Chairperson Collins. Approved.**

Agenda Item #3:

**► Discussion of Mission Critical Partner’s Summary of Initial Findings for Massachusetts PSAP Regionalization**

Frank Pozniak opened the discussion stating that the Mission Critical Partners (MCP) Summary yielded high level results. Mr. Pozniak said that the MCP study has involved several months of data collection, site visits, and analysis, and that MCP has produced an initial set of findings, with more detailed reports planned for distribution to individual regional centers in the near term, followed by additional feedback and a final report due to the State 911 Department in June.

Based on the preliminary findings, Mr. Pozniak stated that the team is already reviewing current guidelines and considering potential updates for upcoming funding cycles, particularly in relation to FY 2028 Development Grant.

Norm Fournier stated that regionalization is clearly beneficial to the public, by reducing call transfers, which average about 41 seconds, lowering duplicate costs, and improving training consistency. Mr. Fournier went on to say that MCP gathered input from 26 of the 31 RECCs, and using its MAPS (Model for Advancing Public Safety) framework, MCP found Massachusetts performing well overall, with an average score of 7.65/10, compared to the broader average of 5.09/10.

Mr. Fournier stated that key challenges still include political and leadership changes, along with staffing shortages at PSAPs. He also stated that the full report is expected around June 2026, with more detailed findings to be presented separately.

Peter Kinnas explained further that an RFP was issued and awarded to MCP in August 2025 and explained that the study has three main parts, which are: Assessment, which documents progress and milestones of regionalization to date, Evaluation, which examines operations, growth of RECCs, and potential future consolidation, and Analysis, which develops a roadmap for the future direction of the regionalization initiative.

Mr. Kinnas said that for the assessment and evaluation phases, MCP gathered input through in-person and virtual meetings with existing and developing RECCs, and RECCs provided documents outlining their operations. He also stated that MCP reviewed feedback and data, which will be incorporated into a final report. He noted that the report is currently over 200 pages and still in progress, but a draft is expected soon.

Mr. Kinnas went on to say that because some projects require near-term guidance, an 18-page Summary of Initial Findings for Massachusetts PSAP Regionalization has been produced, along with a two-page executive summary for a quick overview.

Discussion ensued.

Agenda Item #4:

**► Request for Commission Approval of the FY 2027 Development Grant Guidelines, Support and Incentive Grant Guidelines, Training Grant Guidelines, EMD Grant Guidelines, and Wireless State Police Grant Guidelines**

Frank Pozniak opened the discussion stating that \$50M has been allocated for FY 2027 Development Grant funding, subject to the Department of Telecommunications and Cable's (DTC) review and approval. He noted that the DTC has a 90-day window to review the State 911 Department's petition, and he stated that the State 911 Department expects to file its petition with the DTC on March 16, 2026, which will in turn give the State 911 Department time to respond to FY 2027 Development Grant applicants prior to FY 2028.

Karen Robitaille stated that there were several changes incorporated in all Grants, which include updates to clarify the language within the reimbursement processes, expand payroll documentation requirements to include districts, and define response timelines for the Development Grant. She stated that adjustments also allow for scholarship expenses (within existing funding) for attendance at conference/graduation, align wage and mileage reimbursement language with S&I Guidelines, and clarify PSAP contractual obligations. Ms. Robitaille said additional updates include provisions for MapQuest use, EMD remote access, and emphasizing best-value considerations.

Ms. Robitaille explained that further discussion and clarification is needed for several items, which remain under review or require more clarity, including the definition of "vendor," contingency/escalation funding under the Development Grant, maintenance funding, staffing hours, lodging, subscription-based learning, EMD transition, remote access, and EMD quality assurance metrics. She stated that many of these are already permitted under existing guidelines but may need refinement. Ms. Robitaille went on to say that there is further information needed from MCSA for more explicit clarification of reimbursement methodology in the guidelines.

Ms. Robitaille noted that there has been discussion about adding an incentive to Primary PSAPs that are looking to consolidate within their community, regarding Police and Fire Departments, to eliminate a transfer. She stated that this incentive has been incorporated into the FY 2027 Support Grant.

Finally, Ms. Robitaille noted that the TERT Grant has been absorbed into the Training and Support and Incentive Grants for streamlining purposes.

Discussion ensued.

**■ A Motion was made by Robert Ogden 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 2027; Approve the State 911 Department's Guidelines for the State 911 Department Fiscal Year 2027 Public Safety Answering Point and Regional Emergency Communication Center Support and Incentive Grants, Fiscal Year 2027 Training Grants, Fiscal Year 2027 EMD Grants, Fiscal Year 2027 Wireless State Police PSAP Grants; 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. The motion was seconded by Robert Reardon. Approved with an abstention from Matt Barstow.**

Agenda Item #5

► **Update on Next Generation 9-1-1**

Norm Fournier provided an update stating that since the last meeting, vendor demonstrations were completed and scored, and that the top three vendors were selected based on written proposals and demonstrations, invited to testing, and all accepted. He said that equipment installation is currently underway at Comtech, and that test cards have been developed. Mr. Fournier noted that testing at this stage is focused on call handling only; other functional elements (AI, video, reporting, outbound text, etc.) will be addressed separately.

Agenda Item #6:

► **Update on Training, Public Education**

Monna Wallace reported that the 64<sup>th</sup> Training Academy will start on May 4<sup>th</sup> and still has openings available.

Ms. Wallace also updated the Commission on the progress of the new training facility in Billerica which has a tentative opening date of April 2026.

Ms. Wallace noted that the State 911 Department is accepting requests for the upcoming “outreach season” and National Night(s) Out events. She stated that the State 911 Department attends public safety events to educate individuals on 9-1-1 topics including Text to 9-1-1, the silent call procedure, and to provide information about the Equipment Distribution Program. She also stated that the State 911 Department’s Mobile PSAP can also be requested for outreach events but is not guaranteed. Ms. Wallace stated that requests can be sent to Erica Crawford.

Agenda Item #7:

► **Update on State 911 Department PSAPs**

Alyson Dell Isola stated that the North Shore Regional 911 Center (NSR911) has successfully onboarded North Reading in November, Groveland in December, and are actively and diligently moving towards adding two more PSAPs this Spring with Hamilton and Boxford. Ms. Dell Isola stated that NSR911 has doubled in size in the last 5 years.

Don Tryon stated that there was a lot of great progress at the Berkshire Regional Emergency Communications Center (BRECC) over this past year including the beginning phase of the QA program, the advisory boards, and the administrative board. Additionally, Mr. Tryon stated that the BRECC has been working with the advisory boards on standardizing protocols to reduce dispatching errors and streamlining communications, and that such efforts have been going better than anticipated with good feedback.

Peter Kinnas stated that POD-01 is working toward becoming a RECC, which aligns with the original vision tied to the move into the Milford facility. He stated that this is a long-term goal with no set launch date, but it is expected to create new opportunities for surrounding communities and build on the models established by NSR911 and BRECC.

Mr. Kinnas also stated that the State 911 Department has begun early planning efforts, including a needs assessment of radio infrastructure with the radio systems manager, as well as coordination with EOPSS IT and EOTSS to evaluate technology requirements. Mr. Kinnas stated that staff response has been positive, with leadership engaging supervisors to outline the center's direction. He said that internal training is underway, and plans are being developed to fully train personnel from call-taking through dispatch roles.

While no implementation timeline has been established, Mr. Kinnas stated that there is strong optimism about the center's potential regional impact.

Agenda Item #8:

► **Update on Regionalization**

Peter Kinnas gave update on regionalization stating that The Edward J. Collins Jr. Center for Public Management has completed three studies, including two feasibility studies conducted in different regions of the state and one operational assessment of an existing RECC. Mr. Kinnas stated that the findings from the feasibility studies have been delivered and reviewed with stakeholders, and there is expected movement on at least one initiative, with Quincy potentially hosting Milton. He also stated that the operational assessment is supporting strategic planning efforts, with Tom Kennedy and Steve Foley working with leadership to develop 3, 5, and 10-year operational plans for the Northern Middlesex RECC.

Mr. Kinnas stated that regionalization efforts continue to progress across the state. Sterling has signed an intermunicipal agreement (IMA) with Nashoba Valley, bringing that group to nine agencies. Mr. Kinnas added that Dover has signed an IMA with Holbrook, increasing participation there to 15 agencies. He also noted that Central Mass RECC, formerly Rutland RECC, has continued to expand. Mr. Kinnas also stated that after having previously added three agencies in southern Worcester County, it has since added three more—Auburn, Oxford, and Sutton—while continuing work on its transition plan and new facility.

Mr. Kinnas wrapped his update stating that statewide consolidation continues to show significant progress. He said the number of PSAPs has been reduced from 264 to 194, and that an additional 15 are scheduled to transition in the coming years, which would bring the total down to 179.

Discussion ensued.

Agenda Item #9:

► **Update on the TERT Program**

Katrina Shamshak updated the Commission on TERT deployments, stating that there have been 6 deployments since the last Commission meeting in September that included: 15 dispatchers to Haverhill Police for 3 days from October 2<sup>nd</sup> – 5<sup>th</sup>, 12 dispatchers to Nashoba Valley for 2 days from October 12<sup>th</sup> – 13<sup>th</sup>, 12 dispatchers in Littleton for 4 days from November 1<sup>st</sup> – 4<sup>th</sup>, 8 dispatchers to Fall River for 1 shift on December 26<sup>th</sup>, 26 dispatchers in Uxbridge for 44 shifts covered across 8 days for various dates in January, and 17 dispatchers in Acton from January 30<sup>th</sup> – February 1<sup>st</sup>. Ms. Shamshak also noted that open enrollment occurred in January and 8 new members were added.

Agenda Item #10:

► **MCSA Discussion**

Kevin Lessard spoke to the Commission on behalf of the Massachusetts Communications Supervisors Association (MCSA) again regarding retention and recruitment as a top concern of PSAP and RECC staff and the challenges of legislative efforts regarding telecommunicator reclassification. He reiterated that the Massachusetts State Legislature’s Public Service Committee will soon hold hearings on current joint panel bills H2885 and S1906, both currently with Senate and House Ways and Means Committees, regarding the reclassification. Mr. Lessard stated that the MCSA continues to request letters of support from organizations.

Discussion ensued.

Agenda Item #11:

► **Update on Phases 1 and 2 of FCC Report and Order 24-78**

Norm Fournier updated the Commission on Phases 1 and 2 of FCC report and Order 24-78 stating that Rule and Order 24-78 Implementing Next Generation 911 takes a ‘phase’ based approach to transition from telephony to internet protocol.

Mr. Fournier stated that Phase 1 Session Initiated Protocol (SIP) connectivity is for the originating service providers who must directly connect to the Massachusetts 911 system at their cost and that PSAPs should not expect to see any changes with Phase 1.

Regarding Phase 2, Mr. Fournier stated that the Originating Service Providers (OSPs) are to deliver 911 traffic using fully compliant “Next Generation 911 (NG911) commonly accepted standards” and that as OSPs complete Phase 2, PSAPs should see more robust caller and location information. Mr. Fournier noted that OSPs are defined as providers that originate 911 traffic, wireline providers, commercial mobile radio service (cellular), covered text providers, and interconnected Voice over Internet Protocol (VoIP) providers.

Mr. Fournier stated that the State 911 Department submitted a Phase 1 request on April 4, 2025, and that the State 911 Department submitted an all OSP Phase 2 request on October 6, 2025. He noted that the compliance deadline for OSPs is May 13th.

Mr. Fournier stated that State 911 Department is in active communication with multiple OSPs. He also reiterated that the State 911 Department previously informed the Commission that T-Mobile has connected in an i3 format and are still the only provider to have completed Phase 2.

Agenda Item #12:

► **Update on Standard's Committee Meeting, 560 CMR 2.00, Appendix A**

Dennis Kirwan stated that the 560 CMR 2.00 Appendix A Standards Committee, which was formed this past fall, has full membership. He also stated that the Standard's Committee met to consider updates to the 560 CMR 2.00 Appendix A Standards. He said that the Committee was engaged and had a productive discussion. Mr. Kirwan noted that the State 911 Department drafted further edits to the Standards since Phase 2 requests were filed with the FCC in October, 2025, and that he hopes to have a final draft for the Standards Committee to vote on at a meeting that will be scheduled later this month, and also hopes to be able to present the final product at the next Commission meeting.

Mr. Kirwan noted that the Phase 1 Request was filed with the FCC on October 6, 2025, and that providers have until April 6, 2026 to comply.

Agenda Item #13:

► **Other Business**

Rich Fiske gave an update to the Commission regarding PSAP Continuity of Operations Plan (COOP) and Primary, Alternate, Contingency, Emergency (PACE) planning, the importance of exercising these plans, and operationalizing them. He stated that some agencies may have followed their COOP and some may have just done things "on the fly", which he stated defeats the purpose of COOP. Mr. Fiske noted that the integration of PACE planning into a COOP is critical. He said that many agencies can easily go from primary power to back up power, like street power to generator, but when they get to the third contingency level, many struggled.

Mr. Fiske stated that agencies need to use this last incident (blizzard) as a learning experience and to review their COOP and PACE plans, train their staff, and make adjustments when gaps to the plan are identified, ahead of real-world events, and more than once per year.

Mr. Fiske stated that the State 911 Department previously developed a COOP planning template for agencies to use to help them develop comprehensive COOP plans, which he stated is posted on the State 911 Department's website and on the SWIC website on Mass.gov. He encouraged all agencies to use that resource.

Agenda Item #14:

► **Next Meeting Date**

The next meeting date will be May 2026.

*Agenda Item #15:*

▶ **Adjournment**

■ **A Motion to adjourn was offered by Chairperson Collins. Approved. Meeting adjourned at 1:54 p.m.**

*Prepared by:*

*Jennifer Cunningham*