

STATE 911 COMMISSION MEETING

May 10, 2018

1:00 p.m.

State 911 Department

151 Campanelli Drive-Middleborough

Attending:

Curt Wood	EOPSS	State 911 Commission (Chair)
Robert Silvia	MA Fire Chiefs Association	State 911 Commission (Vice-Chair)
James Boudreau	Mass Municipal Association	State 911 Commission
Michael Cox	Boston Police Department	State 911 Commission
James Cummings	MA Sheriff Association	State 911 Commission (absent)
Chris Delmonte	MA Chiefs of Police	State 911 Commission (absent)
DaLonn Pearson	Mass Office on Disability	State 911 Commission (absent)
Ralph Dowling	Professional Firefighters	State 911 Commission
Steve Hooke	MCSA	State 911 Commission
Mark Miller	Dept. of Public Health	State 911 Commission (absent)
Neil MacGaffey	ITD	State 911 Commission
Doug Mellis	MA Police Association	State 911 Commission
Heidi Reed	MA Cmsn Deaf/Hard of Hrg	State 911 Commission (absent)
Peter Ostroskey	Department of Fire Services	State 911 Commission (absent)
Blair Sutherland	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
Frank Pozniak	Executive Director	State 911 Department
Norm Fournier	Deputy Executive Director	State 911 Department
Monna Wallace	Director of Programs	State 911 Department
Karen Robitaille	Finance Director	State 911 Department
Jennifer Cunningham	Paralegal Specialist	State 911 Department
Cindy Reynolds	Grants Specialist	State 911 Department
Christine Wingfield	Regional PSAP Coordinator	State 911 Department
Richard Fiske	Director of PSAP Operations	State 911 Department
Melissa Nazzaro	EOPSS	
Matt Barstow	MA State Police	
Chris Markunas	Boston Police	
Greg Lynskey	South Worcester RECC	
Chris Campbell	Seekonk	
Michael Kass	Armstrong Ambulance	
Lauren Mielke	Westfield Communications	
Tom Ashe	Barnstable County	
Robert Verdone	SEMRECC	

Blake Haskell	JD Hunter
Anne Camaro	Cambridge 911
Michael Shanley	South Worcester RECC
Alyson Dellbola	Essex Regional
Gregory Joynt	SEMRECC
William Keegan	SEMRECC
William Mikucki	GDIT
Tim Jenkins	GDIT

Agenda Item #1:

► ***Call to Order and Introductions – 1:00 p.m.***

Chairperson Wood called the meeting to order. Introductions were made and all signed in. Chairperson Wood welcomed new Commission member Stacy Harren. He also welcomed Rich Fiske as the new Director of the State 911 Department's PSAP Operations Division.

Agenda Item #2:

► **Approval of March 20, 2018 Commission Meeting Minutes**

■ A Motion to accept the Meeting Minutes from March 20, 2018 was offered by Mr. Dowling. Seconded by Mr. Sutherland. Approved.

Agenda Item #3:

► **Request for Commission Approval of the Following Fiscal Year 2019 Grant Guidelines: Support and Incentive Grant Guidelines, Training Grant and EMD/Regulatory Compliance Grant Guidelines, and Wireless State Police Grant Guidelines**

Mr. Pozniak reviewed the Fiscal Year 2019 Development Grant Guidelines that had been provided to the Commission, and he noted that the changes from the prior year Grant Guidelines are outlined in the "What's New" section.

Mr. Pozniak discussed the changes and explained that the Fiscal Year 2019 Support Grant Guidelines award additional funding for those PSAPs that accept wireless 9-1-1 calls directly.

Mr. Pozniak reminded the Commission that Grantees are expected to provide MassGIS with updated parcel mapping and address information in Fiscal Year 2019, and that a procedure will be put in place for Fiscal Year 2020 to require this information.

Mr. Pozniak also noted the inclusion of the Scholarship Program in the Training Grant Guidelines.

Discussed ensued regarding the MassGIS requirements.

Chief Heagney asked for guidance in the event that the local assessor does not provide the information.

Mr. Pozniak reiterated that the MassGIS information is not a requirement for Fiscal Year 2019, but is expected to be a requirement for Fiscal Year 2020. He stated that there will be an effort to develop a process that works for the PSAPs and RECCs as well as for MassGIS. He suggested that the Standards Committee take up this issue.

Undersecretary Wood reiterated the importance of this address information to public safety.

Mr. MacGaffey stated that his office is conducting outreach to the assessor community, and that his office could extend these outreach efforts to the public safety community.

■ A Motion to approve the Fiscal Year 2019 Public Safety Answering Point and Regional Emergency Communication Center Support and Incentive Grant Guidelines in the form provided to the State 911 Commission was offered by Mr. Boudreau. Seconded by Deputy Cox. Approved.

■ A Motion to allow State 911 Department staff to make any necessary clerical or administrative changes to said Grant Guidelines, consistent with the prior resolution was offered by Mr. Boudreau. Seconded by Mr. Dowling. Approved.

■ A Motion to approve the Fiscal Year 2019 State 911 Department Training Grant and EMD/Regulatory Compliance Grant Guidelines in the form provided to the State 911 Commission was offered by Mr. Boudreau. Seconded by Mr. Patterson. Approved.

■ A Motion to allow State 911 Department staff to make any necessary clerical or administrative changes to said Grant Guidelines, consistent with the prior resolution was offered by Mr. Boudreau. Seconded by Mr. Patterson. Approved.

■ A Motion to approve the Fiscal Year 2019 Wireless State Police Public Safety Answering Point Grant Guidelines in the form provided to the State 911 Commission was offered by Mr. Boudreau. Seconded by Mr. Patterson. Approved.

■ A Motion to allow State 911 Department staff to make any necessary clerical or administrative changes to said Grant Guidelines, consistent with the prior resolution was offered by Mr. Boudreau. Seconded by Mr. Dowling. Approved.

Agenda Item 4:

► Update on Next Generation 9-1-1

Mr. Fournier provided an update on Next Generation 9-1-1. First, he welcomed new General Dynamics (GDIT) Program Manager, Bill Mikucki, and commended his initial dealings with him regarding the project.

Mr. Fournier then reported that the reboot issue has been resolved, phantom TTY calls have dropped significantly, and the over-amplification issues will soon be resolved. Mr. Fournier reported that UPS emergency response efforts are improving, and that GDIT is working toward streamlining the MAC process.

Mr. Fournier discussed the deployment of more granular location information, and he reported that this is currently deployed in the pre-integration environment.

Mr. Fournier also provided an update on the mobile PSAP. He explained that, with Next Generation 9-1-1, the mobile PSAP can connect to a PSAP with a single cord, and that this drops the connect time from two (2) days to approximately four (4) hours.

Mr. Sutherland noted his appreciation for the efforts of the State 911 Department and General Dynamics.

Agenda Item 5:

► **Update on Text to 9-1-1**

Ms. Wallace provided an update on the progress of Text to 9-1-1. Ms. Wallace discussed the interaction between GDIT and Sprint, and stated that Sprint is expected to be provisioned shortly. She discussed a possible “Text Center” and relay method as well as the possibility that PSAPs will directly accept text messages. She stated that there will be training efforts and workshops to prepare for the rollout of Text to 9-1-1, and she confirmed that EMD will be a component of the Text to 9-1-1 solution.

Undersecretary Wood and Ms. Wallace discussed the timeframe of the rollout of Text to 9-1-1 as well as a public education campaign.

Discussion ensued.

Agenda Item 6:

► **Update on Wireless 9-1-1 Direct**

Mr. Fournier provided an update on the Wireless 9-1-1 Direct project. He reported that 82 PSAPs have requested to take wireless 9-1-1 calls directly, and that there are 45 PSAPs currently doing so. Mr. Fournier also reported that GDIT is currently working on incorporating better location services, and he discussed location and jurisdictional issues.

Mr. Pozniak stated Next Generation 9-1-1 has been helpful in moving these efforts forward. He also stated that the incentive program has assisted in implementing this project.

Chairperson Wood thanked the communities partaking in Wireless Direct, and he noted that there is no reduction in service as a result of doing so.

Mr. Ashe agreed with Chairperson Wood, stating he was initially hesitant, but that Wireless Direct works well.

Discussion ensued.

Agenda Item 7:

► FY 2018 Grant Application Update; Grant Reimbursement Update; Report on the Development Grant Workshop

Ms. Robitaille provided an update on the Fiscal Year 2018 grant applications and reimbursements. With respect to grant applications, Ms. Robitaille reported that there has been close to 100% participation for both the Support/Incentive Grant and the Training/EMD/Regulatory Compliance Grant. Ms. Robitaille also stated that every PSAP has applied for at least one of the grant programs.

With respect to grant reimbursements, Ms. Robitaille stated that they are all being processed within 30 days and according to the Grant Guidelines. Ms. Robitaille reminded those present that the Annual Certificate of Compliance Form has to be filed and approved by the Department in order for a grant to be processed.

Ms. Robitaille reported on the recent Development Grant workshop that took place on April 12, 2018. She stated that the workshop was well attended and covered the Grant Guidelines as well as items to consider as the projects move forward. She stated that the SWIC was in attendance and that the DCAMM construction guidelines were distributed.

She stated that grant camps will be conducted in the near future, and that the dates of the workshops will be included in the State 911 Department's newsletter.

Agenda Item 8:

► Standards Committee

Mr. Pozniak provided an update on the Standards Committee. He stated that the Committee, which will be comprised of ten members, expects to update the 9-1-1 standards as well as addressing text to 9-1-1 and MassGIS issues. Mr. Pozniak stated that he expects the Committee to have a meeting in June to establish the framework going forward. He stated that, historically, the Vice Chair of the Commission had also served as the Chair of the Standards Committee, and that this is a matter that the Standards Committee can address at its first meeting.

Agenda Item 9:

► DTC Petition Update

Ms. McCarthy provided an update on the status of the pending Department of Telecommunications and Cable proceedings. She reported that a Petition had been filed with the DTC on April 10, 2018 seeking approval of Fiscal Year 2018 expenditures, adjustment of the Enhanced 911 surcharge, approval of the Fiscal Year 2019 Development Grant Amount, and approval of the Fiscal Year 2019 Incentive Grant

Regional PSAP Three to Nine Communities Category Amount. She explained that the DTC has ninety days from the date of the Petition to issue a decision, and that public and evidentiary hearings were scheduled to take place on May 23, 2018.

Agenda Item 10:

► **Update on High School and College Call-Taker Certification Program**

Ms. Wallace provided update regarding the high school and college call-taker certification programs currently available at Anna Maria College and Bay Path College. She stated that there has been interest in these programs and that the efforts have been successful to date. She explained that this Program is designed to compile interested and qualified candidates who could serve as 9-1-1 call takers for PSAPs.

Agenda Item 11:

► **First Net Update and Statewide Radio Plan Update**

Chairperson Wood provided an update on FirstNet. He stated that there has been no contractual agreement executed with AT&T, and that procurement issues are yet to be addressed. He also reported that Verizon and other competitors offered similar services as AT&T.

Chairperson Wood updated the Commission on the Statewide Radio Plan and efforts moving forward. He discussed the necessary procurements for infrastructure. He stated that an RFP is expected to be released on approximately 7/1/18 for the Statewide Radio Engineering Plan that will address towers and related matters. He stated that he expects there to be competition, driving the price down.

Discussion ensued.

Agenda Item 12:

► **Other Business**

Chairperson Wood recognized Mr. Blair Sutherland in advance of his upcoming retirement, and he thanked him for many years of dedicated service to the Commonwealth, the State 911 Commission, and the 9-1-1 community. Chairperson Wood stated that Mr. Sutherland is a loyal public servant who has served as a strong ally of public safety and whose tremendous efforts have improved the lives of the citizens of the Commonwealth.

Mr. Pozniak likewise thanked Mr. Sutherland for his efforts as a member of the State 911 Commission and offered words of congratulations to Mr. Sutherland upon his retirement.

Agenda Item 13:

► **Next Meeting Date -**

The next State 911 Commission meeting will be held in the fall. Date TBD

Agenda Item 14:

► **Adjournment**

■A Motion to adjourn was offered by Mr. Patterson. Seconded by Mr. Dowling. Meeting adjourned at 2:15 p.m.

*Prepared by:
Jennifer Cunningham
May 25, 2018*