**STATE 911 COMMISSION MEETING**

**May 18, 2023 1:00 p.m.**

State 911 Department

151 Campanelli Drive, Suite A, Middleborough, MA 02346

*Attending:*

Kerry Collins EOPSS State 911 Commission (Chair)

Stephan Hooke MSCA State 911 Commission (Vice-Chair)

James Boudreau Mass Municipal Association State 911 Commission

Carmen Curry Boston Police Dept State 911 Commission

Christopher Delmonte MA Chiefs of Police Assoc State 911 Commission (absent)

Jonathan O’Dell MCDHH State 911 Commission (absent)

Mary M. McCauley Mass Office on Disability State 911 Commission

Ralph Dowling Professional Firefighters State 911 Commission (absent)

Susan Lewis Dept. of Public Health State 911 Commission (absent)

Michael Murphy MA Police Association State 911 Commission

Peter Ostroskey Department of Fire Services State 911 Commission

Matt Barstow MA State Police State 911 Commission

Kyle Heagney Major City Chiefs State 911 Commission

Richard Patterson EMCAB State 911 Commission (absent)

Timothy Bradshaw MA Fire Chiefs Assoc State 911 Commission

Michael Kelleher MA Fire Chiefs Assoc State 911 Commission (absent)

Stacy Harren MA Ambulance Association State 911 Commission (absent)

Matthew Moran EOTSS State 911 Commission (absent)

Brooke Doyle MDMH State 911 Commission

Wendy Botelho Child and Family Services 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

Joseph Crean Special Projects Director State 911 Department

Jennifer Cunningham Paralegal Specialist State 911 Department

Angela Pilling Fiscal Specialist State 911 Department

Christine Wingfield Regional PSAP Coordinator State 911 Department

Cynthia Reynolds Grants Specialist State 911 Department

Katelyn Sylvia Programs Coordinator State 911 Department

KristenVaidya Training Specialist State 911 Department

Christopher Ryan Deputy Dir NSR911 State 911 Department

Katrina Shamshak Training/QA Coor NSR911 State 911 Department

Chris Flynn Intern State 911 Department

Chris Markunas Boston Police Department

Abigail Shneyder Mass Office on Disability

Lauren Mielke Holbrook RECC

Kenneth Handfield MSP

Sheriff Robert Ogden Duke’s County Sheriff’s Office

Anthony Gould Dukes County Sheriff’s Office

William Mikucki Comtech

Eric Guerrero Comtech

Robert Verdone SEMRECC

Erick Berg SEMRECC

Thomas Kennedy Collins Center/UMASS Boston

Bob Mohr Exacom

Don Reich Public Safety Network Americas

Tom Ashe Barnstable County Sheriff’s Department

Phil Sisk Mission Critical Partners

Stephen Foley Collins Center / UMASS Boston

*Agenda Item #1:*

*►* **Call to Order and Introductions – 1:01 p.m.**   
   
*Agenda Item #2:*

*►* **Approval of April 6, 2023, Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from April 6, 2023 was offered by Chairperson Collins. Approved.***

*Agenda Item #3*

*►* **Recognition of State Fire Marshal Peter J. Ostroskey**

Chairperson Kerry Collins, Frank Pozniak, Monna Wallace, and Tom Ashe all offered kind words and acknowledged Fire Marshal Ostroskey’s years working with many Public Safety Agencies and his incomparable commitment to Fire Safety. Fire Marshal Ostroskey responded with many thanks to the State 911 Commission and State 911 Department Staff.

*Agenda Item #4:*

**► Update on Filing with the DTC, and FY 2024 Development Grant Applications**

Frank Pozniak updated the Commission on the Department of Telecommunications and Cable (DTC) filing and FY 2024 Development Grant applications. With respect to the DTC filing, Mr. Pozniak stated that the Department is seeking DTC approval of the $40 million allocation for the FY 2024 Development Grant and TERT Grant Guidelines. He stated that the DTC requested written responses to thirty-two (32) questions and a second round with twenty-four (24) questions. He stated that during the May 11th hearing, they asked an additional eight (8) questions and requested written responses, which will be answered and submitted the week of May 22nd. Mr. Pozniak stated the DTC order on the filing should be received by the middle of June.

Mr. Pozniak stated that the current monthly 9-1-1 surcharge is $1.50 for any device that has access to 9-1-1. He stated that in 2018, the State 911 Department petitioned the DTC to raise the surcharge to $1.50 from $1.00 to fund various projects that were being undertaken at the time. Mr. Pozniak stated that DTC had approved the $1.50 surcharge in its order on the petition, effective January 1, 2019, but also ordered that the surcharge to be decreased to $1.00 starting on January 1, 2024. Mr. Pozniak stated that by statute, the Department may petition the DTC for an adjustment to the surcharge. He stated that the Department’s budget is being evaluated to determine what the next step will be in regard to the level of the surcharge.

Discussion ensued.

*Agenda Item #5:*

***►* Update on Next Generation 9-1-1**

Norm Fournier updated the State 911 Commission on Next Generation 9-1-1. Mr. Fournier stated that thirty-three (33) new Digital Logging Recorders have been installed in various PSAPs so far. Mr. Fournier also stated that a new PSAP at the Plymouth County Sheriff’s Department, will launch on July 1, 2023 taking over Plymouth Police Department’s 911 calls. Mr. Fournier also updated the Commission on first quarter 9-1-1 statistics. He stated that the Commonwealth received 805,000 9-1-1 calls, 1,545 Text to 911 calls and 131,000 two-way calls.

*Agenda Item #6:*

***►*Update on Dark Stations**

Monna Wallace updated the State 911 Commission on Dark Stations. Ms. Wallace stated that Jonathan O’Dell, a member of his team, and herself had a teams demonstration with ALICE Receptionist to evaluate if its product could be used in the Commonwealth for PSAPs that have closed and only have a phone in the building to connect them with 9-1-1. She stated that the concern with the “phone in the building” system is that this is not accessible for someone who is deaf or hard of hearing. Ms. Wallace stated that ALICE Receptionist has a product that can offer support to someone who is deaf or hard of hearing. She stated that the product has motion detection video but does not offer communication between a telecommunicator and the individual. Ms. Wallace stated that a suggestion was made to include the Silent Call Procedure at the PSAP so that a telecommunicator would know what service was needed right away. She stated that the response was that this suggestion could be implemented immediately. She also stated that a previous suggestion had been made to also include video relay, and ALICE Receptionist responded that they would look into this with their engineers.

Ms. Wallace stated that the consensus was that this is a product that could be used for now for immediate help. She stated that the State 911 Department is looking into piloting this at one of the PSAPs to work with ALICE Receptionist to see if this is something that can deliver a final product to include the provided suggestions.

Ms. Wallace stated she would like to have an ALICE Receptionist demonstration for regional PSAPs who are affected by these Dark Stations to determine if this is something that may work.

Discussion ensued.

*Agenda Item #7:*

***►*Update on the Transition of the Framingham Wireless Center and the Maynard Training Facility**

Mr. Pozniak updated the Commission on the transition of the Framingham Wireless Center and the Maynard Training Facility to a new location. Mr. Pozniak stated that the new location will be 31 Maple Street in Milford. Both the Framingham Wireless Center and the Maynard Training Facility will relocate to that address. He stated that the building should be ready on or before December 1, 2023.

*Agenda Item #8:*

***►*Update on Regionalization**

Joseph Crean updated the Commission on 9-1-1 regionalization. He mentioned that he and Christine Wingfield are creating a presentation to provide a comprehensive overview of the Regionalization initiative (2008-2022) that may be shown at the next Commission meeting.

Mr. Crean stated that the Collins Center has developed SOP templates for regional centers. He stated that there will be a working group comprised of 4-5 regional directors to review the templates and provide feedback. The final product will be presented to Frank Pozniak and Norm Fournier for approval. He stated that templates are geared toward regional centers but should be able to be applied to other PSAPs as well.

Mr. Crean stated that Nashoba Valley RECC presented a Letter of Attestation from the Town of Boxborough. He stated that Nashoba is currently receiving all of Boxborough’s 9-1-1 calls due to an emergency staffing crisis, and that Boxborough is interested in making this a permanent solution.

Mr. Crean stated that SEMRECC and ROCC have begun a joint project involving CAD that is being funded through both FY23 Development Grants. He stated that this is a state-of-the-art cloud-based CAD system and RMS solution that is provided by Hexagon. He stated that this system is planned to be available to regional centers and PSAPs.

Mr. Crean stated that Metro West RECC is moving ahead with Westborough and Grafton, and noted that Southborough has withdrawn from the project. He stated that Barnstable, Yarmouth and Sandwich will be meeting to discuss an IMA, and that Barnstable intends to have an IMA in place prior to next Development Grant funding cycle. Mr. Crean also stated that Wayland, Sudbury, Lincoln and Natick are hoping to discuss a potential startup of a regional center.

*Agenda Item #9:*

***►* Update on the TERT Program**

Christopher Ryan and Katrina Shamshak updated the Commission on the TERT Program. Ms. Shamshak stated that there was a TERT training a few weeks ago in Middleton, which was the last training for FY 2023. She stated that they are working to finalize trainings for next fiscal year. She also stated that TERT has had no deployments.

*Agenda Item 10:*

***►* Update on 560 CMR 5.00, and MLTS**

Dennis Kirwan updated the Commission on 560 CMR 5.00, and MLTS. Mr. Kirwan stated that the State 911 Department is awaiting Office for Administration and Finance (A&F) approval for the regulation change to 560 CMR 5.00. He stated that an updated Executive Order 562 checklist has been submitted to A&F indicating State 911 Commission approval of the draft regulation, and that a copy of the notice of the regulation change has been submitted to the Department of Housing and Community Development and Massachusetts Municipal Association pursuant to the Executive Order 145.

Mr. Kirwan stated that there are currently 121 entities in the MLTS Compliance Program. Of the that total, there are 34 school related entities, 43 healthcare related entities, and 11 hotels/motels. He also stated that 44 entities have graduated the Compliance Program. Of that total, there are nine (9) school related entities and twelve (12) healthcare related entities.

Mr. Kirwan mentioned that the new Appendix A Standards are available on the State 911 Department website, and that a copy has been sent out to each PSAP in the Commonwealth.

*Agenda Item #11:*

***►* Other Business**

Chairperson Kerry Collins congratulated Commission Member Brooke Doyle on her great interview with Fox 25 News regarding the Behavioral Health Help Line.

*Agenda Item #12:*

***►* Next Meeting Date**

To be determined.

*Agenda Item #13:*

**► Adjournment**

***■* *A Motion to adjourn was offered by Peter Ostroskey. Seconded by Steve Hooke. Approved. Meeting adjourned at 1:49 p.m.***

*Prepared by:*

*Ashlee Stearns*