

# STATE 911 COMMISSION MEETING

May 23, 2019

1:00 p.m.

State 911 Department

151 Campanelli Drive-Middleborough

## 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 (absent)
Chris Markunas	Boston Police Department	State 911 Commission
James Cummings	MA Sheriff Association	State 911 Commission (absent)
Chris Delmonte	MA Chiefs of Police	State 911 Commission
Steven Florio	MCDHH	State 911 Commission
Jeff Dougan	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)
Doug Mellis	MA Police Association	State 911 Commission (absent)
Peter Ostroskey	Department of Fire Services	State 911 Commission (absent)
Matt Barstow	MA State Police	State 911 Commission
Kyle Heagney	Major City Chiefs	State 911 Commission (absent)
Richard Patterson	Emergency Medical Care	State 911 Commission
Tim Bradshaw	MA Fire Chiefs	State 911 Commission (absent)
Stacy Harren	MA Ambulance Association	State 911 Commission (absent)
Neil MacGaffrey	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
Monna Wallace	Director of Programs	State 911 Department
Karen Robitaille	Finance Director	State 911 Department
Cindy Reynolds	Grants Specialist	State 911 Department
Richard Fiske	Director of PSAP Operations	State 911 Department
Ashlee Stearns	Office Support Specialist	State 911 Department
Katelyn Sylvia	Public Education Coordinator	State 911 Department
Grant Harrison	EDP Manager	State 911 Department
Francisco Gomes	Operations Manager	State 911 Department

Ken Handfield	Mass State Police
Greg Lynskey	South Worcester RECC
Jacqueline Pow	Boston EMS
Robert Barnes	Boston EMS
Mike Kass	Armstrong EMS
Michael Shanley	Worcester Emergency
Jonathan O'Dell	MCDHH

Alyson Dell Isola	Essex RECC
Laurie Croke	SSRECC
Aaron Smith	SSRECC
Tim Jenkins	Comtech NextGen 911
Jon Burnstein	OEMS/MDPH
Kevin Lessard	Brookline 911 Dispatch
Khristy Lord	Springfield Emergency Comm.
Jeremy DeMar	Springfield Emergency Comm.
Penny Ryan	Auburn P.D.
Robert Verdone	SE Mass 911 District
Erick Berg	SE Mass 911 District
Lauren Mielke	HRECC
Anne Camaro	Cambridge ECD
Scott Newkirk	Watson Consoles
Larry Demovelan	Business Electronics
Joe Gibbs	

Agenda Item #1:

**► Call to Order and Introductions – 1:03 p.m.**

Chairperson Kerry Collins called the meeting to order. Introductions were made and all signed in.

Agenda Item #2:

**► Approval of April 26, 2019 Commission Meeting Minutes**

**■ A Motion to accept the Meeting Minutes from April 26, 2019 was offered by Mr. Richard Patterson. Seconded by Mr. Chris Markunas. Approved.**

Agenda Item #3:

**► Request for Commission Approval of the Following Fiscal Year 2020 Grant Guidelines: Support and Incentive Grant Guidelines, Training Grant and EMD Grant Guidelines and Wireless State Police PSAP Grant Guidelines**

Mr. Pozniak provided an overview of the FY 2020 Support and Incentive Grant Guideline changes, with the biggest change being the MassGIS compliance requirement. Mr. Pozniak stated that documentation is needed to prove that this requirement has been met, which can be done using a compliance list provided by MassGIS, or other some form of documentation that shows compliance as approved by the State 911 Department's Executive Director. In addition, Mr. Pozniak mentioned that the increase of the funding allocation of the RECC category up to 10% of the previous year's revenues was approved by the Department of Telecommunications and Cable (DTC).

On a different matter, Mr. Pozniak mentioned that the DTC approved the Development Grant allocation at \$15 Million for Fiscal Year 2020.

**■ A Motion to approve the Fiscal Year 2020 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. Steve Hooke. Seconded by Mr. Chris Markunas. Approved.**

**■ A Motion to allow the 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. Steve Hooke. Seconded by Mr. Richard Patterson. Approved.**

With respect to the Training Grant Guidelines, Mr. Pozniak stated that comments from the Commission were received on a previous draft of the FY 2020 Training Grant Guidelines presented to the Commission, and that revisions were made to the Guidelines based on these comments. First, the conference registration fees for the NENA, APCO and Navigator conferences will continue to be supported going forward. Second, Mr. Pozniak noted that in addition to Regional PSAPs and RECC's being allowed 32 hours for continuing education training, PSAPs that have a call volume greater than 35,000 calls a year, based on 2018 call volume, are also eligible for the 32 hours of continuing education training. The PSAPs falling within the 35,000 call volume are: Boston, Brockton, Cambridge, Fall River, New Bedford and Springfield.

All other PSAPs are eligible for 16 hours of continuing education training. Mr. Pozniak reminded the Commission that there is a provision in the Guidelines that allows any PSAP to petition the Department for additional training above the 16 hour requirement.

**■ A Motion to approve the Fiscal Year 2020 State 911 Department Training Grant Guidelines in the form provided to the State 911 Commission was offered by Mr. Steve Hooke. Seconded by Mr. Chris Markunas. Approved.**

**■ A Motion to allow the 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. Steve Hooke. Seconded by Mr. Tim Bradshaw. Approved.**

Mr. Pozniak provided an overview of the FY 2020 EMD Grant Guidelines. He stated that no Commission comments were received by the State 911 Department on this Grant. The EMD Grant will be a separate grant from the Training Grant and will primarily cover EMD issues. Ms. Robitaille stated that this Grant is for those who are using a certified EMD resource, or EMD protocols, as well as costs associated with QA.

**■ A Motion to approve the Fiscal Year 2020 State 911 Department EMD Grant Guidelines in the form provided to the State 911 Commission was offered by Mr. Steve Hooke. Seconded by Mr. Richard Patterson. Approved.**

**■ A Motion to allow the 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. Steve Hooke. Seconded by Mr. Richard Patterson. Approved.**

Mr. Pozniak provided an overview of the FY 2020 Wireless Grant Guidelines. He stated that this Grant is primarily for Northampton, as they are the only wireless center run by Massachusetts State Police. Mr. Pozniak stated that this Grant includes the same changes as the Training Grant and the Support and Incentive Grant.

**■ A Motion to approve the Fiscal Year 2020 State 911 Department Wireless Grant Guidelines in the form provided to the State 911 Commission was offered by Mr. Steve Hooke. Seconded by Mr. Richard Patterson. Approved.**

**■ A Motion to allow the 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. Steve Hooke. Seconded by Mr. Richard Patterson. Approved.**

Agenda Item 4:

**► Update on Next Generation 9-1-1**

Mr. Fournier updated the Commission on Next Generation 9-1-1. He stated that there will be an update in June containing a repair that will address a constant ringing issue that can occur when a 911 call is transferred. This was originally intended to be included in a July update. However, Mr. Fournier stated that July and August have some of the highest call volume months on average, and therefore, he is working with ComTech in making this a higher priority now while still incorporating all of the testing on this software version. This version will also contain the manually deployed hot fixes as part of the base code.

Mr. Fournier stated that there are going to be updated images in early June as well.

Mr. Fournier informed the Commission on the third data center located outside of New England, in Virginia. He expects live calls to be processing within the next few weeks. He stated that this new location is going to help with geodiversity redundancy.

Agenda Item #5:

**► Update on the Springfield Training Facility Relocation**

Ms. Wallace provided an update on the Springfield Training Facility relocation. She stated that a location has been identified in Springfield. Ms. Wallace stated that she is hoping that this center will be opened by fall of 2019.

Ms. Wallace stated that this Springfield location will not be an alternate PSAP.

Agenda Item 6:

**► Discussion on the Standards Committee Composition**

Vice-Chair Sylvia stated that there has been conversation around the Standards Committee composition. He stated that the Standards Committee currently has more members than it has had historically, and it does not have continuity of members attending meetings that have been held recently.

Mr. Pozniak mentioned that historically, the Standards Committee has been comprised of seven (7) Commission members, and the chair has been the Vice-Chair of the State 911 Commission. He stated that in order to create a more efficient Standards Committee, a smaller group of Commission members should comprise the Committee. The Committee would be charged with reporting back to the full Commission on issues discussed.

Vice-Chair Sylvia stated that he would like members to reach out to him if they are interested in being a part of the Standards Committee. If a larger number of people are interested, he stated that the number of positions may increase from 7 to 9 members. He also mentioned that the Standards Committee meetings would be open meetings.

Agenda Item #7:

► **Update on the Transition of the Essex RECC and Wireless Center to the State 911 Department**

Chairperson Collins updated the Commission regarding the transition of the Essex RECC and Wireless Center to the State 911 Department. Chairperson Collins stated that this transition will go into effect on July 1, 2019.

Chairperson Collins stated that this transition will result in the Essex RECC to be fully funded by the State 911 Department.

Agenda Item 8:

► **Other Business**

Mr. Pozniak introduced the Commission to the new Public Education Coordinator, Katelyn Sylvia. Ms. Sylvia is working on a 9-1-1 program for children in grades K-4, as well as working on 9-1-1 programs for senior citizens. The Commission will be notified of more programs coming in the future.

Mr. Pozniak also mentioned the retirement of State 911 Department's Jeff Jeffers, who has worked with the Department for 15 years. His retirement is in June.

Ms. Robitaille notified the Commission of an early start date for the FY 2020 Grant Camps. These camps will start the first week of June. The dates will be posted in the newsletter.

Agenda Item #9:

► **Next Meeting Date—TBD**

Date to be determined.

Agenda Item #10:

► **Adjournment**

**■ A Motion to adjourn was offered by Mr. Ralph Dowling. Seconded by Mr. Steve Hooke. Approved. Meeting adjourned at 1:38 p.m.**

*Prepared by:  
Ashlee Stearns  
May 23, 2019*