**STATE 911 COMMISSION MEETING**

**November 16, 2022, 1:00 p.m.**

State 911 Department

151 Campanelli Drive, Suite A, Middleborough, MA 02346

*Attending:*

Kerry Collins EOPSS State 911 Commission (Chair)

Steven Hooke MSCA State 911 Commission (Vice-Chair)

James Boudreau Mass Municipal Association State 911 Commission (absent)

Carmen Curry Boston Police Department State 911 Commission

James Cummings MA Sheriff Association State 911 Commission

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

Jonathan O’Dell MCDHH State 911 Commission (absent)

Abigail Shneyder Mass Office on Disability State 911 Commission

Ralph Dowling Professional Firefighters 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

Kenneth Handfield 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

Brooke Doyle MDMH 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

Cynthia Reynolds Grants Specialist State 911 Department

Grant Harrison EDP Manager State 911 Department

Joseph Crean Special Projects Director State 911 Department

Katelyn Silvia Public Education Coordinator State 911 Department

Angela Piling Fiscal Specialist State 911 Department

Christopher Ryan Deputy Dir NSR911 State 911 Department

Katrina Shamshak Training/QA Coor NSR911 State 911 Department

Alyson Dell Isola PSAP Operations Director State 911 Department

Kristina Morin Deputy Dir POD-1 State 911 Department

Christopher Flynn Intern State 911 Department

Tim McGuirk Deputy Dir of Comm EOPSS

Lauren Mielke Holbrook RECC

Rebecca Ocasio Springfield Em. Comm.

Erin Hastings WESTCOMM

Khristy Lord WESTCOMM

Elizabeth Belmonte Metro North RECC

Aaron Smith SSRECC

John Gooden SSRECC

Erick Berg SEMRECC

Robert Verdone SEMRECC

Anne Camaro NVRDD

Bob Mohr Exacom, Inc.

Joseph Anderson Springfield 911

Zygmont Sczcawinski Springfield 911

David Wells Springfield 911

Greg Lynsky SWCCC

Peter Kinnas Nashoba Valley RECC

Robert Barnes Boston EMS

Michael Mahoney ROCCC

Don Reich Public Safety Network Americas

Thomas Ashe Barnstable County Sheriff’s Office

*Agenda Item #1:*

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

*Agenda Item #2:*

*►* **Approval of September 22, 2022, Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from September 22, 2022, was offered by Chairperson Collins. Approved.***

*Agenda Item #3:*

***►* Recognition of Sheriff James M. Cummings**

Chairperson Kerry Collins began the recognition of Sheriff James M. Cummings. Chairperson Collins thanked Sheriff Cummings for his work with the State 911 Commission. Frank Pozniak stated that Sheriff Cummings has been the Barnstable County Sheriff for 23 years and with the State 911 Commission for 11 years. He thanked Sheriff Cummings for his service.

*Agenda Item #4:*

***►* Request for Commission Approval of the FY 2024 Development Grant Guidelines**

Frank Pozniak requested Commission approval of the FY 2024 Development Grant Guidelines. Mr. Pozniak stated that, with DTC approval, the Grant allocation will increase to $40 million. Generally, he stated that this increase will be used to complete previously approved projects.

Mr. Pozniak stated that one change to the Development Grant is that funding for security assessments have been added to the professional services category. He also stated that the upgrade of existing regional PSAPs and RECCs has moved to priority 2, consistent with the $40 million allocation.

Karen Robitaille stated that the application deadline is Thursday, March 2, 2023,and that there will be a workshop on Thursday, January 19, 2023.

***■ A Motion to: 1) Approve the State 911 Department's Guidelines for the Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development for Fiscal Year 2024; 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 was offered by Matt Moran. The motion was seconded by Mr. Dowling. All in favor. Approved.***

*Agenda Item #5:*

**► Update on the TERT Program**

Christopher Ryan and Katrina Shamshak updated the Commission on the TERT program. Ms. Shamshak stated that the program has received more applicants and there is currently a total of 58 members. Team Leaders and Team Leader Assistants have been chosen. She stated that the TERT website was launched on mass.gov and that trainings for members were held in September, October, and November. These trainings will continue to occur once a month.

Christopher Ryan stated that there is currently a $10,000 cap on funding per PSAP until such time that the TERT Grant is put in place. Frank Pozniak stated that the TERT Grant and other State 911 Department Grants would be discussed at the next State 911 Commission meeting.

Discussion ensued.

*Agenda Item #6:*

***►* Update on 988 Implementation and the Behavioral Health Help Line**

Commission member Brooke Doyle updated the Commission on 988 implementation and the Behavioral Health Help Line. Ms. Doyle stated that 988 went into effect in July 2022 as a national network lifeline. She stated that there are currently 25 designated hubs in the Commonwealth being used for 988 resources and for behavioral health crisis intervention and deployment. Deployment can occur directly from a call and is not intended to replace EMS in an eminent threat. She stated that 988 is working on a workflow for eminent threat calls to insure a smooth deployment and handoff with 9-1-1 and EMS. Commissioner Doyle stated that 988 is staffed 24 hours a day, 365 days of the year, with clinically licensed supervisors and back up.

Monna Wallace asked if there is a standard protocol in use for the criteria for calls needing to be transferred to 9-1-1. Ms. Wallace stated that there needs to be a consistent criterion throughout the Commonwealth to ensure the most efficient and effective outcome. Ms. Doyle stated that she is looking for a partnership to work on these criteria.

Discussion ensued.

*Agenda Item #7:*

***►* General State 911 Department and 911 Regionalization Overview, 2015 to Date**

Frank Pozniak reviewed the State 911 Department and 911 Regionalization under the Baker Administration tenure. Mr. Pozniak detailed the achievements made by the State 911 Department and of 911 Regionalization over the last 8 years. These achievements include DTC approvals of surcharge adjustments, the implementation of Next Generation 911, the State 911 Department assuming control over two (2) PSAPs, moving the State 911 Department into the Middleborough office, and funding the CoMIRS project in the Commonwealth.

Mr. Pozniak stated that at the start of the Baker Administration, in 2015, the Commonwealth had 252 PSAPs. With the regionalization effort, the number is currently at 214. He stated that in 2009 there were 264 PSAPs. Finally, Mr. Pozniak stated that the regionalization effort is entirely incentive based, and there are currently 31 regional centers in the Commonwealth.

*Agenda Item #8:*

***►* Next Generation 911 Overview, 2015 to Date**

Norm Fournier reviewed the Next Generation 911 under the Baker Administration tenure. Mr. Fournier detailed the achievements for Next Generation 911 over the last 8 years. These achievements include approval of surcharge increase to cover the Next Generation 911 project, deployment of Next Generation 911 in the Commonwealth, copper to fiber migration, integration of Wireless Direct, yielding point data with imagery and mapping systems, Text to 911, a third data center outside of New England, RapidSOS for all PSAPs, SSDs being replaced, and evolving security.

*Agenda Item #9:*

***►* Grant Overview, 2015 to Date**

Karen Robitaille reviewed Grants under the Baker Administration tenure. Ms. Robitaille detailed the achievements in the Grants Department. These achievements include introducing the Training Grant with $45.3 million allocated, establishment of the EMD Grant with 18.7 million allocated, Support and Incentive Grant with $365.1 million allocated, Development Grant with $136 million allocated for regionalization, and $603.5 million allocated in total from 2015 to 2023. Ms. Robitaille stated that in 2015 there was a backlog and payments were not being dispersed on time. Currently, payments are being dispersed within the 30-business day window given. She stated that the Commonwealth rolled out a procurement system, COMMBUYS, and that the State 911 Department uses it to accept Development Grant applications. In addition, Ms. Robitaille stated the Department has developed and implemented virtual workshops to assist with the application and reimbursement process.

Ms. Robitaille acknowledged the four (4) staff members that process 2,000 reimbursements annually and the one (1) staff member that addresses 475 contracts and applications annually.

*Agenda Item #10:*

***►* Programs Overview, 2015 to Date**

Monna Wallace reviewed Programs under the Baker Administration tenure. Ms. Wallace detailed the achievements made in the Training Program over the last 8 years. These achievements include the Telecommunicator Certification Program (TCP), the Vocational High School and Community College Programs, Text to 911, and implementation of online training programs during COVID-19.

Ms. Wallace detailed the achievements made within Public Education under the Baker Administration. These achievements include Public Education efforts for students, Public Education efforts at senior centers, attendance at outreach events with the Equipment Distribution Program (EDP) and MassRelay, significant changes to the Disability Indicator Form, offering cellphones through EDP, and the mass mailing of Silent Call cards and Text to 911 cards.

*Agenda Item #11:*

***►* DTC, Standards and MLTS Overview, 2015 to Date**

Dennis Kirwan reviewed the DTC, Standards, and MLTS achievements under the Baker Administration tenure. These achieve include CMR regulations for surcharge increases, working with EOTSS on the CoMIRS project, successfully completing the transition from GDIT to Comtech, overhauling MLTS Compliance program, completing the updated drafted Standards to replace the existing CMR regulations, and helping develop the RFR for the upcoming NG911 contract.

Mr. Kirwan went on to present a PowerPoint explaining Kari’s Law and the RAY BAUM Act as well as the changes that have been made to the MLTS regulations. He highlighted the program’s accomplishments that includes awareness about MLTS compliance throughout the Commonwealth, which has resulted in an increasing number of MLTS devices that are now compliant.

*Agenda Item #12:*

***►* Other Business**

No other business.

*Agenda Item #13:*

***►* Next Meeting Date—TBD**

*Agenda Item #14:*

**► Adjournment**

***■* *A Motion to adjourn was offered by Ralph Dowling. Seconded by Kyle Heagney. Approved. Meeting adjourned at 2:39 p.m.***

*Prepared by:*

*Ashlee Stearns*