**STATE 911 COMMISSION MEETING**

**November 18, 2021 1:00 p.m.**

State 911 Department

151 Campanelli Drive, Suite A, Middleborough, MA 02346

*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)

Carmen Curry Boston Police Department State 911 Commission

James Cummings MA Sheriff Association State 911 Commission (absent)

Christopher Delmonte MA Chiefs of Police Assoc State 911 Commission

Jonathan O’Dell MCDHH State 911 Commission

Mary McCauley Mass Office on Disability State 911 Commission

Ralph Dowling Professional Firefighters State 911 Commission

Steven Hooke MCSA State 911 Commission

Scott Cluett Dept. of Public Health State 911 Commission

Douglas Mellis MA Police Association State 911 Commission (absent)

David Clemons Department of Fire Services State 911 Commission

Matthew Barstow MA State Police State 911 Commission

Kyle Heagney Major City Chiefs State 911 Commission

Richard Patterson Emergency Medical Care State 911 Commission

Timothy Bradshaw MA Fire Chiefs State 911 Commission

Stacy Harren MA Ambulance Association State 911 Commission

Matthew Moran 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

Karen Robitaille Finance Director State 911 Department

Monna Wallace Director of Programs State 911 Department

Jennifer Cunningham Paralegal Specialist State 911 Department

Ashlee Stearns Office Support Specialist State 911 Department

Katelyn Silvia Public Education Coordinator State 911 Department

Cynthia Reynolds Grants Specialist State 911 Department

Grant Harrison EDP Manager State 911 Department

Joe Hickey System Analyst State 911 Department

Chris Markunas Boston Police Department

Richard Fiske SWIC

Robert Barnes Boston EMS

Greg Lynsky SWCCC

Rob Verdone SEMRECC

Erick Berg SEMRECC

Mike Mahoney ROCCC

Erin Hastings Westcomm

Joe Crean ROCCC

Joe Gibbs

Kevin Lessard Northern Middlesex RECC

Penny Ryan Auburn PSAP

Tom Ashe Barnstable County Sheriff’s Office

Shannon Dempsey Comtech

Timothy Jenkins Comtech

Elizabeth Belmonte Metro North RECC

Lauren Mielke Holbrook Regional PSAP

Philip Sisk Mission Critical Partners

Tom Kennedy UMASS Collins Center

Jackie Pow Boston EMS

Kent Hellebust Comtech

Nina Barszcz Westfield PSAP

Julia O’Leary

Jennifer Barrelle DPH

Christina Giacobbe Cambridge PSAP

Aaron Smith SSRECC

\*Guest Captioner for MCDHH

*Agenda Item #1:*

*►****Call to Order and Introductions – 1:01 p.m.***

Chairperson Kerry Collins called the meeting to order via teleconference pursuant to Chapter 30A of Massachusetts General Laws, and in compliance with Governor Baker’s Executive Order dated March 12, 2020. Public access was afforded by way of meeting notice.

Chairperson Collins stated that the meeting will be recorded by audio only for the purposes of the minutes. Roll call was given for State 911 Commission members, and all others stated their names for the record.

*Agenda Item #2:*

*►***Approval of September 9, 2021 Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from September 9, 2021 was offered by Chairperson Kerry Collins. Approved.***

*Agenda Item #3:*

***►*** **Request for Commission Approval of the FY 2023 Development Grant**

Frank Pozniak requested Commission Approval for the FY 2023 Development Grant. Mr. Pozniak stated that the major change in the Development Grant is the increase from $22 million in the FY 2022 Development Grant to $30 million in the FY 2023 Development Grant. He stated that the increase is to further support regionalization efforts, particularly being better able to fund transition, CAD and other equipment, and key personnel requests than in previous grant cycles. Mr. Pozniak went on to state that the State 911 Department budget allows for this increase. He stated that in addition to the Commission approval, the increase must be approved by the DTC in a filing to be made with that agency in February 2022.

Mr. Pozniak stated that the FY 2023 Development Grant Guidelines contain new language requiring applicants proposing new centers to provide justification why the communities comprising such centers cannot join an existing center or a previously funded new center.

Finally, Mr. Pozniak stated that the application deadline for the FY 2023 Development Grant is March 3, 2022, and that the application submission now requires only one (1) original. He also added that Karen Robitaille will be conducting a Development Grant workshop on Thursday, January 20, 2022.

Discussion ensued.

***■ A Motion to: 1) Approve the State 911 Department’s Guidelines for the State 911 Department Fiscal Year 2023 Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development Grant Guidelines; 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 Mr. Robert Silvia. Seconded by Mr. Ralph Dowling. Approved by all present State 911 Department Commission Members.***

*Agenda Item #4:*

***►*** **Discussion on Computer Aided Dispatch (CAD)**

Frank Pozniak began the discussion on CAD. He stated that there have been meetings between the State 911 Department and regional centers as well as with a CAD vendor to discuss CAD issues.

Norm Fournier stated that the CAD issues are a national concern. He stated that these vendors do not transfer caller data well or quickly. He stated that the predominant CAD vendor used in Massachusetts has some security concerns.

Rob Verdone of SEMRECC also addressed CAD highlighting issues his center and other centers are experiencing with their current CAD vendor, particularly issues with transfers, sharing, interoperability, data security, and cyber security.

Discussion ensued.

*Agenda Item #5:*

► **Announcement of Public Communication of 3G Shutdown**

Chairperson Kerry Collins discussed the announcement of the public communication of 3G Shutdown. Chairperson Collins stated that 3G technology will no longer work starting in 2022, and that any device reliant on 3G technology will be obsolete. She stated that carriers must announce this change to the public.

Chairperson Collins urged Commission members to share this information with anyone they can. She stated that it is important to update any current technology that may be reliant on 3G, and that this is a national issue and is not under state control.

Discussion ensued.

*Agenda Item #6:*

**► Update on Next Generation 9-1-1**

Norm Fournier updated the Commission on Next Generation 9-1-1. Mr. Fournier stated that Disability Indicator will soon include wireless devices. This program currently only allows for wireline phones and will run the same as it does now. Mr. Fournier also stated that Comtech is working on meeting the requisites to enable this update.

Mr. Fournier went on to state that poor location information is affecting routing calls to proper PSAPs. This is causing delays in getting help to where it is needed. If a caller has poor location information when initially presented to our 911 system, sometimes the carrier can provide the correct location if we wait approximately 6 seconds before routing the call, which is one ring. Mr. Fournier stated that he is looking to test more efficient ways to get more accurate information to the PSAPs.

Mr. Fournier stated that the Department is working on the Next Generation 9-1-1 RFR. The current RFR runs through August 3, 2024. There have been bi-weekly meetings to work on this. In addition, he stated that each PSAP has a DLR that could instead record 911 calls in the cloud and that changes made by PSAPs, without the State 911 Department’s knowledge, can cause recording issues.

*Agenda Item #7:*

***►*Update on Grants Program**

Karen Robitaille updated the Commission on the Grants Program. Ms. Robitaille stated that the December 30th application deadline is approaching, and thirteen (13) PSAPs have not applied for the Training Grant and eleven (11) have not applied for the Support and Incentive Grant.

Ms. Robitaille stated that reimbursements are processed in around 30 business days. She stated that the State 911 Department is in the process of hiring two new employees who will assist with reimbursements. Ms. Robitaille is hopeful this will help maintain the 30-day turnaround.

*Agenda Item #8:*

***►*Update on 988 Implementation**

Monna Wallace updated the Commission on 988 implementation. She stated that 988 is a direct connection to compassionate, accessible care and support for all Americans who might be experiencing suicidal thoughts, who are at risk of suicide, or who are struggling with emotional distress. Ms. Wallace stated that she met with Kelly Cunningham from the Department of Public Health (DPH) to discuss moving forward with 988. She stated that the State 911 Department is offering support for this program and its deployment.

Frank Pozniak stated that it is important to be able to coordinate the transfer of calls from 911 to 988 and vice versa. Mr. Pozniak stated that 988 implementation is required by Federal law, and that every state must have this in place by July 21, 2022. He stated that DPH has five (5) centers throughout Massachusetts that will be handling 988 calls.

*Agenda Item #9:*

***►*Update on Revisions to 560 CMR Appendix A.**

Dennis Kirwan updated the Commission on the revisions to 560 CMR Appendix A. Mr. Kirwan stated that staff at the State 911 Department have been working on definitions and topics for the Standards, with a focus on issues that will be presented at the next Operational Standards Working Group meeting.

Mr. Kirwan also stated that the MLTS compliance program has been productive and successful. Currently all but two (2) locations have been cooperative in becoming compliant with Kari’s Law and Ray Baum’s Act. Workshops are being provided for telecommunicators and supervisors for this training.

*Agenda Item #10:*

***►*Other Business**

No other business

*Agenda Item #11:*

**► Next Meeting Date—TBD**

*Agenda Item #12:*

**►Adjournment**

***■ Meeting was adjourned by Secretary Collins at 2:11 p.m.***

*Prepared by:*

*Ashlee Stearns*