**STATE 911 COMMISSION MEETING**

**November 21, 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)

Carmen L. Curry Boston Police Department State 911 Commission

James Cummings MA Sheriff Association State 911 Commission

Chris Delmonte MA Chiefs of Police State 911 Commission

Steven Florio MCDHH State 911 Commission

Mary M. McCauley Mass Office on Disability State 911 Commission

Ralph Dowling Professional Firefighters State 911 Commission

Steve Hooke MCSA State 911 Commission

Scott Cluett Dept. of Public Health State 911 Commission

Doug Mellis MA Police Association State 911 Commission (absent)

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 (absent)

Richard Patterson Emergency Medical Care State 911 Commission (absent)

Tim Bradshaw MA Fire Chiefs State 911 Commission

Stacy Harren MA Ambulance Association State 911 Commission

Matt 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

Monna Wallace Director of Programs State 911 Department

Karen Robitaille Finance Director State 911 Department

Cindy Reynolds Grants Specialist State 911 Department

Jennifer Cunningham Paralegal State 911 Department

Ashlee Stearns Office Support Specialist State 911 Department

Grant Harrison EDP Manager State 911 Department

Joe Hickey Systems Analyst State 911 Department

Christine Wingfield Regional PSAP Coordinator State 911 Department

Katelyn Silvia Public Education Coordinator State 911 Department

Richard Fiske Director of PSAP Operations State 911 Department

Kevin Kroner Contract Specialist State 911 Department

William Mikucki Comtech

Tim Jenkins Comtech

Jacqueline Pow Boston EMS

Ken Handfield Mass State Police

Jeremy DeMar Springfield Emergency Comm.

Robert Barnes Boston EMS

Shawn Romanoski Boston Police

Melissa Nazzaro EOPSS

Lauren Mielke HRECC

Greg Lynskey South Worcester RECC

Joe Gibbs

Laurie Croke SSRECC

Aaron Smith SSRECC

Tom Ashe Barnstable County

Allison DellIsola Northshore RECC

Christopher Ryan Northshore RECC

Erin Hastings WESTCOMM

Richard Braks Gardener PD

Laurie Lyons Gardner PD

Thomas Kennedy Collins Center

Charles Goodwin Natick PD/ MCSA

*Agenda Item #1:*

*►****Call to Order and Introductions – 1:04 p.m.***

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

*Agenda Item #2:*

*►***Approval of September 19, 2019 Commission Meeting Minutes**

***■A Motion to accept the Meeting Minutes from September 19, 2019 was offered by Mr. Ralph Dowling. Seconded by Mr. Peter Ostroskey. Approved.***

*Agenda Item #3:*

**►Update on MLTS Regulations – 560 CMR 4.00/Kari’s Law and Ray Baum’s Act**

Mr. Kirwan provided an update on 560 CMR 4.00: Regulations Governing Enhanced 911 Service for Multi-line Telephone Systems, referred to as the MLTS Regulations. He stated that the MLTS Regulations have been updated to be consistent with Kari’s Law and the Ray Baum’s Act, which require MLTS and other 9-1-1 capable services to convey a dispatchable location that is identifiable to a PSAP when 9-1-1 calls are placed.

Mr. Kirwan stated that he has been working with members of the State 911 Department staff to update the MLTS regulations. He presented a draft of the revised MLTS regulations to the Commission and summarized the proposed changes in detail.

Mr. Kirwan stated that approval of these changes would allow the State 911 Department to proceed with promulgating the draft regulations under the authority of Chapter 6A, Section 18H, which would include obtaining permission from Administration & Finance, seeking input from the Mass Municipal Association, Department of Housing and Community Development, filing a Public Hearing Notice and a Small Business Impact Statement, conducting a public hearing, allowing a public comment period, and filing the regulations with the Secretary of State’s Office.

***■A*** ***motion by Mr. Matthew Moran was offered to: 1) approve the amendment of 560 CMR 4.00: Regulations Governing Enhanced 911 Service For Multi-line Telephone Systems; 2) authorize the State 911 Department to file the regulations 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 to finalize the promulgation of the regulations, including the execution, filing, and delivery of any and all documents and records. Seconded by Mr. Peter Ostroskey.***

*Agenda Item #4:*

►**Update on Next Generation 9-1-1**

Mr. Fournier updated the Commission on Next Generation 9-1-1. He stated that in the first quarter of 2020, new software will be installed that will include fixes to the “status monitor refresh” issues, as well as minor background fixes. He reported that Comtech is continuing with the copper to fiber migration, which will lead to better reliability and lower costs.

Mr. Fournier stated that the State 911 Department is working with Comtech on an enhanced routing tool that is intended to help improve calls routed to incorrect PSAPs. The expected release date is sometime in the first quarter of 2020. Mr. Fournier said that Comtech is currently developing a live streaming tool that enables PSAPs to initiate live streaming calls and it is in the early stages of development.

Mr. Fournier provided an update regarding the third data center in Virginia. He stated that the center is integrating into the NextGen911 environment. He reported that the State 911 Department is currently moving carriers into the new aggregator to help facilitate the usage of the data center. He stated that the new software installation includes movement of servers to the new facility to provide triple redundancy to the system. He stated that the aggregator services will change from Comtech to Intelliquent, which allows more options, including flexible aggregation services.

Mr. Fournier discussed the low call volume for Text-to-9-1-1. He stated that there is no way to differentiate between test texts and live 9-1-1 texts, but that the total numbers are small. He encouraged PSAPs to test Text-to-9-1-1.

Discussion ensued.

*Agenda Item #5:*

**►Update on Regionalization Efforts**

Chairperson Collins updated the Commission on regionalization efforts. She stated that the State 911 Department is making an effort to reach out to cities and towns to see what benefits can be provided through the Development Grant to incentivize regionalization. Chairperson Collins went on to state that the Development Grant offers many opportunities to relieve financial burdens from cities and towns.

Chairperson Collins reported that three (3) more PSAPs have regionalized through the Development Grant, and several more will soon join existing RECCs in the upcoming months, and that there are now 29 regional PSAPs throughout the Commonwealth. Chairperson Collins encouraged the Commission to come up with ideas as to what incentives could be added to the Development Grant and asked the Commission to consider these ideas.

Mr. Pozniak stated that the transition award in the current Development Grant allows for RECCs to receive the lesser of the assessment or allocation from the previous year for a two-year period. He suggests that this award be reversed, and make the amount given the greater of the two (assessment or allocation) and allow for a third year. In addition, the current Development Grant allows for one year of the Director’s salary. Mr. Pozniak proposed that an additional incentive would be to change the Director’s salary to three (3) years and to allow for three (3) years of salary for a Deputy Director. Mr. Pozniak stated that he hopes that the Commission will also consider additional incentives to be used for administrative and IT needs, and allow PSAPs to expense these costs. He stated that other incentives could include start-up costs for new personnel, including training, and incentives to help with the cost of construction, or reconstruction of an existing structure. Mr. Pozniak stated that the State 911 Department would have to confer with DCAMM to discuss the guidelines of purchasing buildings if this were something the Commission wanted to consider.

Mr. Pozniak stated that the Commission may want to consider reducing Support Grant allocations for the existing twelve (12) smaller Primary PSAPs who take less than one thousand (1,000) calls per year, as well as the existing thirty (30) PSAPs who take under two thousand (2,000) calls per year, in an effort to regionalize these PSAPs.

Lastly, Mr. Pozniak stated that proposed grant guidelines will be presented at the January Commission meeting for the Commission’s consideration.

Discussion ensued.

*Agenda Item #6:*

***►*Update on the Telecommunicator Certification Program**

Ms. Wallace provided an update on the Telecommunicator Certification Program. She reported that there are currently three (3) workshops and twenty-five (25) candidates who are certified through this new program. Ms. Wallace stated that the State 911 Department has set up a database with current candidate information and asked all PSAP Directors to supply the State 911 Department with any current job postings they may have, as the State 911 Department is posting these jobs on its website. Ms. Wallace also stated that the candidates are aware that they are not guaranteed a job, and that the State 911 Department only provides the candidate with the forty (40) hour APCO Telecommunicator 1 and the NextGen911 Equipment Trainings to add to their resumes.

*Agenda Item 7:*

***►*Update on the FY 2020 Grant Programs**

Ms. Robitaille provided an update on the FY 2020 Grant Programs. She stated that $53 million was allocated to PSAPs in FY2020 for support and incentive, training, EMD, wireless grant programs. She reported that 178 PSAPs have applied for the FY 2020 Support and Incentive Grant, and that 48 PSAPs have not yet applied for such funding. She further reported that 164 PSAPs have applied for the FY 2020 Training Grant funding, and that 62 PSAPs have not yet applied for such funding. She stated that the current amount for contracts so far this year in grants is $43.4 million. She stated that the State 911 Department will continue to perform outreach to those communities that have not yet applied for these grants. Ms. Robitaille stated that the Department would like to have 100% participation in the grant programs, and she stated that the deadline for both applications is January 31, 2020.

Ms. Robitaille stated that the State 911 Department has paid out $8.6M so far in reimbursements to support operations and training.

Ms. Robitaille then mentioned the possibility of introducing grant camps throughout the Commonwealth, with the intention of being able to help more PSAPs through the process for reimbursements.

Ms. Robitaille stated that she is willing to have conversations with PSAPs regarding the FY2021 Training Grant in order to focus on PSAP needs in regards to telecommunicators and the amount of training hours granted.

Discussion ensued.

*Agenda Item #8:*

**►Update on a Public Education Program 9-1-1 For Kids**

Ms. Wallace provided an update on the 9-1-1 For Kids program. She stated that Ms. Sylvia, the Department’s Public Education Coordinator, has started a 9-1-1 For Kids program for grades Kindergarten through four in which students will receive a personalized certificate upon completion.

*Agenda Item #9:*

***►*Update on the Standards Committee Composition**

Vice-Chair Silvia stated that two Commission Members have agreed to fill the vacancies on the Standards Committee, bringing the number of voting members to a total of seven (7). Mr. Pozniak stated that the Standards Committee will have its first meeting in January regarding 560 CMR 2.00-Appendix A. He also stated that the Committee would have many meetings throughout 2020 to revise the standards, section by section. Mr. Pozniak said that he would provide initial proposed revisions before the Committee’s first meeting in January.

*Agenda Item #10:*

**►Update on the Massachusetts Equipment Distribution Program**

Ms. Wallace provided an update for the Massachusetts Equipment Distribution Program (Mass EDP). She stated that Mass EDP is now providing iPhone 8 and iPhone 8+ to eligible candidates, as the TTY has become outdated. She stated that Teltex will be the vendor of these phones, handling programming, and providing technical assistance and service. She also stated that Mass EDP will not be responsible for paying for any carrier services.

Discussion ensued.

*Agenda Item #11:*

**►Other Business**

Mr. Pozniak acknowledged and congratulated Mr. Steve Hooke for being voted as the APCO Atlantic Chapter’s choice for Director of the Year.

Mr. Barstow requested an update on the new Springfield facility. Ms. Wallace relayed construction has commenced, including framing and plumbing, and that she would be visiting the site on December 5th.

Discussion ensued

*Agenda Item #12:*

**►Next Meeting Date—January 16, 2020**

*Agenda Item #13:*

**►Adjournment**

***■A Motion to adjourn was offered by Mr. Peter Ostroskey. Seconded by Ms. Mary McCauley. Approved. Meeting adjourned at 2:02 p.m.***

*Prepared by:*

*Jennifer Cunningham*