**STATE 911 COMMISSION MEETING**

**October 22, 2020 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 Curry Boston Police Department State 911 Commission

James Cummings MA Sheriff Association State 911 Commission (absent)

Christopher Delmonte MA Chiefs of Police State 911 Commission

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

Steven Hooke MCSA State 911 Commission

Scott Cluett Dept. of Public Health State 911 Commission (absent)

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 (absent)

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

Christine Wingfield PSAP Coordinator State 911 Department

Grant Harrison EDP Manager 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

Alyson Dellisola Director North Shore Reg 911State 911 Department

Nichole Annunziata QA Supervisor, POD-1 State 911 Department

Chris Markunas Boston Police Department

Alyson Dellisola Essex Regional

Angela Sicilano NVRDD

Chris Campbell Falmouth Dispatch

Kevin Lessard Northern Middlesex RECC

Melissa Nazzaro EOPSS

Penny Ryan EOPSS

Shannon Dempsey Comtech

Timothy Jenkins Comtech

Anthony Gentile

Christopher McGeary

*Agenda Item #1:*

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

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.

Chairperson Collins stated that this meeting had been rescheduled from September 17, 2020 due to a maximum participant limit was reached. This meeting was conducted via Microsoft Teams with an unlimited participant number.

*Agenda Item #2:*

*►***Approval of April 30, 2020 Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from April 30, 2020 was offered by Chairperson Kerry Collins. Approved.***

*Agenda Item #3:*

**►Update on Next Generation 9-1-1**

Norm Fournier updated the Commission on Next Generation 9-1-1. He stated that an enhanced reporting tool, ECATS, has been released to all PSAPs. Norm stated that this gives PSAPs the ability to run more ad/hoc reports than the basic 9-1-1 software. Mr. Fournier advised PSAPs to contact the State 911 Department’s Training Division in order to gain access to login information.

Mr. Fournier also updated the Commission on Wireless Direct. He stated there is currently one PSAP that is not taking Wireless Direct Phase 2 calls, with 136 PSAPs currently taking Phase 1 calls. Mr. Fournier advised PSAPs interested in taking Phase 1 calls to contact the State 911 Department’s Systems Division.

Mr. Fournier mentioned that the fourteen-state outage in September did not affect the 9-1-1 system in Massachusetts.

*Agenda Item #4:*

►**Update on PSAP Operations, including Alternates and Secondary PSAP**

Frank Pozniak updated the Commission on PSAP Operations. He stated that sixteen PSAPs were affected by rerouting calls due to COVID-19. Mr. Pozniak discussed alternate PSAPs. He stated that each PSAP in the Commonwealth has an alternate that was put into place years ago. Since then, factors such as call volume and population have changed and the number of regional PSAPs has increased. Mr. Pozniak stated that a reevaluation is necessary to ensure that alternates are matched to the correct primary or regional PSAP. He also stated that an evaluation should be done on the ability of alternates to function over a longer time period, as well as on impact of service disruptions at secondary PSAPs.

Mr. Pozniak reminded the Commission of the model COOP plan that was uploaded to the State 911 Department website. He stated that the model COOP is there to help PSAPs amend or develop COOP plans to identify and address issues that may or could impact their PSAPs.

Norm Fournier stated that alternate PSAPs are being used differently now than what they were originally designed for. The State 911 Department wants to look into different situations that are possible and discuss a plan for crisis or situational changes.

Discussion ensued.

*Agenda Item #5:*

**►Update on the Training Program**

Monna Wallace updated the Commission on the Training Program. She stated that the State 911 Department Programs Division created a four-hour in-house class in order to maintain staff in PSAPs amid COVID-19. She stated that EMD and CPR trainings, as well as the 40-hour class have been waived. Since those protocols were put in place all training has been moved to an online platform. The two-day equipment training is now being taught by State 911 Department trainers in an online environment. Day two of this class requires and in-house trainer. She also stated that the APCO five-day class requires an in-house trainer for day five, as the test must be administered at the PSAP.

Ms. Wallace stated that there is a workshop for PSAP managers and trainers to learn about the program and how it will be administered. She stated that these workshops are online Mondays and Thursdays from 9 to11. Monna added that the training materials are being mailed out and emailed to the PSAPs. Ms. Wallace stated that dates for November and December training classes are on the website, along with dates and times for the workshops, and that applications are now on the website as well, with each class having an individual application.

Ms. Wallace mentioned that the State 911 Department will not be administering training for ECaTS, but that training will be through a webinar conducted by ECaTS. She stated that the application for this training is on the State 911 Department’s website, which can be filled out and sent back to program coordinators Cathy Rodriguez or Venus Wheeler. Monna added that this training counts towards two hours of continuing education.

*Agenda Item #6:*

***►*Discussion on the FY 2021 Development Grant Awards, FY 2022 Development Grant Guidelines and the Regionalization Effort**

Frank Pozniak updated the Commission that the FY 2021 Development Grant awards were distributed on August 6th. He stated that there were 22 applications, with 17 awards given out, totaling 18 million dollars in funding. Frank stated that the total amount requested was 32 million and that five of the applicants did not receive funding.

Mr. Pozniak stated that the State 911 Department would present the FY 2022 Development Grant Guidelines to the Commission at the December 10, 2020 meeting for its review and approval.

Mr. Pozniak also discussed the Support & Incentive, Training, EMD and Wireless Grants and stated that he would like to present those guidelines to the Commission for its consideration at the January 2021 Commission meeting.

Mr. Pozniak discussed regionalization efforts in the Commonwealth. Since April, regionalization efforts have increased, with many PSAPs transitioning into regional centers. For example, the Patriot RECC is a new regional center formed in June 2020. Old Colony Communication Center has been remodeled and anticipates welcoming Hanover in 2021. He also added that the North Shore Regional 911 Center has transitioned completely and is now operational by the State 911 Department, and that the Department’s POD-1 operation in Framingham is currently in the process of transitioning to a new location.

Karen Robitaille added that requests have been received to provide PSAPs the opportunity to track Development Grant balances. The State 911 Department is looking into ways to leverage what is currently in place and find a software or program to make this request possible.

Discussion ensued.

*Agenda Item #7:*

***►*Update on the Grant Programs**

Karen Robitaille stated that the State 911 Department has paid out 38.9 million for the PSAPs. The deadline for these applications is December 30th. She stated that $62.8 million has been contracted out of the $81.7 million available to all programs, including the Development Grant and the Wireless Grant. She stated that the Department is continuing to reach out to PSAPs who have not yet applied and work with them to ensure they receive awards. Ms. Robitaille stated that the Scholarship program has been delayed due to the travel restrictions with COVID-19. The deadline for Scholarship applications is November 2nd.

Ms. Robitaille stated that reimbursements are delayed. The Department is behind the 30 business-day deadline but is currently working to get these reimbursements on track. The State 911 Department recognizes the delay and is working daily to get the reimbursements out to the PSAPs who have requested funding.

*Agenda Item #8:*

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

Monna Wallace updated the Commission on the Massachusetts Equipment Distribution Program. Ms. Wallace stated that there are currently 15 applications for the cellphone program that is projected to start next month. The waiver for those who receive a cellphone is currently being finalized. This is the final step needed in order to start the program.

*Agenda Item #9:*

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

Dennis Kirwan updated the Commission on the Revisions to 560 CMR Appendix A. Mr. Kirwan stated that the team at the State 911 Department has completed a draft of the standards and completed a PowerPoint presentation to show the Standards Committee. An outline has been completed for the technical section. Mr. Kirwan stated that he hopes to meet with the Standards Committee prior to the December Commission Meeting.

*Agenda Item #10:*

***►*Other Business-None**

*Agenda Item #11:*

**► Next Meeting Date—December 10, 2020**

*Agenda Item #12:*

**►Adjournment**

***■A Motion to adjourn was offered by Mr. Ralph Dowling. Seconded by Vice Chairperson Robert Sylvia. Approved. Meeting adjourned at 2:03 p.m.***

*Prepared by:*

*Ashlee Stearns*