

STATE 911 COMMISSION MEETING

October 25, 2018

1:00 p.m.

State 911 Department

151 Campanelli Drive-Middleborough

Attending:

Matt Moran	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)
Winifred Cotter	Boston Police Department	State 911 Commission
James Cummings	MA Sheriff Association	State 911 Commission (absent)
Chris Delmonte	MA Chiefs of Police	State 911 Commission
Evan Bjorklund	Mass Office on Disability	State 911 Commission
Ralph Dowling	Professional Firefighters	State 911 Commission
Steve Hooke	MCSA	State 911 Commission
Mark Miller	Dept. of Public Health	State 911 Commission (absent)
Neil MacGaffey	ITD	State 911 Commission (absent)
Doug Mellis	MA Police Association	State 911 Commission (absent)
Heidi Reed	MA Cmsn Deaf/Hard of Hrg	State 911 Commission
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
Richard Patterson	Emergency Medical Care	State 911 Commission
Tim Bradshaw	MA Fire Chiefs	State 911 Commission
Stacy Harren	MA Ambulance Association	State 911 Commission
Frank Pozniak	Executive Director	State 911 Department
Norm Fournier	Deputy Executive Director	State 911 Department
Monna Wallace	Director of Programs	State 911 Department
Karen Robitaille	Finance Director	State 911 Department
Jennifer Cunningham	Paralegal Specialist	State 911 Department
Richard Fiske	Director of PSAP Operations	State 911 Department
Kristina Morin	Deputy Director of PSAP Ops	State 911 Department
Ashlee Stearns	Office Support Specialist	State 911 Department
Ana Alves	HR Assistant	State 911 Department
Jeff Jeffers	Project Coordinator	State 911 Department
Melissa Nazzaro	EOPSS	
Chris Markunas	Boston Police	
Greg Lynskey	South Worcester RECC	
Chris Campbell	Seekonk	
Lauren Mielke	HRECC	
Tom Ashe	Barnstable County	
Anne Camaro	Cambridge 911	
Alyson Dellbola	Essex Regional	

Christopher Ryan Essex Regional
Aaron Smith SSRECC
Laurie Croke SSRECC
Timothy Bradshaw FCAM
Jacqueline Pow BEMS
Robert Barnes BEMS

Angela Siciliano NVRDD
M. Ross Klun NVRDD
Shawn Romanowski Boston PD
Caitlin Parton DLC

William Mikucki GDIT
Tim Jenkins GDIT
Shannon Dempsey GDIT

Agenda Item #1:

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

Chairperson Moran called the meeting to order. Chairperson Moran introduced himself and explained that he has worked with, and will continue to work with, the Commission as well as the State 911 Department. Introductions were made by all meeting attendees and all signed in.

Agenda Item #2:

► **Approval of May 10, 2018 Commission Meeting Minutes**

■ A Motion to accept the Meeting Minutes from May 10, 2018 was offered by Mr. Ralph Dowling. Seconded by Mr. Steve Hooke. Approved.

Agenda Item #3:

► **DTC Approval of Surcharge and Other Items**

Mr. Pozniak provided an update on the status of the petition of the State 911 Department to the Department of Telecommunications and Cable that came out in June. He reported that the filed petition regarding Fiscal Year 2018 expenditures, adjustment of the Enhanced 911 surcharge, approval of the Fiscal Year 2019 Development Grant Amount, and approval of the Fiscal Year 2019 Incentive Grant Regional PSAP Three to Nine Communities Category Amount was approved by the Department of Telecommunications and Cable.

Mr. Pozniak reminded everyone that the surcharge increase from \$1.00 to \$1.50 begins January 1, 2019. The increase will remain in effect for a five year period, until January 1, 2024, on which date the surcharge will go back down to \$1.00 unless the State 911 Department does a filing in 2023 regarding the condition of the fund. Mr. Pozniak also

stated the FY 2019 Development Grant Amount was increased to \$15M and Fiscal Year 2019 Incentive Grant Regional PSAP Three to Nine Communities Category Amount increased to 1.5 percent.

Agenda Item 4:

► Fiscal Year 2019 Development Grant Update, FY 2020 Development Grant Discussion

Mr. Pozniak discussed the handout regarding the FY19 Development Grant for projects that received or did not receive project funding for FY 2019. There were requests totaling \$31M and the State 911 Department distributed \$15M in grants. Award letters were distributed on September 27, 2018.

Mr. Pozniak opened up a discussion regarding moving the FY2020 Development Grant Guidelines approval date from February or March with an application deadline of April 15th, or May 1st, to approving the Guidelines in December with an application deadline of February or early March in order to distribute Award Letters by July 1, 2018. The funding level is expected to remain at \$15M. The State 911 Department will have to petition the Department of Telecommunications and Cable to, again, change the amount from \$8.25M to \$15M.

The discussion continued with Mr. Pozniak's consideration of changing priorities of Development Grant Funding and its new priorities, stating that first priority would be potentially for projects in the development stage, as well as existing regional PSAPs that are bringing in new communities / municipalities. Priority two would be existing PSAPs and upcoming new development. Chairperson Moran stated that the priorities and project procedures will be reviewed.

Mr. Pozniak also stated that we have reduced the amount of PSAPs from 267 to 232 as of November 1, 2018.

Agenda Item 5:

► Update on Next Generation 9-1-1

Mr. Fournier provided an update on Next Generation 9-1-1. He reported that the Next Generation 9-1-1 System is running smoothly and has stabilized in the last few months. The system is undergoing maintenance events every 3 weeks with the next release coming in November. Mr. Fournier reported that RapidSOS has been installed statewide which enhances location services. GDIT is also working on improving the enhanced reporting tool.

Chairperson Moran asked GDIT if there were any updates. Mr. Mikucki responded that the Massachusetts State 911 Department is leading the nation in implementing the NextGen System.

Chairperson Moran stated that he had updated Secretary Bennett on the NextGen System and Rapid SOS. enhanced location services progress. He went on to state that Secretary

Bennett is pleased with the outcome, and hopes that GDIT and the State 911 Department receives the recognition it deserves.

Mr. Fournier stated that there is no rollout date for ECaTS., but devices were installed into P.I.E and the information has been given to ECaTS. Mr. Fournier will give an update when the completed reports come out.

Agenda Item 6:

► **Update on Text to 9-1-1**

Ms. Wallace provided an update on a refresher Text to 9-1-1 training and the progress of Text to 9-1-1. Ms. Wallace stated that there is a 2 hour three-part continuing education online refresher training for Text to 9-1-1. This training can be found on our website. Ms. Wallace strongly urged telecommunicators to fill out the roster for this training, if they intended to seek reimbursement under the training grant program and/or apply this training toward the required 16 hours of continuing education.

Ms. Wallace stated that Text to 9-1-1 has been deployed in Nantucket and Boston. Efforts have been successful. Many other communities will roll out in November. Text to 9-1-1 will have a “soft rollout” and will go live to the public in December.

Ms. Wallace went on to state that a marketing company has been hired to do the Public Education for Text to 9-1-1. This company will run our videos/ PSAs on television and radio, press releases, social networking, and literature.

Agenda Item 7:

► **Update on State 9-1-1 Department Operation of Framingham 911 Wireless Center**

Mr. Fournier provided an update on the new Framingham 911 Wireless Center which took over wireless operations for both Framingham and Middleboro State Police on July 1st. Dispatch staff is being hired and the amount of forced overtime is being reduced. The statistics from August and September were excellent. Ninety percent of the calls coming in were answered within 10 seconds or less.

Agenda Item 8:

► **Update on Wireless 9-1-1 Direct**

Mr. Fournier provided an update on the Wireless 9-1-1 Direct project. He reported that 171 PSAPs which cover 285 communities (81 percent) have requested to take wireless 9-1-1 calls directly. Chief Chris Delmonte asked if these calls were phase 1 or phase 2? Mr. Fournier stated that they are both, and also reported that 70 percent of the wireless calls go to the wireless centers and 30 percent go directly to the PSAPs which is attributed to the carriers.

Mr. Fournier discussed how General Dynamics is working on a solution with the carriers to get calls where they need to be as fast as possible.

Discussion ensued.

Agenda Item 9:

► Fiscal Year 2019 Grant Application Update, Grant Reimbursement Update, Upcoming FY 2019 Developmental Grant Meetings

Ms. Robitaille provided an update on the 2019 Grant Awards. There were 13 awards given to different projects, and meetings have been scheduled with all of those PSAPs to get up to speed on grant requirements.

With respect to grant applications, Ms. Robitaille discussed the Support/Incentive Grant stating that 70 percent of all PSAPs have applied for the grant and should be close to 100 percent participation by the end of 2018. There is additional funding this year under this grant for Wireless Direct participants in which 122 PSAPs were awarded additional funding. Training Grant participation is currently at 62 percent.

The Leadership Scholarship Award which is also funded through the Training Grant was given to five outstanding candidates.

With respect to grant reimbursements, Ms. Robitaille stated that they are all being processed within 30 business days in accordance with the Grant Guidelines.

Agenda Item 10:

► Standards Committee Update

Mr. Pozniak provided an update on the Standards Committee. He stated that the Committee will meet on 11/15 and invited all Commission members to join. Mr. Pozniak would like to update 560 CMR 9-1-1 Standards stating that the technological standards are from the 1990s and are outdated. He also noted that he would like to discuss any other issues that PSAPs are having, including wireless issues, text to 9-1-1, and resource and staffing issues at this meeting. Mr. Pozniak stated that the Vice Chairperson Robert Silvia will be the Chairperson of the Standards Committee.

Agenda Item 11:

► Update on High School and College Call-Taker Certification Program and other Options

Ms. Wallace provided an update regarding the high school and college call-taker certification program. She stated that the program has been successful but that there has been a disconnect between the State 911 Department and the students. Ms. Wallace would like to create a database to track the students. Chief Kyle Heagney stated that it would be helpful to have a job file similar to LEAPS, and that he is having EMD issues as vendors are being difficult, especially APCO.

Ms. Wallace also discussed her interest in creating a certified civilian telecommunicator program. This program would offer training for the minimum requirements needed to

become a telecommunicator. Ms. Wallace would like to discuss this with the Standards Committee.

Discussion ensued.

Agenda Item 12:

► **Transition of Operational Responsibility of Essex 911 Center to the State 911 Department**

Chairperson Moran discussed the State 911 Department's transition of responsibility with Essex 911 Center. He explained that the Secretary felt that this is the right time for the State 911 Department to take over the Essex 911 Center. Experiencing the transition with Framingham put the State 911 Department in a position to operate Essex as well. July 1st 2019 is the projected transition date.

Mr. Ralph Dowling asked the reason behind the move. Chairperson Moran explained that this transition aligns funding responsibility and oversight, while also acknowledging the primary function of the sheriff. Chairperson Moran stated that there are no plans to continue to transition other 9-1-1 centers.

Mr. Steve Hooke asked about how much money was spent on the new center and what the issues of zero costs PSAPs are versus other PSAPs. Chairperson Moran and Mr. Pozniak explained together the State 911 Department's relationship to the Essex 911 Center, and how the Department has been funding the center. Chairperson Moran stated that more discussion will be brought forth regarding the impact this may have on other centers.

Discussion ensued.

Agenda Item 13:

► **Statewide Radio Plan Update**

Chairperson Moran discussed the Statewide Radio Plan. EPS/State 911 Department now has approval to post a request for response (RFR) for an engineering study. The RFR went out approximately 2 weeks ago and responses are due back on the fourteenth of November. Chairperson Moran went on to say that we are in the very early stages of the process, and the intention is to start the contract with the engineering firm in January. He also stated that he would keep the Commission posted on the progress.

Mr. Pozniak stated that though the increase in the surcharge was not earmarked entirely for the Statewide Radio Plan, the majority of the funds would be used for the CoMIRS project.

Discussion ensued.

Agenda Item 14:

► **Other Business**

Chairperson Moran acknowledged that Commissioner Heidi Reed of the Commission on Deaf and Hard of Hearing is retiring. Chairperson Moran thanked Commissioner Reed for her work with the deaf and hard of hearing, as well as her work with the State 911 Commission.

Agenda Item 15:

► **Next Meeting Date—TBD**

The next State 911 Commission meeting will be held in December. Date TBD

Agenda Item 16:

► **Adjournment**

■ **A Motion to adjourn was offered by Mr. Kyle Haegney. Seconded by Mr. Ralph Dowling. Meeting adjourned at 2:10 p.m.**

Prepared by:

*Jennifer Cunningham and Ashlee Stearns
October 25, 2018*