**STATE 911 COMMISSION MEETING**

**October 5, 2023 1:00 p.m.**

State 911 Department

151 Campanelli Drive, Suite A, Middleborough, MA 02346

*Attending:*

Kerry Collins EOPSS State 911 Commission (Chair)

Stephan Hooke MSCA State 911 Commission (Vice-Chair)

James Boudreau Mass Municipal Association State 911 Commission (absent)

Carmen Curry Boston Police Dept State 911 Commission

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

Jonathan O’Dell MCDHH State 911 Commission

Mary M. McCauley Mass Office on Disability State 911 Commission (absent)

Ralph Dowling Professional Firefighters State 911 Commission (absent)

Susan Lewis Dept. of Public Health State 911 Commission

Michael Murphy MA Police Association State 911 Commission

Matt Barstow MA State Police State 911 Commission

Kyle Heagney Major City Chiefs State 911 Commission

Richard Patterson EMCAB State 911 Commission (absent)

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 (absent)

Brooke Doyle MDMH State 911 Commission

Wendy Botelho Child and Family Services State 911 Commission

Howard Trachtman Ind. Exp. With BH and PS State 911 Commission

Robert Ogden Mass Sheriff’s Association State 911 Commission

David Clemons State Fire Marshal’s Office 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

Grant Harrison Mass EDP State 911 Department

Joseph Crean Special Projects Director State 911 Department

Jennifer Cunningham Paralegal Specialist State 911 Department

Katelyn Sylvia Programs Coordinator State 911 Department

Christopher Ryan Deputy Dir NSR911 State 911 Department

Alyson Dell Isola Director PSAP Ops State 911 Department

Peter Kinnas Ops Mgr POD 1 State 911 Department

Richard Fiske SWIC

Chris Markunas Boston Police Department

Kenneth Handfield MSP

Robert Barnes Boston EMS

Michael Mahoney ROCCC

John Fogg CAD Project Mgr - Boston

William Mikucki Comtech

Eric Guerrero Comtech

Shannon Dempsey Comtech

Robert Verdone SEMRECC

Don Reich Public Safety Network Americas

Phil Sisk Mission Critical Partners

Whitney Morgan Metro North RECC

Aaron Smith SSRECC

John Gordon SSRECC

Ann Camaro NVRDD

Lauren Mielke HRECC

Rebecca Ocasio Springfield 911

Mike Tranghese Springfield 911

David Wells Springfield 911

Jack Reagan Dukes County Sheriff’s Office

Peter Gronkowski Dukes County Sheriff’s Office

Anthony Gould Dukes County Sheriff’s Office

Nicole Gazaille-GravesDukes County Sheriff’s Office

Erin Hastings Westcomm / MCSA

Gregory Lynskey South Worc. County Comm. Center

*Agenda Item #1:*

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

*Agenda Item #2:*

*►* **Approval of May 23, 2023 Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from May23, 2023 was offered by Chairperson Collins. Approved.***

 *Agenda Item #3*

*►* **Update on the Surcharge Petition Filed with the Department of Telecommunications and Cable**

Chairperson Collins and Frank Pozniak updated the State 911 Commission on the Department of Telecommunications and Cable (DTC) filing. Mr. Pozniak stated that the Department is seeking DTC approval of maintaining the current monthly 9-1-1 surcharge, which is $1.50 for any device that has access to 9-1-1. Mr. Pozniak stated that, following the State 911 Department’s petition to the DTC to raise the surcharge to $1.50 from $1.00 to fund various projects that were being undertaken at the time, the DTC had approved the $1.50 surcharge effective January 1, 2019. The DTC had also ordered that the surcharge to be decreased to $1.00 starting on January 1, 2024.

Mr. Pozniak stated that the current DTC filing (DTC 23-3), which was filed on September 1, 2023, is to maintain the $1.50 surcharge. Mr. Pozniak said that the DTC had requested written responses to seven (7) questions, due by October 12, 2023, with written comments due to the DTC by October 18, 2023 the date of the public hearing. Mr. Pozniak then stated that no evidentiary hearing has been scheduled at this time, and that the order should be received on or before November 30, 2023.

Mr. Pozniak noted that New England Connectivity and Telecommunications Association (NECTA) is a limited participant in the proceeding with the right to receive written correspondence and file comments.

Both Chairperson Collins and Mr. Pozniak stated that the State 911 Department is requesting support for the petition, noting that letters of support can be submitted directly to the DTC.

***■* *A Motion to send a letter of support from the State 911 Commission to the DTC was offered by Sheriff Robert Ogden. Seconded by Kyle Heagney. Approved.***

*Agenda Item #4:*

***►* Update on Next Generation 9-1-1**

Norm Fournier provided an update on Next Generation 911 reporting on a recent issue impacting 911 calls. Mr. Fournier reported that on August 10, 2023, a 911 wireless provider reported to Comtech that they had received an odd response code for a 911 call on August 9th. Comtech promptly investigated this issue, rebooted media servers, and continuously monitored for 24 hours. Following Comtech’s investigation of the incident, it was determined that 911 calls had failed. These failures were reported to the State 911 Department and to the federal Communications Commission. Mr. Fournier stated that 114 calls were impacted, 21 of which cannot be determined as connected to an answering position, noting that the server normally processes approximately 19,000 calls during a 4-day period. Mr. Fournier further stated that if there is a 911 call failure, the policy is to give the call to the PSAP of jurisdiction when it is noted in real time. He also said that the PSAP Operations Division made callbacks to the 21 callers due to the amount of time that elapsed. Mr. Fournier stated that Comtech is verifying with 911 carriers and vendors why calls were not delivered by other means that are supported by the Next Generation 911 system.

Mr. Fournier reported on recent major data center work to replace older equipment, additional routing by Comtech, noting that 125 new DLRs and more secure VPNs are being installed.

Discussion ensued.

*Agenda Item #5:*

***►*** **Update on Training, Public Education, and Interpreter Services**

Monna Wallace updated the Commission on Training, Public Education, and Interpreter Services. Ms. Wallace reported on the introduction of a 5-day Emergency Communications Center Leader One (EMCL1) course which will be offered after January 1, 2024, and that the application is available on our website.

Ms. Wallace also stated that twenty-eight (28) students from twelve (12) schools are participating in the FY24 911 Student Training Program. The schools are as follows: Anna Maria College, Blue Hills Regional Technical School, Cape Cod Community College, Greater New Bedford Vocational Technical School, Keefe Regional Technical School, Nichols College, Putnam Vocational Technical Academy, Quincy High School, Smith Vocational and Agricultural High School, Southeastern Vocational Technical High School, Tri-County Regional Vocational Technical High School, and Westfield High School.

Ms. Wallace provided a compliance update, with 190 PSAPs in compliance, 29 PSAPs in processing for compliance, with follow-up letters sent to 22 PSAPs who have not submitted the required compliance documentation.

An update on Public Outreach was then given by Ms. Wallace. She stated that the State 911 Department has participated in 87 outreach events since January and that there are 28 more scheduled.

Ms. Wallace also stated that she will have an update on interpreter services shortly.

Discussion ensued.

*Agenda Item #6:*

***►*Update on the Grant Program**

Karen Robitaille gave an update on the Grant Program stating that, for the FY23 Development Grant, 25 awards were made totaling $30M, and $16.9M has been paid out to date, with $209K pending reconciliation, and noted that 15 of the 25 awards have been extended through FY24. For the FY23 Support & Incentive Grant, Ms. Robitaille said that there were 208 applicants out of 210, which is 99% participation, and of the $55.2M contracted, $51.7M has been paid out to date with $310K pending reconciliation for 3 PSAPs. As for the FY23 Training Grant, Ms. Robitaille reported that there were 198 applicants out of 210, which is 94% participation. She also said that of $9.8M contracted, $4.6 M has been paid out to date, with $129K pending reconciliation for 6 PSAPs. Ms. Robitaille reported 5 scholarships awards totaling $50K with $43K reimbursed, noting that 1 recipient withdrew. Regarding the FY23 EMD Grant, Ms. Robitaille stated that there were 101 applicants, with $1.7M contracted, $1.28M paid out to date, and $13K pending reconciliation for 1 PSAP. For the FY23 Wireless Grant, she stated that there was 1 applicant with $3.2M contracted, and $2.8M paid out. The FY23 TERT Grant has 34 contracts totaling $314K, with $16,143 paid out and nothing pending.

Ms. Robitaille stated that 100% of the PSAPs applied for at least one grant, 569 contracts were executed totaling $100.3 million in support of PSAPs/RECCs across the Commonwealth with $77.4 million paid out to date, and an additional $662K pending reconciliation for late filings.

Ms. Robitaille also discussed the re-introduction of receipt notifications and the expanded the use of shared spreadsheets for Regionals/RECCs to assist with management of grants and stated that Fiscal Division will continue to contact PSAPs where the reimbursement request is deficient to obtain the needed documentation so as to maximize the funding paid out to the PSAPs and communities they serve.

Ms. Robitaille also stated that virtual workshops have been conducted on both the application and reimbursement processes, the scholarship and TERT program by region, and that 6 site visits were conducted with Regionals/RECCs as a means of further educating the Fiscal Division staff on PSAP operations.

Discussion ensued.

*Agenda Item #7:*

***►*Update on the Transition of the Framingham Wireless Center and the Maynard Training Facility to the Milford Location**

Frank Pozniak updated the Commission on the transition of the Framingham Wireless Center and the Maynard Training Facility to the new Milford location, noting that occupancy is still on target for December 2023.

*Agenda Item #8:*

***►*Update on Regionalization**

Joseph Crean gave an update on 9-1-1 Regionalization, noting that he is preparing a comprehensive presentation on regionalization efforts for presentation to the Commission in the spring or summer of 2024.

Mr. Crean reported that the working group of Regional Directors continue to meet to develop a Regional Center SOP Template package, noting that he expects that drafts can be shared with the staff by the end of December.

Mr. Crean reported that the Holbrook RECC has signed IMAs with the towns of Stoughton, Fairhaven, and Sudbury, and that Director Hooke and his team are working on the schedule of when these communities, as well as the town of Holliston, will transition into the Center. He also stated that they have also received a letter of attestation from the town of East Bridgewater and will be working with the town towards an IMA, and that, in August, they began dispatching for Norwood Police, completing that transition ahead of schedule.

Mr. Crean stated that the town of Boxborough is looking to join Nashoba Valley Regional Emergency Communications Center (NVRECC) and that the town will vote at Town Meeting on November 6, 2023.

Mr. Crean continued his update stating that SEMRECC/ROCCC group has been moving ahead with their shared cloud-based CAD project, with an estimated go-live date of September 2024, noting that the project has expanded to now include Barnstable County Regional, Dukes County RECC, Northern Middlesex RECC, and WESTCOM. There is interest for other regional and non-regional centers; however, no agreements have been signed. The Phase II portion of the project involving the other communities is set to kick off next week.

Regarding RECCs in development, Mr. Crean said that the Metro West RECC Project, which will include Westborough and Grafton, is in the early stages of kick off after being awarded grant funding, and he also noted that Braintree and Randolph are moving along but there are some challenges due to this historical nature of the chosen facility.

Mr. Crean also discussed potential regional projects, including the Barnstable, Yarmouth, and Sandwich project, where the communities are continuing to work towards completing an IMA, the Eastham, Truro, and Provincetown project where the towns have requested a study to determine if there is feasibility in starting their own center or joining the Barnstable County Regional, and the Swansea project and Easthampton /Southampton project are both in the preliminary discussion phases.

*Agenda Item #9:*

***►* Update on the TERT Program**

Christopher Ryan gave an update on the TERT Program, stating that TERT had their first official activation in September as there was an off-duty police officer crash and the town reached out to request services. Mr. Ryan stated that the activation and process was successful, noting that the need for a simple one-page reference sheet became apparent.

Mr. Ryan also reporting that TERT would be conducting regional activations as of part of yearly trainings.

*Agenda Item #9:*

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

Commission Member Doyle gave an update of the Behavioral Health Help Line (BHHL). She stated that she had distributed an update for the Commission to explain some of the findings. Ms. Doyle noted that, following the increase in call volume in the wake of the first quarter media campaign, calls have settled into a more steady state.

Ms. Doyle also noted that there is a steady volume of texts and chats which means that young adults, which are an at-risk group, are reaching out for help and she reported that outpatient mental health appointment requests are high, noting that requests for help earlier in their course of seeking treatment reduces the rate of crisis response that might be needed. Ms. Doyle explained that there is an increase in the mobile crisis response, which is also a very healthy indicator.

Ms. Doyle noted that outbound calls are both hand off and follow up calls, as the behavioral helpline has as a requirement for staff to reach out to the caller within an agreed upon period of time to ensure that what was selected between the caller and the helpline was, in fact, what they were seeking, giving the BHHL a second chance to provide assistance to the caller.

Ms. Doyle noted that call volume in the first six months reached over 20,000 calls, and that they expect it will continuously increase.

Monna Wallace stated that the State 911 Department has been working closely with BHHL to pilot a 2-hour workshop, educating PSAPs and first responders on the BHHL and how to develop policies and processes that allow their dispatchers to use, or transfer calls to, the BHHL. Ms. Wallace noted the dates of the first 2-hour BHHL workshops, which will count towards continuing education, with applications available on the State 911 Department’s website.

Discussion ensued.

 *Agenda Item 11:*

***►* Update on 560 CMR 5.00, and MLTS**

Dennis Kirwan stated that he has submitted the required notices and checklists for the amendments to 560 CMR 5.00 and that he is awaiting A&F approval

Regarding the MLTS Compliance Program, Mr. Kirwan stated that participation has significantly increased, and that there are currently 125 entities in the Program providing breakdowns across the educational, healthcare, hotel/motel, and telecommunications industries.

Mr. Kirwan also updated the Commission on the 59 entities that have graduated the Compliance Program across the health care, educational, and hotel/motel sectors.

Mr. Kirwan also reported that, since the inception of the program, the State 911 Department has hosted 37 MLTS workshops. Of these workshops, 33 were open to PSAP personnel, MLTS operators, and vendors, and 4 were “one on one” workshops for individual entities, including MIT, UMass Memorial, Moderna, and Harvard. Mr. Kirwan also noted that another “one on one” MLTS workshop will be hosted for MassVoice and their invitees to serve as a fact-finding exercise in preparation for a second “one on one” workshop for personnel from MassVoice, the MA Trial Courts, and MCI Shirley, among other participants.

*Agenda Item #12:*

**►Discussion of the FY 2025 Development Grant Guidelines**

Mr. Frank Pozniak stated that the FY25 Grant Cycle is approaching and that he will be sending the FY24 Development Grant Guidelines shortly for Commission members to review. Mr. Pozniak also stated that there will be an addition to the FY25 Training Grant Guidelines to include the EMCL1 Program.

*Agenda Item #11:*

***►* Other Business**

Jonathan O’Dell discussed the newly designed Emergency Services Card, which is a trifold created in partnership with the Office of Emergency Services and the Department of Fire Safety, to help individuals with hearing disabilities as well as individuals who are non-verbal, or non-English speaking. Mr. O’Dell stated that the Card is also currently available as a download.

*Agenda Item #12:*

***►* Next Meeting Date**

 The next Meeting date will be Thursday, December 14, 2023.

*Agenda Item #13:*

**► Adjournment**

***■* *A Motion to adjourn was offered by Chairperson Collins. Approved. Meeting adjourned at 2:46 p.m.***

*Prepared by:*

*Jennifer Cunningham*