

STATE 911 COMMISSION MEETING

September 19, 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 (absent)
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 (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 (absent)
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
Ashlee Stearns	Office Support Specialist	State 911 Department
Grant Harrison	EDP Manager	State 911 Department
Joe Hickey	Systems Analyst	State 911 Department

Chris Markunas	Boston Police
William Mikucki	Comtech
Jacqueline Pow	Boston EMS
Scott Newkirk	Watson Consoles
Ken Handfield	Mass State Police
Jeremy DeMar	Springfield Emergency Comm.
Robert Barnes	Boston EMS
Erick Berg	SE Mass 911 District
Shawn Romanoski	Boston Police
Melissa Nazzaro	EOPSS

Robert Verdone	SE Mass 911 District
Lauren Mielke	HRECC
Greg Lynskey	South Worcester RECC
Joe Gibbs	
Laurie Croke	SSRECC
Aaron Smith	SSRECC

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 May 23, 2019 Commission Meeting Minutes**

■ A Motion to accept the Meeting Minutes from May 23, 2019 was offered by Mr. Ralph Dowling. Seconded by Mr. Richard Patterson. Approved.

Agenda Item #3:

► **Update on Next Generation 9-1-1**

Mr. Fournier updated the State 911 Commission on Next Generation 9-1-1. The system is stable and the previous update was successful. He included an update on the third data center located outside of New England. A live call in Abington was recently processed through that center, and the State 911 Department, along with Comtech, are working on giving every PSAP that geodiversity.

With respect to aggregation services, Mr. Fournier stated that Comtech is in the process of bringing in Intelliquent as the new aggregator. He stated that Comtech believes that Intelliquent would offer more diversity and flexibility for the Massachusetts Next Generation 9-1-1 system.

Mr. Fournier updated the State 911 Commission on wireless direct. Every PSAP in Massachusetts, aside from one, is taking wireless direct. He stated that the State 911 Department is in the process of moving PSAPs from Phase 2 to Phase 1 in certain areas.

He stated that Text-to-911 is working smoothly. These calls take up approximately one percent of total call volume.

A question was asked surrounding abandoned or accidental calls in Phase 1, and if there are any strategies that can be used to reduce those calls. Mr. Fournier stated that it is difficult for carriers to find an exact location in a short call. The State 911 Department is working with the carriers to get realistic sized circles for getting more accurate locations.

A question was asked surrounding the availability of Text-To-911 throughout the state. Mr. Fournier assured the Commission that Text-to-911 has 100% availability to the public, and that public outreach has been presented throughout the Commonwealth.

Discussion ensued.

Agenda Item 4:

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

Dennis Kirwan provided an update on the MLTS Regulations. He stated that in August, the Federal Communications Commission released a Report and Order that implements the direct dialing and notification requirements of Kari’s Law and adopted rules requiring a dispatchable location to be conveyed with 9-1-1 calls from certain Multi-Line Telephone Systems, pursuant to Ray Baum’s Act.

Mr. Kirwan discussed the background of Kari’s Law and stated that rules will take effect February 16, 2020. The FCC broadly defined Multi-Line Telephone Systems in order to include IP-based telephone systems, VoIP, out-bound only calling systems, and more.

He stated that the direct dialing provision requires that any MLTS system to be manufactured, imported, sold or installed to be pre-configured to directly dial 9-1-1 without a prefix. The MLTS system must also provide notification to a central location in the premises.

Mr. Kirwan also discussed the Ray Baum’s Act. This Act requires 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.

He stated that our MLTS Regulations (560 CMR 4.00) will need to be updated to be in sync with Kari’s Law and the Ray Baum’s Act. Mr. Kirwan has been working with members of the State 911 Department to draft regulations, and will have a final draft for Commission consideration at the next Commission Meeting.

Agenda Item #5:

► Update on the Springfield Training Facility Relocation

Ms. Wallace provided an update on the Springfield Training Facility relocation. She stated that the State 911 Department has signed the lease on a location in Springfield. The landlord of the location has requested the proper permits for building and expects them back within the month to begin construction. Ms. Wallace believes this location will be opening in early 2020.

Ms. Wallace recommended contacting Venus Wheeler or Cathy Rodriguez in the training division to discuss training options for those PSAPs in Western Massachusetts until the opening of the Springfield location.

Agenda Item 6:

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

Ms. Robitaille provided an update on the FY 2020 Training Grant. She stated that there were multiple grant camps throughout the summer. The feedback of this grant has been positive. Almost half of the PSAPs have applied for the Training Grant, and of those about 75% have seen an increase in their grant compared to FY 2019.

Chief Kyle Heagney brought up concern with the change in the overtime back filling. He suggested the State 911 Commission review that and reinstitute the back filling of personnel in the FY20 Training Grant.

Ms. Robitaille stated that discussion is needed based on the comments, but in previous years there was a small percentage of PSAPs who requested backfill reimbursements.

Agenda Item #7:

► **Discussion on the Standards Committee Composition/560 CMR 2.00-Appendix A Revision**

Vice-Chair Sylva stated that people have reached out for the makeup of the Standards Committee. The current makeup is: Vice-Chair Sylvia, Steve Hooke, Richard Patterson, a representative from Boston Police and a representative from the State Police. He stated there still is a need for two other representatives.

Mr. Pozniak stated that a primary focus of the Standards Committee is the revision of the 560 CMR 2.00. These standards are outdated, and it is important to revise them to the new technology being used. The State 911 Department has begun drafting the revision. Mr. Pozniak stated that General Counsel, Dennis Kirwan, and Systems Analyst, Joe Hickey, are leading the State 911 Department in this draft.

Mr. Pozniak plans to have meetings within the next few months to present these drafts to the Standards Committee members. It is important to have the Standards Committee comprised with at least seven (7) members by that point.

Agenda Item #8:

► **Update on the Framingham Wireless Center and North Shore Regional 911 Center Operation**

Chairperson Collins updated the State 911 Commission that the North Shore Regional 911 Center is up and running and that there has been positive feedback from that RECC.

Mr. Fournier stated that Framingham Wireless Center is running smoothly with high retention. The same thing can be said for North Shore Regional 911 Center. Currently, the State 911 Department is in the process of training up the employees of the RECC.

Agenda Item #9:

► **Update on Regionalization Efforts**

Chairperson Collins updated the State 911 Commission on regionalization efforts. She stated that over the next year, the State 911 Department is going to make an effort to reach out to cities and towns to see what benefits can be provided through the Development Grant to incentivize regionalization. The Development Grant gives a lot of opportunities to relieve financial burden from cities and towns.

Mr. Pozniak stated that there are currently 26 regional PSAPs throughout the Commonwealth. Two (2) more PSAPs are regionalizing through the Development Grant. The State 911 Department is going to be looking at the Development Grant to see what other incentives may be added in an effort to add cities and towns into existing regional centers, while still providing opportunities for new centers to open as well.

Chairperson Collins welcomed any PSAPs to reach out to Frank, Norm, or herself with any interest in regionalization.

There will be further updates on these efforts at the next Commission Meeting in November.

Discussion ensued.

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 to date Mass EDP has only provided wireline phones. With the changes in technology over the years, many people using the wireline phones provided by Mass EDP have stopped using such phones as they are out dated. Ms. Wallace stated wireless phones will be added to Mass EDP for distribution as soon as possible.

Ms. Wallace stated that Mass EDP applications have declined over the years with updates in technology, and she is hopeful that adding wireless phones will increase interest in those who need these phones.

Discussion ensued.

Agenda Item #11:

► **Other Business**

Commission Member Ralph Dowling raised a question about Massport wanting to receive 9-1-1 calls. Chairperson Collins stated that that is currently under discussion but there is no determination at this date.

Mr. Pozniak invited the Commission to the State 911 Department's 50th Training Academy Graduation. The ceremony will be held at the State 911 Department in Middleboro. Chairperson Collins will be the guest speaker.

Agenda Item #12:

► **Next Meeting Date—November 21, 2019**

Agenda Item #13:

► **Adjournment**

■ **A Motion to adjourn was offered by Mr. Richard Patterson. Seconded by Mr. Ralph Dowling. Approved. Meeting adjourned at 2:01 p.m.**

*Prepared by:
Ashlee Stearns
September 19, 2019*