**STATE 911 COMMISSION MEETING**

**September 22, 2022, 1:00 p.m.**

State 911 Department

151 Campanelli Drive, Suite A, Middleborough, MA 02346

*Attending:*

Kerry Collins EOPSS State 911 Commission (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 Assoc State 911 Commission (absent)

Jonathan O’Dell MCDHH State 911 Commission (absent)

Mary McCauley Mass Office on Disability State 911 Commission

Ralph Dowling Professional Firefighters State 911 Commission (absent)

Steven Hooke MCSA State 911 Commission

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

Michael Murphy MA Police Association State 911 Commission

David Clemons Department of Fire Services State 911 Commission (absent)

Matthew Barstow MA State Police State 911 Commission

Kyle Heagney Major City Chiefs State 911 Commission

Richard Patterson EMCAB State 911 Commission

Timothy Bradshaw MA Fire Chiefs Assoc State 911 Commission

Michael Kelleher MA Fire Chiefs Assoc State 911 Commission (absent)

Stacy Harren MA Ambulance Association State 911 Commission

Matthew Moran EOTSS State 911 Commission

Brooke Doyle MDMH 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

Jennifer Cunningham Paralegal Specialist State 911 Department

Cynthia Reynolds Grants Specialist State 911 Department

Grant Harrison EDP Manager State 911 Department

Joseph Crean Special Projects Director State 911 Department

Christopher Ryan Deputy Dir NSR911 State 911 Department

Katrina Shamshak Training/QA Coor NSR911 State 911 Department

Alyson Dell Isola PSAP Operations Director State 911 Department

Kristina Morin Deputy Dir POD-1 State 911 Department

Christopher Flynn Intern State 911 Department

Chris Markunas Boston Police Department

Lauren Mielke Holbrook RECC

Rebecca Ocasio Springfield Em. Comm.

Erin Hastings WESTCOMM

Khristy Lord WESTCOMM

Kevin Lessard Northern Middlesex RECC

Elizabeth Belmonte Metro North RECC

Aaron Smith SSRECC

Patrick Feeney SEMRECC

Erick Berg SEMRECC

Charles Goodwin Worcester RECC

Brian Kamp Westwood Police & Fire

Phil Sisk Mission Critical Partners

Anne Camaro NVRDD

Thomas Kennedy Collins Center

Abigail Shneyder Guest Captioner for MOD

Bob Mohr Exacom, Inc.

*Agenda Item #1:*

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

*Agenda Item #2:*

*►***Approval of June 2, 2022 Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from June 2, 2022 was offered by Chairperson Kerry Collins. Approved.***

*Agenda Item #3:*

***►* Election of Vice Chairperson**

Chairperson Collins began the election of the Vice Chairperson of the State 911 Commission. Mr. Kirwan discussed the procedures for the Vice Chairperson. Chairperson Kerry Collins asked the State 911 Commission for nominations.

***■ A nomination for Steven Hooke was offered by Richard Patterson. Timothy Bradshaw Seconded. All in favor. Approved.***

*Agenda Item #4:*

***►* Discussion and Presentation on TERT Program**

Christopher Ryan and Katrina Shamshak began a discussion and shared a presentation on the TERT program. The presentation discussed the progress of the TERT program. There have been 41 applicants throughout the Commonwealth. These applicants have been categorized into four (4) sections in Massachusetts: Northeast, Southeast, Central and West.

The presentation included program updates. There is now an internal share point that TERT members will be able to use to find and upload information. A Mass.gov official TERT website has been created for applications and program information. Annual training guidelines have been established. Uniforms for TERT members and Go-Kits for team leaders have been created. These members will be under a three (3) year contract.

Christopher Ryan discussed the progress from the previous presentation. He stated that Governance has been finalized, TERT Operational Standards have been finalized, the ECC Analysis has been issued and team members have been recruited.

Mr. Ryan stated that the next steps in this program will be to identify team leaders and assistants in each district, procure uniforms and kits for TERT members, and ask members to complete the TERT contract when finalized with the State 911 Department.

*Agenda Item #5:*

**► Report on Chapter 177 of the Acts of 2022**

Dennis Kirwan reported on Chapter 177 of the Acts of 2022. Mr. Kirwan stated that, on August 10, 2022, the Governor signed into Law Chapter 177 of the Acts of 2022—an Act Addressing Barriers to Care for Mental Health.

Mr. Kirwan stated that pursuant to Chapter 177 State 911 Commission membership has been increased from 19 to 22, and the quorum for a Commission meeting has been increased from seven (7) to nine (9). He stated that the new State 911 Commission members would include the Commissioner of Department of Mental Health, a representative of the Association for Behavioral Healthcare Inc. that has experience delivering psychiatric emergency services, and an individual with lived experience with behavioral health conditions and interactions with police.

*Agenda Item #6:*

***►*Update on the Relocation of Framingham Wireless Center and Maynard Training Facility**

Frank Pozniak updated the Commission on the relocation of Framingham Wireless Center and Maynard training facility. Mr. Pozniak stated that the State 911 Department runs a training facility in Maynard, and a wireless PSAP that is located at the State Police Headquarters in Framingham. He stated that the State 911 Department is working with the Division of Capital Asset Management and Maintenance (DCAMM) to relocate both to a new location that would house both facilities. He stated that DCAMM issued a conditional selection letter for a location at 31 Maple Street in Milford, Massachusetts, and that DCAMM is currently working to execute a lease with the owner of the property.

*Agenda Item #7:*

***►*Update on Next Generation 911**

Norm Fournier updated the Commission on Next Generation 911 (NextGen 911). Mr. Fournier stated that security is still the main importance for the NextGen 911 system. He stated that there is a security team at Comtech constantly monitoring and making changes to the system. He stated that the State 911 Department is updating hardware in older data centers, as well as updating the firmware in the data center in Virginia.

Mr. Fournier stated that the supply chain issue has delayed security switches until the end of the year. He stated that switches, storage systems, high availability servers, security devices, back up devices and load balancers will be updated. Mr. Fournier added that the goal is to have no down time during these changes. There are three (3) data centers for the Commonwealth. He stated that data centers would be down individually while the other two remain available for backup

Mr. Fournier stated that notification from the Network and Security Operations Center (NSOC) to PSAPs has been problematic. He stated that Comtech is changing the current NSOC manager in an effort to resolve issues.

Mr. Fournier stated there was a request to help with using the 911 system for individuals who are visually impaired. Comtech is working on deploying a solution that will be tested in the upcoming weeks, which will help with the user interface as well as the mapping software.

Mr. Fournier stated that the digital logging recorders (DLRs) are being replaced, with the first DLRs expected to be placed in the training centers within the next few weeks.

Mr. Fournier mentioned that the current Comtech contract expires in August 2024. Generally, he stated that the State 911 Department continues to work on the RFR for the next contract.

Discussion ensued.

*Agenda Item #8:*

***►* Update on Training and Public Education Efforts**

Monna Wallace updated the State 911 Commission on training. Ms. Wallace stated that the Training Certification Program (TCP) ran last month, and that those that complete this training will be eligible for hire.

Ms. Wallace stated that the school programs will be running soon and will result in around 160 certified students. She stated that these students will be from Anna Maria College, Blue Hills Regional, Greater New Bedford Vocational, Keefe Tech, Smith Vocational and Agricultural, Tri County Tech, Attleboro High School, Quincy High School and Southeastern Vocational Tech. Ms. Wallace stated that the State 911 Department is also working with Cape Cod Community College again

Ms. Wallace stated that there are now 5 full time trainers. The State 911 Department is currently interviewing for two more training positions.

Ms. Wallace updated the Commission on Public Education efforts. She stated that the State 911 Department is finishing with revisions to the silent call card, with intentions to include one in Spanish.

Mis. Wallace mentioned the State 911 Department newsletter with emphasis on the Spotlight and Lifesaver Awards section of the newsletter. She stated that these are awards for telecommunicators who are doing an outstanding job or have saved a life. Ms. Wallace stated that she hopes PSAPs will reach out to the State 911 Department to recognize individuals who deserve this award.

Ms. Wallace stated that a goal next year for the Public Education effort is to reach out to schools for presentations on the Silent Call Procedure and Text to 9-1-1. She emphasized that with increasing numbers of mass shootings in schools, it is important to spread the word about different the ways to contact 9-1-1.

*Agenda Item #9:*

***►* Update on Regionalization Efforts**

Joseph Crean updated the State 911 Commission on regionalization efforts. Mr. Crean stated that he has been attending monthly virtual meetings with all RECC Directors to keep an open channel of communication. He stated that the goals of these meetings are to work together to create solutions for issues faced. He added that there will be in person meetings quarterly.

Mr. Crean stated that he took on a project to conduct a study on PSAP Regionalization. He stated that this study will provide the history of where PSAP regionalization started, how it is evolving, and what the future will look like. Mr. Crean stated that he has finalized sections of the report, which he believes will substantially benefit the State 911 Department, as well as the RECCs currently operating in the Commonwealth. He stated that the State 911 Department is willing to help any PSAP who requires assistance.

*Agenda Item #10:*

***►* Discussion of the FY 2024 Development Grant Guidelines**

Frank Pozniak discussed the FY 2024 Development Grant Guidelines. Mr. Pozniak stated the State 911 Department plans to distribute the Development Grant Guidelines to State 911 Commission members to review, consider and approve at the November meeting. Mr. Pozniak urged Commission members to contact the State 911 Department regarding any revisions or improvements before the next Commission meeting.

Karen Robitaille stated that the State 911 Department would be addressing concerns that RECCs have discussed with Mr. Crean. She stated that the main concerns were surrounding transitional expenses, specifically key support staff, telecommunicators, and equipment.

*Agenda Item #11:*

***►* Update on the Revisions to 560 CMR Appendix A, and MLTS**

Dennis Kirwan updated the Commission on the revisions to 560 CMR Appendix A. Mr. Kirwan stated that the comprehensive re-write of the Appendix A Standards are ready for review by the Standards Committee. He stated that the Operations Working Group has reviewed the Operational Standards three (3) times. Mr. Kirwan stated that a final draft of the Standards will be distributed prior to the next Standards Committee Meeting, and that there would be time for public comment on the Standards prior to a Commission vote.

Mr. Kirwan updated the Commission on Multi-Line Telephone Systems (MLTS). He stated that the State 911 Department interns were tasked with sending letters regarding the importance of MLTS to each school system and university in the Commonwealth. He also stated that the FCC contacted the State 911 Department for more information about the Compliance Program. The State 911 Department showed a presentation on the Compliance Program to the FCC, and the response from the FCC was positive. Mr. Kirwan stated that the FCC is looking for a compliance effort on the federal level.

Discussion ensued.

*Agenda Item #12:*

***►*Other Business**

*Agenda Item #13:*

***►*Next Meeting Date—November 16, 2022**

*Agenda Item #14:*

**►Adjournment**

***■A Motion to adjourn was offered by Richard Patterson. Seconded by Timothy Bradshaw. Approved. Meeting adjourned at 1:54 p.m.***

*Prepared by:*

*Ashlee Stearns*