**STATE 911 COMMISSION MEETING**

**September 9, 2021 1:00 p.m.**

State 911 Department

151 Campanelli Drive, Suite A, Middleborough, MA 02346

*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

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

Jonathan O’Dell MCDHH State 911 Commission

Mary 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

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

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 Director of Programs 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

Grant Harrison EDP Manager State 911 Department

Joe Hickey System Analyst State 911 Department

Alyson Dell Isola Director, PSAP Op. Div. State 911 Department

Cynthia Reynolds Grants Specialist State 911 Department

Chris Markunas Boston Police Department

Richard Fiske SWIC

Robert Barnes Boston EMS

Greg Lynsky SWCCC

Charles Goodwin Natick PD/MCSA

Chris Soffayer

Mike Mahoney ROCCC

Darrell True Metacomet

Erin Hastings Westcomm

Khristy Lord Westcomm

Anthony Gentile Wilbraham

Gary Premo Metacomet

Kenneth Handfield MA State Police

Jim Officer

Joe Crean ROCCC

Joe Gibbs

Kate Connole

Kevin Lessard Northern Middlesex RECC

Marsel Novak

Michael Kelleher

Penny Ryan Auburn PSAP

Rebecca Ocasio

Christopher Ryan NSR911

Tom Ashe Barnstable County Sheriff’s Office

Zygmont Szczawinski Springfield Emergency Communications

Shannon Dempsey Comtech

Timothy Jenkins Comtech

Elizabeth Belmonte Metro North RECC

Lauren Mielke Holbrook

Philip Sisk Mission Critical Partners

\*Guest Captioner for MCDHH

*Agenda Item #1:*

*►****Call to Order and Introductions – 1:01 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. Public access was afforded by way of meeting notice.

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 the State of Emergency will be ending in a week and that should the next State 911 Commission Meeting be in person, a quorum must be physically present.

*Agenda Item #2:*

*►***Approval of April 1, 2021 Commission Meeting Minutes**

***■ A Motion to accept the Meeting Minutes from June 10th, 2021 was offered by Chairperson Kerry Collins. Approved.***

*Agenda Item #3:*

***►*** **Report of the Standards Committee, and Operations Working Group**

Dennis Kirwan reported on the Appendix A Standards Committee Meeting. This meeting determined the need for an Operational Standards Working Group, which has been formed and has met. Mr. Kirwan stated that this group consists of four (4) Commission members, eight (8) members of PSAPs around the state, and several employees from the State 911 Department.

Mr. Kirwan stated that the meeting was well attended and discussed a variety of issues and topics with high participation.

Mr. Kirwan also stated that the MLTS Compliance Program continues to grow with success. He notified the Commission that Charlie Ashworth and Joe Hickey are presenting a workshop on understanding issues surrounding MLTS compliance and Testing for PSAP telecommunicators and supervisors. Information on this workshop can be found in the August State 911 Department Newsletter.

*Agenda Item #4:*

***►*** **Update on Regionalization and the FY 2023 Development Grant Applications**

Frank Pozniak gave an update on Regionalization efforts. In June 2021, Hanover moved into the ROCC, and Wilbraham and Hampden formed. Acton and Concord signed an IMA to form a regionalized PSAP with an expected go-live date of July 2022. Westfield and Southwick also signed an IMA with a probable start date of July 2022. In August 2021, Mendon and Melville RECC joined the Metacomet PSAP. He also stated that Abington will be joining Norfolk County Emergency Communications Center in January 2022.

Mr. Pozniak informed the Commission that Ware will be joining Westcomm in the November 2021 timeframe. He added that there is a scheduled Westcomm 911 Regionalization Workshop open to 13 different communities to be held on September 28, 2021 at 11am.

Finally, Mr. Pozniak stated that the Commission will be provided with the FY23 Guidelines and urged members to send comments and suggestions to last year’s Guidelines before the November 2021 Commission meeting for review and consideration. Currently, the State 911 Department is considering raising the funding level. Last year’s funding level was $22 million.

*Agenda Item #5:*

► **Update on Next Generation 9-1-1**

Norm Fournier updated the Commission on Next Generation 9-1-1. Mr. Fournier stated that the project for providing location information for out of State 9-1-1 call transfers is going well. New Hampshire is complete. Rhode Island is loaded but not using p-ANI for caller ID. Vermont needs Dennis’s review of MOU. The two New York counties bordering Massachusetts has been completed. Connecticut has completed AT&T and is currently working on T-Mobile and Verizon.

Mr. Fournier informed the Commission that call volume has increased approximately 17% since CDC restrictions have been lifted.

*Agenda Item #6:*

**► Update on the Grants Program**

Karen Robitaille updated the Commission on the Grants Program. Ms. Robitaille stated that of the 215 PSAPs, approximately 50% have applied for the Support and Incentive Grant, as well as the Training Grant, while 50 have applied for the EMD Grant. The State 911 Department Fiscal Team will continue to host virtual workshops; one covering the application process and one covering the reimbursement process.

Ms. Robitaille stated that the reimbursements are currently running approximately two weeks behind schedule. The Department is currently in the process of hiring replacement and additional staff members, which should speed up the reimbursement process.

Ms. Robitaille reminded the Commission that the next quarterly reports are due on October 15th.

Finally, Ms. Robitaille added that the FY22 Scholarships have been awarded to Cambridge, Westwood, Hudson, Rowley and Springfield.

*Agenda Item #7:*

***►*Update on the Training Program, Disability Indicator Form, and the Equipment Distribution Program**

Monna Wallace updated the Commission on the Training Program. Ms. Wallace stated that live classes will begin on October 4, 2021 at all 3 training facilities. These classes are reduced in size. The current schedule is on the State 911 Department’s website. Ms. Wallace stated that masks will be required for unvaccinated students at each facility. Ms. Wallace stated that there is going to be an Academy this year from October 18th to November 19th, with no formal graduation ceremony.

Ms. Wallace updated the Commission on the Disability Indicator Form. She stated that she has been in contact with Comtech about a new indicator form for wireless callers that will be in place late November or early December. The application will be available to the public and will be posted on the State 911 website. Ms. Wallace stated that there will be Public Education efforts for this program and 2-hour workshops to discuss the new process.

Ms. Wallace updated the Commission on the Equipment Distribution Program (EDP). She stated that 57 orders have been placed for iPhones, with 15 pending applications. There have been requests for Android phones to be added to the program, but the iPhone is currently the only cellphone available.

*Agenda Item #8:*

***►*Discussion on PSAP Operations, Computer Aided Dispatch (CAD).**

Norm Fournier discussed PSAP operations. He stated that towns are continuing to show genuine interest in joining the NSR911 Center. The success and quality service the center has provided has increased interest in regionalization.

Mr. Fournier stated that POD01 in Framingham continues to perform very well and we continue to push forward on that front.

Mr. Fournier also stated that the State 911 Department has been discussing CAD with the regional PSAPs and RECCs. Based on these discussions, usability and efficacy are the primary challenges PSAPs are facing, along with concerns with the ability of CAD vendors being able to do all disciplines.

*Agenda Item #9:*

***►*Other Business**

No other business

*Agenda Item #11:*

**► Next Meeting Date—TBD, which will most likely be in November.**

*Agenda Item #12:*

**►Adjournment**

***■ Meeting was adjourned by Secretary Collins at 1:44 p.m.***

*Prepared by:*

*Ashlee Stearns*