

STATE 911 COMMISSION MEETING
December 19, 2017
1:00 p.m.
State 911 Department
151 Campanelli Drive-Middleborough

Attending:

Curt Wood	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)
Michael Cox	Boston Police Department	State 911 Commission
James Cummings	MA Sheriff Association	State 911 Commission
Chris Delmonte	MA Chiefs of Police	State 911 Commission
DaLonn Pearson	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
Neil McGaffey	ITD	State 911 Commission
Doug Mellis	MA Police Association	State 911 Commission (absent)
Heidi Reed	MA Cmsn Deaf/Hard of Hrg	State 911 Commission (absent)
Peter Ostroskey	Department of Fire Services	State 911 Commission
Blair Sutherland	MA State Police	State 911 Commission (absent)
Kyle Heagney	Major City Chiefs	State 911 Commission (absent)
Richard Patterson	Emergency Medical Care	State 911 Commission
Tim Bradshaw	MA Fire Chiefs	State 911 Commission
Frank Pozniak	Executive Director	State 911 Department
Norm Fournier	Deputy Executive Director	State 911 Department
Louise McCarthy	General Counsel	State 911 Department
Monna Wallace	Director of Programs	State 911 Department
Karen Robitaille	Finance Director	State 911 Department
Elaine Ginn	Executive Assistant	State 911 Department
Jennifer Cunningham	Paralegal Specialist	State 911 Department
Matt Moran	EOPSS	
Melissa Nazzaro	EOPSS	
Chris Markunas	Boston Police	
Steve Staffier	Massport	
Chris Ryan	Essex RECC	
Shad Ahmed	Essex RECC	
Greg Lynskey	South Worcester RECC	
Richard Fiske	Worcester RECC	
Chris Campbell	Seekonk	

Michael Kass Armstrong Ambulance
Michael Kelleher Duxbury
Lauren Mielke Westfield Communications
Tom Ashe Barnstable County
Robert Verdone SEMRECC
Michael Kelleher Foxborough Fire

Blake Haskell JD Hunter

Ed Hudson GDIT
Thom Guertin GDIT

Agenda Item #1:

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

Undersecretary/Chairperson Wood called the meeting to order. Introductions were made and all signed in.

Agenda Item #2:

▶ **Approval of June 2, 2017 Commission Meeting Minutes**

■ A Motion to accept the Meeting Minutes from June 2, 2017 was offered by Chief Bradshaw. Seconded by Mr. Dowling. Approved.

Agenda Item 3:

▶ **Update on Next Generation 9-1-1**

Undersecretary Wood thanked the State 911 Department for its hard work and commitment to the Next Generation 9-1-1 project. He stated that, despite the delays in completing the deployment, he was pleased with the system and confident in the technology in the long term. He commended Norm Fournier and his team for their efforts in bringing this important project to a successful conclusion.

Mr. Fournier informed the Commission that every PSAP throughout the Commonwealth has been deployed on the new Next Generation 9-1-1 system, along with 55 limited secondary PSAPs and several ambulance companies. He thanked his team and noted the efforts required to roll out and train the telecommunicators on the system. He stated that there will be future enhancements in the reporting capabilities and the quality assurance modules, and that there will be continued work on the support model. Mr. Fournier stated that General Dynamics is cooperative and is providing the necessary support, but that he will continue to ensure that the enhanced reporting module is provided.

Undersecretary Wood reiterated that the State 911 Department is the authority responsible for the system and for overseeing the contract, and he requested cooperation and collaboration from the PSAPs in this regard. He acknowledged that enhanced

communications are a priority, and the State 911 Department will undertake efforts to achieve open discussions on an ongoing basis.

Deputy Cox recognized the tremendous efforts of the State 911 Department in implementing the new system, and noted his appreciation for allowing the lines of communication to remain open during the deployment process.

Marshal Ostroskey congratulated the State 911 Department on a great day for 9-1-1 and for the Commonwealth, calling it a landmark and a banner day. He noted that the Commonwealth is the first in the nation to implement a system of such complexity. He discussed the need for technical oversight and requested consideration for reviewing the past committee structure so that a smaller group could analyze technical performance of the system in an advisory capacity.

Mr. McGaffey stated that the project is influencing mapping standards at the national level.

Undersecretary Wood noted that MassGIS has been a tremendous partner in the effort. Chief Delmonte likewise noted the improved mapping capabilities of the new system. Discussion ensued regarding out of state misdials, reporting of calls per community, and related issues relative to reporting needs and enhancements.

Mr. Pozniak expressed thanks to representatives of General Dynamics for leading the charge in bringing the project to completion. He also recognized former Deputy Executive Director Ashe for his contributions to the project, and noted Mr. Fournier's determination in bringing the project to completion.

Agenda Item 4:

► Update on Text to 9-1-1

Ms. Wallace reported on the plan to roll out text to 9-1-1. She reported that Boston and Nantucket will directly receive texts directly, and that Essex and Framingham will receive texts and relay them out to PSAPs. She reported that a model policy and training plan are under development, and that Nantucket will serve as a pilot PSAP, with testing to be followed by live deployment.

Agenda Item 5:

► Update on Wireless 9-1-1 Direct

Mr. Fournier reported on the status of the Wireless Direct efforts throughout the Commonwealth. He described the benefits of Wireless Direct, which uses the increased granularity and geospatial routing of the Next Generation 9-1-1 system, in removing transfers and reducing the caller's time spent describing the emergency. He stated that more than 50 PSAPs have expressed an interest in taking wireless 9-1-1 calls directly, and he described the State 911 Department's efforts in providing empirical data to these PSAPs.

Discussion ensued regarding State Police jurisdictional calls and the challenges associated with jurisdictional boundaries.

Undersecretary Wood encouraged the communities to take wireless 9-1-1 calls directly.

Mr. Fournier reported that the State 911 Department has received 51 official requests from PSAPs to take wireless 9-1-1 calls directly, and he further reported that 21 PSAPs are currently receiving wireless 9-1-1 calls directly.

Discussion ensued.

Agenda Item 6:

► **Discussion on the FY2019 Development Grant**

Mr. Pozniak provided an update on FY 2019 Development Grant. Mr. Pozniak reported that the State 911 Department expects to present the draft Fiscal Year 2019 Development Grant Guidelines at the January meeting. He stated that the State 911 Department is reviewing the priorities set forth in the Development Grant Guidelines with an eye toward affording increased priority to those entities who upgrade/expand through the addition of one or more communities. He further reported that the recommendation will be to retain the allocation at \$12 million, which will require the approval of the Department of Telecommunications and Cable.

Discussion ensued regarding equipment that reaches end of life.

Agenda Item 7:

► **FY 2018 Grant Application Update; Grant Reimbursement Update**

Ms. Robitaille updated the Commission on the status of the Fiscal Year 2018 Grant Programs. She reported that the State 911 Department is on its way to full participation in the Grant Programs, with only 49 PSAPs yet to apply for Support and Incentive Grant funding and 45 PSAPs yet to apply for Training Grant funding. She further reported that grant reimbursements are being made on a timely basis.

Undersecretary Wood noted the improvements to the process that have been undertaken.

Agenda Item 8:

► **State 911 Department Wireless Center**

Undersecretary Wood reported that EOPSS, in conjunction with the State 911 Department, has taken a position and is moving forward with removing the State Police from taking wireless 9-1-1 calls in Middleborough and Framingham. Undersecretary Wood further reported that this responsibility will be transitioned to a new division within the State 911 Department. He reported that impact bargaining with the State Police dispatcher union is currently taking place, where the intent and the proposal is up to 45 State Police dispatchers to become State 911 Department employees on or about April 1, 2018. He stated that the plan is to close the Middleboro Wireless State Police PSAP and

consolidate it with State Police Framingham, with the State 911 Department to take over the call taking function within GHQ with the same employees, and through the hiring of 11 additional dispatchers. He stated that a position for a Wireless 9-1-1 Director for has been posted, and that several candidates have been interviewed and are currently being screened. He stated that additional information will be provided at the next meeting.

► **Other Business**

● **Statewide Radio Plan update**

Undersecretary Wood provided an update on the Statewide Radio Plan. He reported that the review of the legacy statewide radio network has been completed and that a plan and recommendations had been submitted to and accepted by the Governor and ANF for a build out of a statewide network with an interoperable, statewide radio system known as the Commonwealth Interoperable Radio System, or CoMIRS. He explained that this will be the state backbone for interoperability and the primary network for the State Police and approximately 235 other agencies throughout the Commonwealth, which were outlined in further detail.

Undersecretary Wood explained that it is estimated that the rollout will take place over a five year period and will cost in vicinity of \$125 million. He explained that, based on the nexus to 9-1-1, the intent is to leverage the 9-1-1 Fund over a five year period with additional capital from ANF. He stated that the proposal had been accepted by the Governor and ANF, and that a request for an increase in the 9-1-1 surcharge in the amount of \$1.50 for five years will be presented to the DTC in January, and that the DTC had been made aware of this. Undersecretary Wood stated that a presentation had been made to the Governor that radio is essential to providing 9-1-1 service, that this is consistent with the use of 9-1-1 funds of other states, and that this fits within the statute. Undersecretary Wood stated that his office will be overseeing the procurement and the competitive bids.

Undersecretary Wood stated that the objective is to build out the network, with a fund available for communities to access the network, with no impact on the current State 911 Grant Programs. He reiterated that building out the network will not result in shedding responsibility for providing 9-1-1 service, grant programs, or regionalization efforts.

Mr. Ashe asked whether repeaters will be included in the build out. Undersecretary Wood stated that the build out of the network will address coverage issues, and, therefore, repeaters will be included for use with the statewide network.

Discussion ensued.

● **FirstNet Update**

Undersecretary Wood provided an update on FirstNet, reporting that the deadline by which the Commonwealth must opt-in or opt-out is December 28, 2017, and that a decision is expected by the end of the week.

Agenda Item 9:

▶ **Next Meeting Date- TBD**

Mr. Pozniak stated that the next meeting date is tentatively January 25, 2018.

Agenda Item #10:

▶ **Adjournment**

■ **A Motion to adjourn was offered by Mr. Dowling. Seconded by Deputy Superintendent Cox. Approved. Meeting adjourned at 2:56 p.m.**

Prepared by:

Elaine Ginn

December 20, 2017