

**STATE 911 COMMISSION MEETING**  
**March 20, 2018**  
**1:30 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
Michael Cox	Boston Police Department	State 911 Commission (absent)
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 (absent)
Ralph Dowling	Professional Firefighters	State 911 Commission (absent)
Steve Hooke	MCSA	State 911 Commission
Mark Miller	Dept. of Public Health	State 911 Commission
Neil MacGaffey	ITD	State 911 Commission
Doug Mellis	MA Police Association	State 911 Commission
Heidi Reed	MA Cmsn Deaf/Hard of Hrg	State 911 Commission (absent)
Peter Ostroskey	Department of Fire Services	State 911 Commission (absent)
Blair Sutherland	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
Frank Pozniak	Executive Director	State 911 Department
Norm Fournier	Deputy Executive Director	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
Cindy Reynolds	Grants Specialist	State 911 Department
Christine Wingfield	Regional PSAP Coordinator	State 911 Department
Matt Barstow	MA State Police	
Chris Markunas	Boston Police	
Chris Ryan	Essex RECC	
Greg Lynskey	South Worcester RECC	
Chris Campbell	Seekonk	
Michael Kass	Armstrong Ambulance	
Lauren Mielke	Westfield Communications	
Tom Ashe	Barnstable County	

Robert Verdone       SEMRECC  
Rob Reardon       ROCCC  
Michael Mahoney       ROCCC  
Kristina Moran       Nashoba Valley RECC  
Blake Haskell       JD Hunter

Thom Guertin       GDIT

Agenda Item #1:

▶ ***Call to Order and Introductions – 1:30 p.m.***

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

Agenda Item #2:

▶ **Approval of December 19, 2017 Commission Meeting Minutes**

**■ A Motion to accept the Meeting Minutes from December 19, 2017 was offered by Sheriff Cummings. Seconded by Blair Sutherland. Approved.**

Agenda Item 3:

▶ **Election of Vice Chair of the State 911 Commission**

Mr. Pozniak explained the duties of the Vice-Chairperson and the process by which a Vice-Chairperson will be nominated to serve on the Commission. Mr. Boudreau nominated Chief Silvia to serve as Vice-Chair.

**■ A Motion to close the nominations for the position of Vice-Chairperson of the State 911 Commission was offered by Mr. Sutherland. Seconded by Chief Heagney. Approved.**

**■ A Motion to elect Chief Silvia as Vice-Chairperson of the State 911 Commission was offered by Mr. Sutherland. Seconded by Chief Heagney. Approved.**

The vote to elect Chief Silvia was unanimous.

Agenda Item #4:

▶ **Request for Commission Approval of Fiscal Year 2019 Development Grant Guidelines.**

Mr. Pozniak presented the Commission with draft Fiscal Year 2019 Development Grant Guidelines and outlined the proposed changes from the prior year Grant Guidelines. These draft Grant Guidelines had previously been distributed to the Commission for review.

Mr. Pozniak stated that the application deadline is May 15, 2018, and a Development Grant Workshop will be held on April 12, 2018.

Mr. Pozniak also explained that existing regional PSAPs and RECCs that add a community or another PSAP will be included in priority one of the funding priorities for evaluation purposes.

**■ Motion to approve the Fiscal Year 2019 Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development Grant Guidelines in the form provided to the State 911 Commission was offered by Mr. Sutherland. Seconded by Steve Hooke. Approved.**

**■ A Motion to allow State 911 Department staff to make any necessary clerical or administrative changes to said Grant Guidelines, consistent with the prior resolution was offered by Mr. Sutherland. Seconded by Sheriff Cummings. Approved.**

Agenda Item 5:

**► Update on Next Generation 9-1-1**

Mr. Fournier reported that the Next Generation 9-1-1 system has processed over two million calls, 66% of which are wireless and 34% of which are wireline.

Mr. Fournier stated that there are still several ongoing issues that are being addressed with General Dynamics, including the reboot, TTY, and jackbox issues. Mr. Fournier expressed confidence that these issues will be resolved, and he thanked the PSAPs for their patience. He reported that there was a recent outage during planned maintenance, and he further reported that the change management process is being reviewed to ensure that this will not reoccur.

Undersecretary Wood noted that there has been progress in addressing the challenges, but he reiterated his expectation that communications will be improved so that going forward the Commonwealth will be informed and prepared. He further stated his commitment to ensuring appropriate protocols for collaborative discussions and continued diligence to reporting and other enhancements.

Mr. Sutherland noted his appreciation for the efforts of the State 911 Department and General Dynamics to listen to his concerns, and he reiterated the need for enhanced communications and hand in hand collaboration to attempt to resolve issues. Mr. Barstow agreed with these comments.

Mr. Guertin appreciated the opportunity to address the issues and expressed commitment to continued cooperation.

Agenda Item 6:

**► Update on Text to 9-1-1**

Ms. Wallace reported that she is working with General Dynamics on issues that need to be resolved in order to fully deploy text to 9-1-1.

Ms. Wallace explained that her expectation had been that Nantucket would serve as a pilot program, but that only two carriers were currently provisioning text to 9-1-1, and, therefore, it is necessary to conduct additional testing prior to going forward in a live environment.

Mr. Guertin advised that he expected the remaining carriers to provision text to 9-1-1 this week.

Ms. Wallace explained the process for dispatchers to accept text messages, including challenges associated with text messages received by the ACD PSAPs. She explained that consideration has been given to NENA best practices, and that a review is underway relative to the applicability of the EMD requirements in the text to 9-1-1 environment.

Discussion ensued regarding the timelines for implementation and related issues.

Chief Delmonte inquired as to whether there is a way to have a text to voice functionality. Ms. Wallace responded that this is not possible with the current system.

Ms. Wallace stated that there will be a model policy for receipt of texts and for relay of texts, and that this information will be included in continuing education training. Ms. Wallace explained that, for the majority of PSAPs, text to 9-1-1 will occur through a relay call.

Mr. Hooke inquired about the use of interpreter services with text to 9-1-1. Ms. Wallace stated that this is under review.

Discussion ensued regarding text to 9-1-1 and the challenges associated with having this functionality operational throughout the Commonwealth.

Undersecretary Wood stated that the Standards Committee could play a role in fleshing out the issues.

Agenda Item 7:

► **Update on Wireless 9-1-1 Direct**

Mr. Fournier reported on the status of the wireless direct efforts throughout the Commonwealth. Mr. Fournier stated that there are sixty-six requests for wireless direct in process, and that there are currently twenty-eight PSAPs that are live with wireless direct. He said there have been approximately 215,000 wireless direct calls processed to date, including Boston. Mr. Fournier stated that the wireless direct project is heading in the right direction.

Chief Delmonte asked about the statistics and trends relative to wireless versus wireline calls.

Mr. Fournier responded that Massachusetts has a lower ratio of wireless calls in comparison to other parts of the country.

Discussion ensued regarding the exclusion of geographical territories, jurisdictional issues, and providing information to PSAPs and the District Attorneys regarding requests for 9-1-1 call recordings.

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

Agenda Item 8:

► **Standards Committee Discussion**

Mr. Pozniak explained the duties and makeup of the Standards Committee, which is the technical and operational sub-committee of the State 911 Commission. He stated that there are a multitude of issues that can be brought to the Standards Committee in its advisory capacity for its advice and input.

Mr. Pozniak suggested that, in light of changes in the composition of the State 911 Commission, the Standards Committee should be re-formed for the primary purpose of reviewing and updating the State 911 Department's standards and related matters. He stated that the Standards Committee had historically consisted of seven members, but that this number can be adjusted.

Undersecretary Wood requested that Mr. Pozniak provide an example of the function of the Standards Committee.

Mr. Pozniak explained the types of issues and topics that have historically been reviewed by the Standards Committee, and he stated that the Standards Committee could also review additional issues that need to be addressed. Mr. Pozniak reiterated the need to update the standards, particularly in light of the introduction of Next Generation 9-1-1, wireless direct, and text to 9-1-1.

**► A Motion was offered by Mr. Sutherland for the State 911 Commission to re-form an active Standards Committee, the membership of which is to be determined by the State 911 Department staff in terms of ensuring eligibility for that Committee, and that the Standards Committee begin convening as soon as possible. Seconded by Mr. Hooke. Approved.**

Sheriff Cummings asked whether membership on the Standards Committee is limited to Commission members, or whether designees are permitted. Mr. Pozniak responded that the composition of the Standards Committee will be limited to Commission members, but that the Commission member would be permitted to bring someone along.

Mr. Sutherland encouraged Commission members to participate on the Standards Committee as actively as possible.

Discussion ensued regarding the provision of emergency medical services information in the standards.

It was requested that Commission members who are interested in participating on the Standards Committee to contact Mr. Pozniak.

Agenda Item 9:

► **MassGIS Parcel Mapping Letter**

Mr. Pozniak distributed a copy of correspondence from Secretary Bennett and Secretary Nunnally to Municipal Chief Executives throughout the Commonwealth that explains the importance of providing updated mapping as a critical component of the Next Generation 9-1-1 system. He explained that this correspondence informs that the municipalities of the need to report information on parcel mapping and new or changed addresses in order to receive State 911 Department grant funds. Mr. Pozniak explained that these requirements are expected to be contained in the Fiscal Year 2020 Support and Incentive Grant Guidelines, which will be addressed in a future meeting of the Commission.

Mr. McGaffey discussed the need to maintain the quality of parcel mapping information that supports the Next Generation 9-1-1 and the challenges associated with receiving such information from the communities.

Mr. Ashe asked about the applicability of these requirements to regional centers that do not have control over the municipalities.

Discussion ensued.

Agenda Item 10:

► **FirstNet Update and Statewide Radio Plan Update, DTC Petition Update**

Undersecretary Wood provided an update on FirstNet, reporting that the Governor opted in to FirstNet, with AT&T as the vendor of choice for this commercial network. He discussed plans for deployment of the network, protocols associated with such deployment, and refinement of network and service issues.

Undersecretary Wood reported that the statewide radio plan is ongoing and moving forward. He stated that the Governor's Office and ANF are supportive of these efforts for consolidated public safety infrastructure.

Undersecretary Wood further reported that it is proposed to increase the Enhanced 911 Surcharge to \$1.50, subject to the approval of the Department of Telecommunications and Cable, and that a Petition for this increase is expected to be filed shortly. Undersecretary Wood also expressed commitment to maintaining the State 911 Department's Grant Programs.

Agenda Item 11:

► **Other Business**

Undersecretary Wood reported that progress is occurring regarding the efforts to bargain with the State Police dispatcher union relative to implementation of the State 911 Department Wireless Center. He discussed timing issues and acknowledged the efforts to date regarding this initiative.

Ms. Wallace informed the Commission about a new program to certify as telecommunicators students from certain local high schools and colleges to establish a pool of certified telecommunicators throughout the Commonwealth. Ms. Wallace asked for consideration of employment opportunities for such students who have been certified as telecommunicators. She also provided an update regarding the upcoming Academy.

Support for these efforts was expressed.

Mr. Sutherland announced his retirement from the Massachusetts State Police and stated that this will be his last meeting as a Commission member. He thanked the Commission for their efforts and wished the Commission the best of luck with its future endeavors. Mr. Sutherland was recognized with a round of applause and was congratulated for his years of dedicated service.

► **Next Meeting Date- TBD**

The next meeting date is to be determined.

Agenda Item #10:

► **Adjournment**

■ **A Motion to adjourn was offered by Sheriff Cummings. Seconded by Chief Bradshaw. Meeting adjourned at 3:30 p.m.**

Prepared by:

Elaine Ginn

March 21, 2018