



MANCHESTER-BY-THE-SEA

SELECT BOARD • TOWN HALL
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MINUTES OF THE SELECT BOARD

June 16, 2022 1:00p.m. Special meeting at the NSR911 Center

MEMBERS PRESENT: Ms. Jaques, Chair, Ms. Harrison, Ms. Bilotta

MEMBERS ABSENT: Mr. Round and Mr. Sollosy

STAFF PRESENT: Town Administrator, Mr. Federspiel, Fire Chief Cleary and Police Chief Fitzgerald

GUESTS: State 911 Staff: State Director Frank Pozniak, State Operations Manager Norman Fournier, NSR911 Center Staff Alyson Dell Isola and Chris Ryan.

PRESS:

Ms. Jaques called the Select Board meeting to order at 1:01 pm with three members present by roll call vote.

Regional Dispatch – North Shore Regional 911 Center: This Special Meeting was arranged to have another opportunity to tour the facility and to discuss with staff from the state the details of the operations of the regional dispatch center and what the process would be if the Town decided to join the Center.

After a round of introductions a tour of the facility was provided. Chris Ryan and Alyson Dell Isola who run the operations at the NSR911 Center, led the tour, providing an overview of operations and the equipment they have to facilitate the dispatch operations. They explained the many redundancies and back-up arrangements they have in place to ensure continual operations. A walk-through of how calls are handled was provided, demonstrating how dispatchers manage 911 calls from initial receipt to close-out of the call. The Center collects and maintains detailed information on individual properties per what each member town wants to provide. Multiple data layers are incorporated into the records management system.

After the tour the meeting returned to the Center's conference room for further discussion. Center staff discussed in some detail how the transition to the regional center would occur, explaining that it likely will take about 12 months to complete. They presented a template that they will follow laying out a month by month lists of tasks needing to be completed to ensure a smooth and successful transition. Major elements include procuring the necessary equipment and software, completing a detailed on-boarding process of town specific data and orientation of the regional dispatchers to the Town, and a review of town-specific protocols that police and fire personnel utilize.

Discussion turned to the Intermunicipal Agreement (IMA) that Manchester would be asked to sign. The document to be signed would be an addendum to the existing IMA the Center has with the current member municipalities. The addendum references the current IMA which Manchester would be agreeing to. The current IMA spells out the relationship between the towns and the center, including the governing and advisory boards that guide the operations at the Center. The services that are provided are specified. It also spells out different options for terminating the IMA prior to its expiration date in 2029. Under one scenario – Manchester wanting to reestablish its stand-alone PSAP (dispatch center) there could be a penalty imposed by the State aimed at recouping some of its costs associated with bringing Manchester on-board to the regional center.

Finally, discussion turned toward the steps that are needed if Manchester wishes to obtain dispatch services from the NSR911 Center. The Manchester Select Board needs to formally vote to join the Center and send a letter requesting entering into an IMA to join. The Center's governing board must review and approve Manchester joining. The state will then craft the needed addendum to the existing IMA that both the Town and the State will sign. Once signed, the work begins to bring Manchester into the Center's operations.

The Board members thanked the Center's Staff and the State 911 officials for their time and helpful information. The Center's staff offered to host future open houses for residents and/or staff as the need may warrant.

Ms. Harrison moved to adjourn the meeting; Ms. Bilotta seconded the motion. The motion passed unanimously by roll call vote at 2:53PM.