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Massachusetts State 911 Department Newsletter

5th Annual Honors Awards



Congratulations to all of the honorees!



<p>Massachusetts</p> <p style="font-size: 2em; font-weight: bold;">9-1-1</p> <p>Help is at your fingertips.</p> <p style="font-weight: bold; background-color: red; color: white; padding: 2px;">EMERGENCY</p> <div style="display: flex; justify-content: space-around; align-items: center;"> 🚓 🚒 🚑 </div>	<p>On April 23, 2014, the Massachusetts State 911 Department, along with the Secretary of Public Safety and Security Andrea Cabral, and other distinguished guests recognized several Massachusetts 9-1-1 emergency tele-</p> <p>communicators for their heroic and extraordinary efforts throughout 2013. In addition, a special recognition was given to Boston, Cambridge, and Watertown dispatchers for their vital role during the marathon bomb-</p> <p>ings and its aftermath. All of the telecommunicators were honored for demonstrating professionalism, expertise, calm, and critical thinking skills necessary to complete the difficult tasks they face daily.</p>
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Massachusetts State 911 Department 2014 Honorees



Kevin Kilmain
*Framingham
State Police*

Dispatcher Kilmain was honored for his part in saving the life of a man contemplating suicide. The man called 9-1-1 and was distressed, confused and thinking of taking his own life. He indicated that he was going to jump to his death on an overpass as a tractor-trailer approached him. The call went on for several hours while Mr. Kilmain brought in additional resources to prevent a suicide. His consistent empathy and compassion throughout the call kept the man on the line and talking before rescuers arrived to treat him.



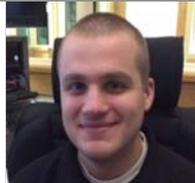
David Yung
*Malden Police
Department*

Cadet Yung was honored for his part in saving the life of a man contemplating suicide. A female friend of the man called 911 to report that he had taken prescription medication with vodka and was unreachable by phone. Mr. Yung's conversations with the woman helped him "ping" the man's cell phone and track his location in another town. The officers reached the location and found the man partially conscious in his car. He was then brought to a hospital for treatment.



Garin Worth
*Tewksbury Police
Department*

Dispatcher Worth was honored for his part in saving the life of 3-year-old girl whose grandmother called to report that she was unresponsive and not breathing. The grandmother was distressed but Mr. Worth was able to calm her down and focus her energy on getting the little girl breathing before rescuers arrived. Mr. Worth's ability to calm the anxious woman contributed to saving the girl's life while rescuers were on their way.



Mathew Carapellucci
*Tewksbury Police
Department*

Dispatcher Matthew Carapellucci was honored for his part in saving the life of a 12-year-old boy who was choking. The boy's grandmother called and was frantic. Mr. Carapellucci immediately realized how important it was to keep the woman calm so she could help the boy. Mr. Carapellucci utilized his Emergency Medical Dispatch training to control the situation and give them instructions for the Heimlich maneuver. The boy's grandfather was eventually able to dislodge the food from the boy's throat and stop the choking.

Newton Police Department

Dispatchers at Newton Police were truly put to the test when a double fire broke out, quickly overwhelming Newton Fire resources and ultimately requiring assistance from Fire Departments as far away as Dedham and Somerville, which made communication difficult. What started out as a call reporting a chimney fire quickly escalated into a 3-alarm house fire. As is often the case with fires, multiple individuals often call to report and the station was inundated with worried bystanders. One call was from a man saying his house was on fire and he was trapped on the second floor. The enormity of the emergency required exceptional calm and professionalism by the dispatchers to help frantic callers and to extract critical information needed to appropriately address the situation. Through teamwork and perseverance, the dispatchers helped prevent the fire from escalating to an uncontrollable state.



*Margaret Ciccone
Supervisor*



*Julie Kelley
Dispatcher*



*Stacy Poutas
Supervisor*



*Lauren Dragone
Dispatcher*



*Kristyna Eldridge
Dispatcher*



*Brian Boudrot
Dispatcher*



*Kathleen Duffey
Dispatcher*

Massachusetts State 911 Department 2014 Honorees



Jeffrey Abate
Walpole Police Department

Dispatcher Abate was honored for his part in saving the life of 2-year-old girl. Her grandmother called to report that she was having a seizure and not breathing. The grandmother was extremely upset but Dispatcher Abate was able to put her at ease and focus her energy on getting the little girl breathing before rescuers arrived. Due to inclement weather, rescuers were delayed and Dispatcher Abate was the only connection the woman had for some time. Dispatcher Abate's ability to calm the frantic woman contributed to saving the girl's life.



Carly Moriarty
Walpole Police Department

Dispatcher Moriarty was honored for her part in saving the life of an infant. The infant's aunt called to report that he was having a seizure and not breathing. She was frantic and said that the baby was turning blue. The woman was understandably overwrought but Ms. Moriarty calmly talked her through CPR. The procedure began to work and the baby began to regain color before rescuers arrived. An infant's life was on the line and Ms. Moriarty relied on her training to help keep the situation manageable.

Special Recognitions

The Massachusetts State 911 Department was honored to recognize the men and women that staff the 9-1-1 communications centers at Boston Police, Boston Fire Alarm, Boston Emergency Medical Services, the Cambridge Communications Center and the Watertown Police Department in the wake of the 2013 Boston Marathon bombings and its aftermath. The telecommunicators, who often go unrecognized, worked tirelessly beyond their scheduled shifts and volunteered to work on their days off to help with the enormous volume of calls during that trying week. The telecommunicators of each department demonstrated excellent critical thinking skills, extreme calm in the face of adversity, and played a vital role in aiding their co-workers on the street. It is clear that their dedication and support is a credit to us all.



Boston Police Department



Boston EMS



Boston Fire Alarm



Cambridge Emergency Communications Center



Watertown Police Department 9-1-1 Communications



2014 Honors Awards Highlights

Updates from our Systems Division

E9-1-1 Equipment Environmentals

With summer fast approaching, now is a good time to ensure your air conditioning (A/C) system is working properly in the E9-1-1 equipment room. Excessive heat can damage and cause your E9-1-1 system in your PSAP to fail. The State 911 Department has the heat output specifications for the E9-1-1 back room equipment if you require those specifications to properly size your A/C system. Please contact Jeff Jeffers at jeff.jeffers@state.ma.us for more information.

FCC Outage Reporting Requirements

As you may know, the FCC recently announced outage reporting requirements for E9-1-1 service providers. In summary the FCC ruling requires Verizon to: 1) notify any affected PSAP within thirty (30) minutes of discovery of an outage; and 2) provide additional information to the affected PSAP as it becomes available, but no later than two (2) hours after the initial outage notification.

Verizon has attempted to contact every PSAP in Massachusetts to determine if it would like to have outage notifications e-mailed to the PSAP or if the PSAP prefers to have the State 911 Department be the designee for this notification process. Please be advised that no matter what choice you select the State 911 Department will still receive outage notifications directly from Verizon. If you have not received a copy of this communication from Verizon, or if you have questions related to this matter, please contact Michael Shea, Verizon Customer Care Manager, at (978) 691-4802 or michael.e.shea@verizon.com.

Contact Information

Please take the time to update critical PSAP contact information with the State 911 Department. You can find a "PSAP contact change of information form" on our website www.mass.gov/e911, or you may contact Jeff Jeffers at (508) 821-7213

Updates from our Fiscal Division

April Antics

...brought to you by the Fiscal Division



FY 2013 News:

The State 911 Department continues its efforts to reconcile and process payment of all outstanding FY2013 reimbursement submissions. Payment notifications will be sent when payment has been processed.



FY 2014 Information - PSAPs reminders:

- FY 2014 Budget modifications must be submitted by **May 15, 2014**;
- FY 2014 Reimbursements should be submitted within 30 days of costs being incurred; (Keep in mind a PSAP is not required to show that each and every dispatcher has received the requisite 16 hours of State 911 Department-approved continuing education annually before receiving reimbursement for other eligible expenses); and

The State 911 Department wishes to congratulate its PSAPs for achieving 100% participation under the FY 2014 Support and Incentive Grant Program and 99% participation under the FY 2014 Training and EMD/Regulatory Compliance Grant. A special thank you to Marilyn Godfrey for her diligent efforts and support provided to the PSAPs which attributed to this success!



FY 2015 Bulletin:

- FY 2015 Regional Development Grant application period closed on April 1, 2014. The State 911 Department is reviewing all applications and anticipates award notifications will be made by the end of June 2014.
- FY 2015 Support and Incentive and Training and EMD/Regulatory Compliance Grant Guidelines and application packages have been released and are available on our website at www.mass.gov/e911. **PSAPs are encouraged to submit applications now.**

Updates from our Training Division

Annual Certification of Compliance form

By now you should have received a copy of the 2015 Annual Certification of Compliance form in the mail. It is also available on our website at www.mass.gov/e911. As soon as you have completed all of your required training, please fill out the form and send it back to us as soon as possible. If you are a Certified EMD Resource, you must complete a separate form for each PSAP that you are providing EMD services for. If you have questions, contact Monna Wallace at monna.wallace@state.ma.us

We cannot accept faxed or scanned copies; it must be in its original form.

Massachusetts

9-1-1 Help is at your fingertips.



www.mass.gov/e911

Massachusetts



Massachusetts State 911 Department
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Building C
Taunton, Massachusetts 02780

SAVE A LIFE. STOP A CRIME. REPORT A FIRE.