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Massachusetts State 911 Department Newsletter

*Thank you....
For your service!*

A Message from Frank Pozniak, Executive Director of the State 911 Department:

During the month of April 2015, we celebrate “National Public Safety Telecommunicators” week, a week set aside to recognize and honor the personnel that staff our public safety answering points.

In the 9-1-1 community, these people may be referred to as a Telecommunicator, 9-1-1 Telecommunicator, 9-1-1 Dispatcher, Communications Officer, Call-Taker, or Signal Alarm Operator. Whatever their title, this special group of fine dedicated men and women have the responsibility of being the first point of contact when someone calls 9-1-1 with an emergency, making them in a sense ... the first person on the scene.

On behalf of the Executive Office of Public Safety and Security, the State 911 Commission, and the State 911 Department, we thank you for your outstanding service to the citizens of the Commonwealth.



Updates from our Systems Division



The Massachusetts Mobile Public Safety Answering Point (*MPSAP-pictured above*) is available through the State 911 Department to supplement or replace a Public Safety Answering Point (PSAP) in the event of a system or facility interruption or other condition that impacts the processing of 9-1-1 calls. The MPSAP is a 41' fully self-contained emergency response vehicle. Incorporated in the unit are all systems necessary to replace any dispatch center currently with enhanced 9-1-1 capabilities, and soon will have Next Generation 9-1-1 capabilities. The MPSAP has six positions and is wheelchair accessible.

Next Generation 9-1-1 News Flash



GDIT continues to burn in, test and refine failover procedures for the Next Generation 9-1-1 equipment (See picture). Help desk staff are being brought on the team to support the PSAPs. Field Engineering staff have been hired to provide “hands on” support. Below are some frequently asked questions.

Q 1: What equipment is included with the Next Generation 9-1-1 system at my PSAP?

A 1: For each 9-1-1 answering position, a standard installation will include a small form factor PC, Polycom SoundPoint 650 IP phone, two 24” flat panel displays, keyboard, and mouse. Optionally, PSAP equipment includes a keyboard arbitrator, radio headset arbitrator, and Genovation keypad.

Q 2: If I have issues with space in the 9-1-1 Room, can I get a smaller server cabinet?

A 2: The standard sized server cabinet is 80” tall. Optionally, a smaller 60” cabinet is available and will be used on a case by case basis.

Q 3: Can I keep any of the old Vesta equipment?

A 3: The State 911 Department will be collecting any Vesta customer premise equipment that is needed to support the legacy 9-1-1 system. Any equipment deemed surplus will be made available to the PSAP. This will need to be determined on a case by case basis.

Q 4: Who removes the old equipment and when?

A 4: GDIT is responsible for removing the Vesta equipment after the Emergency Call Works system meets the acceptance criteria set forth in the Next Generation 9-1-1 contract.

Q 5: Do they remove trash?

A 5: It is GDIT’s responsibility to remove all trash related to the conversion from the PSAP.

Updates from our Fiscal Division

April



As we enter this final quarter of fiscal year 2015, it is recommended that PSAPs take time to review their grants to ensure all the “pieces” are in place to allow for successful close-out of all grant(s).

Have you:

- requested to add new telecommunicators to your grant(s)?
- submitted all necessary budget modifications?
- confirmed with vendors that all goods and services will be provided on or before June 30, 2015?
- filed reimbursements?



In preparation for Fiscal Year 2016, PSAPs are advised that the release of the grant programs will be delayed. The State 911 Department anticipates a staggered release of these grant programs for Fiscal Year 2016. Additional information regarding the Fiscal Year 2016 grant programs will be provided on the State 911 Department’s website and newsletter as it becomes available.



The State 911 Department continues its efforts to eliminate the backlog of reimbursement requests and process payments to its PSAPs. PSAPs will receive notification when the payment(s) has been processed. The State 911 Department thanks you for your patience as we continue to work through this backlog. The State 911 Department is pleased to inform you that we are in the process of adding resources in support of this function.



PSAPs are reminded that only one (1) original submission of a reimbursement request is required. Copies are not needed.



Please continue to utilize the 911DeptGrants@state.ma.us e-mail address and (508) 821-7299 to submit questions/requests relative to grant applications, budget modifications, adding personnel, and requesting training classes. The e-mail box and phone line are being monitored daily.

Updates from our Training Division

FY2015 Annual Certification Forms are now available on our website at www.mass.gov/e911

Next Generation 9-1-1 Training

In Fiscal Year 16, all certified 9-1-1 telecommunicators will be required to participate in “8” hours of training with an additional “4” hours for PSAP administrators for the new Next Generation 9-1-1 deployment. These training hours will be credited towards the 16 hours of continuing education that is required annually.

Newly hired personnel will continue to participate in a 2-day equipment training course and will become certified on the 9-1-1 system that is being utilized by the PSAP at the time of their hire. It is possible that newly hired staff may require training on both systems based on the deployment calendar.

Training will take place at our existing training facilities as well as at a temporary site at the GDIT facility in Needham. PSAPs will be contacted by the State 911 Department in advance of their deployment date to schedule classes.

Regionalization efforts within the Commonwealth

From the desk of . . .

Christine Wingfield, Regional PSAP Coordinator
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Reasons to Regionalize your PSAP

- Enhance public safety;
- Improve interoperability for improved information sharing;
- Streamline dispatch standard operating procedures;
- Reduce the response time for emergency responders;
- Reduce call transfers;
- Increase communication and streamlining;
- Opportunity to compete for funds through the State 911 Department Development Grant;
- Cost Sharing to reduce overhead costs of personnel and operational expenses;
- Enhance opportunities for professional development;

And Last But Not Least

- I will be with you every step of the way.

Public Education/9-1-1 Reminder

The Silent Call Procedure

If you need to call 9-1-1 and you are unable to speak for any reason, once the call is answered:

Press

1	If you need police	
2	If you need fire	
3	If you need an ambulance	

If the 9-1-1 dispatcher asks questions, press

4	For YES	
5	For NO	

A printable copy of this graphic is available on our website www.mass.gov/e911

Massachusetts

9-1-1 Help is at your fingertips.



www.mass.gov/e911

Massachusetts



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