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ACADEMY GRADUATION.....

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Massachusetts State 911 Department Newsletter

33rd Public Safety Communications Academy Graduation August 9, 2013



The future of 9-1-1, Congratulations to all of the graduates!!

Graduates by Department

Bedford Police
Alisha Bradley

Hudson Police
Brittany Aker

Newton Police
Samantha Siegal

**Berkshire County
Sherriff's Dept.**
Michael Britton

Hudson Police
Jack Bertonassi

Norwood Police
Stephen Easter

Brookline Police
Jaquelyne Byrd

Hudson Police
Paige Perault

Peabody Police
David Brophy

**Duke's County
Sherriff's Dept.**
Audrey Jeffers-Mayhew

Milford Police
Steven Sousa

Reading Police
Cristina Paterno

Fall River Police
Sherry Pare

Newton Police
Brian Maderosian

Wareham Police
Nicole Amaral

Haverhill Police
Brittney Birch

Newton Police
Aleah Donahue

West Newbury Police
Alexander Hartman

Newton Police
Kathleen Cupoli

Winthrop Police
Roseann Mainero

Winthrop Police
Brittney Nauman



Updates from our Fiscal and Systems Divisions

Fiscal

FISCAL TOP THREE...

...Reminders when completing applications:

- Ensure the personnel listed on Appendix D (Training Grant) or A. Personnel Cost (Support and Incentive Grant) were listed as certified telecommunicators on the Certificate of Compliance form that was filed by your Department;
- Ensure authorized signatory forms are properly completed and notarized; and
- Ensure quotes are included for all services and products being requested.

...Reminders when completing reimbursement:

- Reimbursement requests should be submitted within 30 days of the date on which the cost was incurred;
- Ensure proof of payment is included for all costs being requested; and
- Ensure straight time costs for full time E 9-1-1 telecommunicators for participation at a training course are not included in the submission; (overtime cost for replacement/backfill for that individual is an eligible expense).

Fiscal Fun Fact: The State 911 Department received 2,122 reimbursement requests in fiscal year 2013!

The clock is ticking 122 days left to submit your FY 2013 reimbursement request!

Systems

SOME FRIENDLY REMINDERS:

- Rebooting—Please do not reboot your 9-1-1 workstations unless under the specific guidance of the Verizon Customer Care Center or a State 911 Department Analyst. There are specific steps that must be followed when rebooting a 9-1-1 workstation and deviating from those steps may result in automatic location information (ALI) failures.
- Generators—Best practice is to perform weekly generator tests. Ideally generator tests should occur under load to test all components of the generator system. Keep in mind that when testing generators under load, power is momentarily lost to all generator powered circuits while the load is transferred from street power to generator power. Please be sure you confer with your generator vendor for proper guidance in performing any generator tests.
- UPS Outlets—Please do not plug any non 9-1-1 equipment into the 9-1-1 designated outlets. These outlets are normally orange in color and labeled as “9-1-1 Only”. Plugging additional equipment into the 9-1-1 UPS outlets may cause overload conditions leading to UPS failure or reduced run time for the 9-1-1 equipment during a power outage.
- PSAP Contact Information—It is important for us to have the most recent contact information for your PSAP. Please take the time to fill out a “PSAP Contact Information Update Form” found under the PSAP resources link on the 911 Department website (mass.gov/e911) and submit it via fax (508) 828-2911 or e-mail to jeff.jeffers@state.ma.us.

Updates from our Training Department

Training

- PSAP/RECC Annual Certification of Compliance Forms were due on July 31, 2013. Contact Programs Director, Monna Wallace at monna.wallace@state.ma.us or call her at 508 821 7220 if your form has not yet been submitted.
- If your Training Grant contract has been signed, it is important to begin your 16 hours of continuing education training. Don't wait until the last minute. This requirement can be achieved several different ways. If you are still trying to decide how to meet the requirement, the Departments Training Program Coordinators can assist you. Contact Cathy Rodriguez or Venus Wheeler at 508 828 2911.
- The Fall, Public Safety Communications Academy will begin on September 30, 2013. It will be held at the Taunton training facility. Please contact Cathy Rodriguez at cathy.rodriguez@state.ma.us for registration information.



Captain Dupuis, Dispatcher Phil D'Agostino-Watertown Police, and the 33rd Public Safety Communications Academy

Cold Case File: "Where's Red E. Fox"?



Red E. Fox has been the staple of 9-1-1 for many years and has been missing for quite some time. Red E. Fox was last seen wearing his trademark 911 belt, white gloves, and brown & white fur. The State 911 Department will provide a box of Joe to any department that offers information leading to the safe return of Red E. Fox- NO QUESTIONS ASKED! If you have any information on Red's whereabouts please contact me at ronnie.zuniga@state.ma.us and let's help bring Red E. Fox home!

Massachusetts

9-1-1 Help is
at your
fingertips.



www.mass.gov/e911



Massachusetts State 911 Department
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Taunton, Massachusetts 02780

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