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# Massachusetts State 911 Department Newsletter

# Happy New Year 2014

*With the New Year comes new goals, new achievements, and new important dates to remember. As such we have compiled an hour glass list of upcoming important dates for the first part of 2014 to mark on your calendar and keep a watchful eye over before time runs out!!!*

**January 15, 2014:**

*Quarterly reports under the Regional Development grant program are due.*

**January 17, 2014:**

*Award Ceremony Applications will be mailed out to all PSAP's as well as available on our website [www.mass.gov/e911](http://www.mass.gov/e911).*

**January 23, 2014:**

*State 911 Commission Meeting; anticipated release date for FY15 Development Grant Guidelines.*

**March 7, 2014:**

*Annual Award Ceremony Nominee Applications are due.*

**April 1, 2014:**

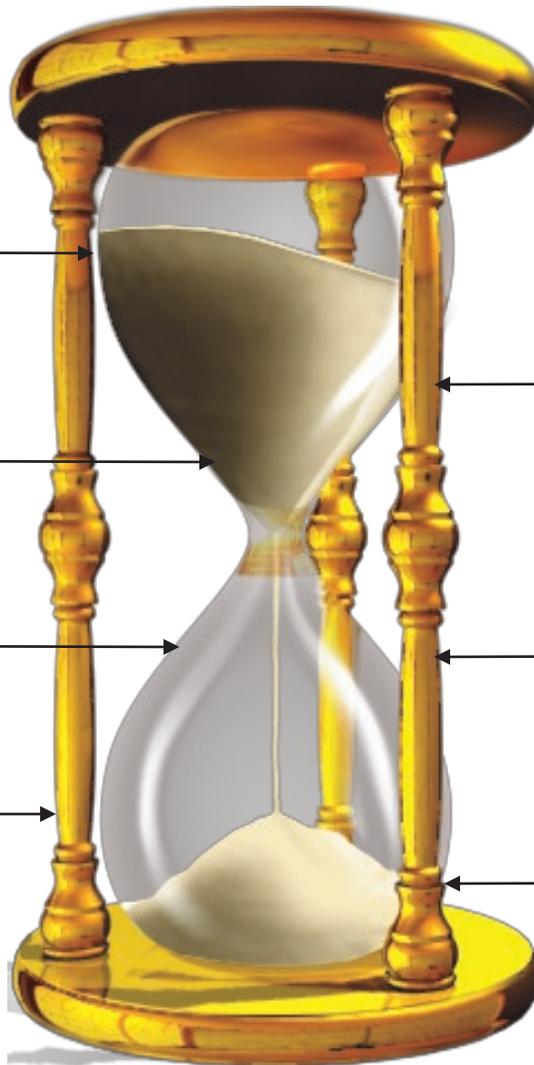
*Filing deadline for FY 2014 Applications under the Training Grant and EMD/Regulatory Compliance Grant and the Support and Incentive Grant. Anticipated due date for FY15 Development Grant Applications.*

**April 23, 2014:**

*Annual Awards Ceremony-Mechanic's Hall in Worcester beginning at 10 am.*

**July 31, 2014:**

*Annual compliance forms must be submitted to the Massachusetts State 911 Department certifying compliance with the training and certification requirements.*



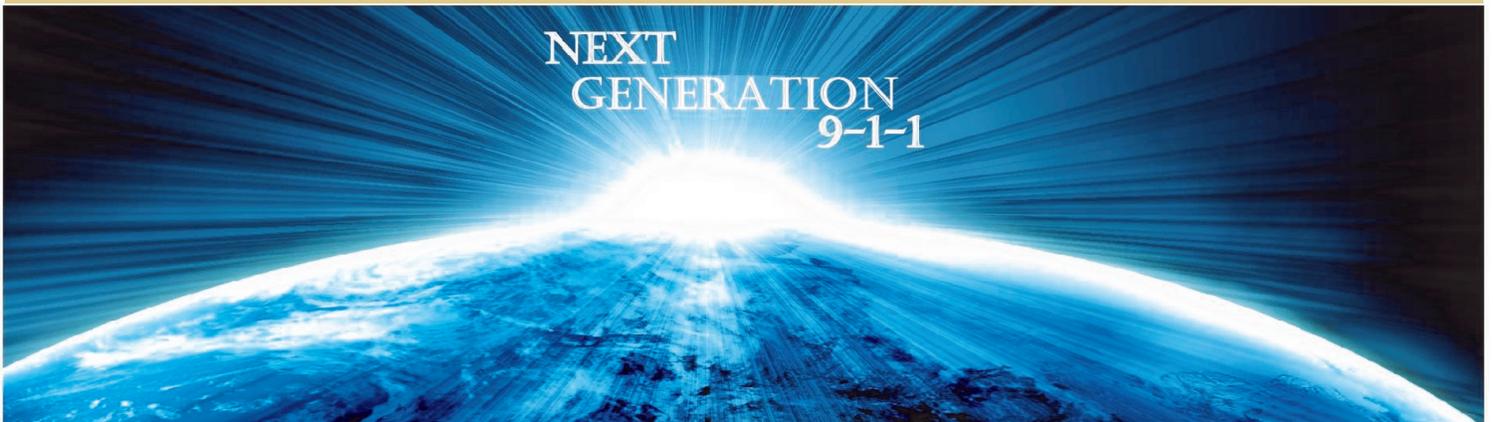
## Updates from our Systems Division

The new DSS Equature digital logging recorders (DLRs) have been in place at public safety answering points (PSAPs) for over a year and preventive maintenance needs to be performed on those units. DSS and their subcontractor, Acorn Recording, will be contacting each PSAP to schedule preventive maintenance for your DLR. They will need access to the 9-1-1 equipment room where the DLR is located and will need access to the room where the Admin PC is located.

The maintenance tasks take approximately one (1) hour to complete and will involve shutting the recorder down for approximately thirty (30) minutes. The maintenance tasks include both physical maintenance such as cleaning dust from equipment vents and software maintenance such as installing any necessary updates.

If you have any questions about this planned and recurring work, please feel free to contact Norm Fournier at the State 911 Department. His contact number is (508) 821-7209.

## Next Generation 9-1-1



PSAP site surveys are wrapping up and the State 911 Department's Systems Division has collected a great deal of data that will assist in preparing for Next Generation 9-1-1. We would like to thank all of the PSAPs for their assistance in performing 251 site surveys in record time!

Lately there has been much discussion in the PSAP community about what it means to the 9-1-1 telecommunicator when the Next Generation 9-1-1 system arrives. Many telecommunicators are worried they will become overwhelmed with an avalanche of information the day the State 911 Department converts to the Next Generation 9-1-1 system. The State 911 Department acknowledges this concern and plans on taking a phased approach to introducing Next Generation 9-1-1 applications and functionality, and associated data. While the State 911 Department has not finalized transition plan at this time, the initial goal is to transition from the Enhanced 9-1-1 system to the Next Generation 9-1-1 system with similar voice and location functionality that is available to you today, and possibly text to 9-1-1 functionality as well. After all PSAPs have been transitioned to Next Generation 9-1-1 and full system functionality has been implemented, we will then introduce new functionality to the system over time. As we move closer to completing the first phase of the transition from Enhanced 9-1-1 to Next Generation 9-1-1, the State 911 Department will provide further details on when PSAPs may expect to see additional call data delivery with 9-1-1 calls. In the mean time, please remember to submit your Next Generation 9-1-1 questions to [NG911@massmail.state.ma.us](mailto:NG911@massmail.state.ma.us).

# Updates from our Fiscal Division

## SUPPORT & INCENTIVE GRANT:

The purpose of the State 911 Department Public Safety Answering Point and Regional Emergency Communication Center “Support and Incentive Grants” is to assist PSAPs and RECCs in providing Enhanced 9-1-1 service and to encourage the development of regional PSAPs, regional secondary PSAPs, and RECCs. One of the categories of allowable expenses under this grant is personnel. The guidelines for the Support and Incentive Grant state that PSAPs may use this grant funding “...to defray the costs of salary for enhanced 911 telecommunicator personnel, including enhanced 911 telecommunicators who are emergency communications dispatchers or supervisors.” This Grant allows for straight time salary costs and overtime costs for certified Enhanced 9-1-1 telecommunicators, sworn officers and/or civilian employees, provided they are working in the capacity of a certified Enhanced 9-1-1 telecommunicator.

*Please consult the Support and Incentive Grant Guidelines for a complete description of the requirements. The Guidelines are located on the State 911 Department website.*

## TRAINING GRANT

The purpose of the State 911 Department Training Grant and the EMD/Regulatory Compliance Grant is to reimburse primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs for allowable expenses relating to the training and certification of Enhanced 9-1-1 telecommunicators, including emergency medical dispatch programs and quality assurance of emergency medical dispatch programs.

The Grant guidelines state that PSAPs may use this grant funding “...for the expenses of live or online training courses, and certifications/recertification's, 911 accreditation of PSAPs, and quality assurance of EMD, to include applicable vendor fees, registration fees, and instructor fees.” As indicated in a previous edition of the newsletter (November 2013), the State 911 Department has contracted for the provision of training courses and emergency medical dispatch protocol reference systems and trainings. Reimbursements for noted training courses or protocols shall not exceed the costs noted on these contracts.

There are times where the State 911 Department finds itself reducing the vendor fees as submitted by a PSAP under the grants, to the amount allowed under the vendor contracts approved by the State 911 Department. The PSAP has then had to work with the vendor to reconcile the pricing discrepancy. At the request of the PSAPs, the State 911 Department will now submit a refund request to the vendor on behalf of the PSAP. The vendor is asked to issue a refund directly to the PSAP. The State 911 Department is hopeful that this added service will enable PSAPs to more readily reconcile their grant accounts.

## DATES TO REMEMBER

**January 15, 2014:** Quarterly reports under the Development Grant program are due.

**April 1, 2014:** Filing deadline for FY 2014 applications under the Training Grant and EMD/Regulatory Compliance Grant and the Support and Incentive Grant.



The State 911 Department anticipates the release of the FY 2015 Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point and Regional Emergency Communication Center Development Grant Guidelines on or about the time of the January 23, 2014 State 911 Commission Meeting. The anticipated date to file the FY2015 Development Grant Application is April 1, 2014.

# Updates from our Training Division

## Continuing Education

Continuing Education is a commitment to enhancing your effectiveness in the field of public safety communications. It not only helps you stay current with the latest developments, skills and technologies required for public safety communications, but it helps to reinforce the knowledge already gained through everyday real-life experiences and plan for the “what if”.

Sixteen hours of continuing education per year allows you to meet the continuing education requirements to maintain certification as an Enhanced 9-1-1 Telecommunicator in the Commonwealth of Massachusetts (pursuant to 560 CMR 5.04)!

Listed below you will find suggested training options that can help you meet the 16 hours of continuing education by June 30, 2014.

### 1. State 911 Department Hosted Classes

- VESTA PALLAS and Meridian Refresher training (8 or 16 hour courses are available)
- VESTA PALLAS and Meridian certification training (16 hours)
- Handling Calls for Missing and Exploited Children (8 hours)
- DSS Quality Assurance (4 hours)
- Administrator Training (4 hours)
- Public Safety Communications Academy (5 weeks)
- APCO, 40 hour Public Safety Telecommunicator 1 (40 hours)
- **Spring 2014**, APCO, 24 hours Communications Training Officer (CTO) (24 hours)
- **Spring 2014**, APCO Fire Dispatch (32 hours)

### 2. Training Hosted by Entities other than the State 911 Department

- A variety of courses are being hosted at PSAPs or by vendors and private ambulance companies. To assist our PSAPs, the State 911 Department maintains a list of these courses on our website at [www.mass.gov/e911](http://www.mass.gov/e911)

**Note:** *The classes listed on the State 911 Department’s website are hosted by entities other than the State 911 Department. If you would like to register for the class or if you have any questions, contact the person listed on the posting. The State 911 Department will **not** accept registration applications for these hosted courses. If your PSAP is hosting a State 911 Department approved course and would like to open it up to other PSAPs, please email Venus Wheeler at [venus.wheeler@state.ma.us](mailto:venus.wheeler@state.ma.us) to have the course advertised on our website.*

### 3. PSAP In-House Training

- PSAPs are encouraged to develop their own **in-house** courses that focus on the specific training needs of the PSAP and its personnel. Topics may include: Quality Assurance and Improvements, Police, Fire and Medical protocols, Policy and Procedures, etc. Approved courses and course hours can vary, and this type of in-house sessions can occur monthly or quarterly within the PSAP, depending on the hours needed.
- Course outlines **MUST BE** submitted and approved by the Departments Programs Director, Monna Wallace ([monna.wallace@state.ma.us](mailto:monna.wallace@state.ma.us)) prior to the training taking place.
- A complete roster that includes the training date, topic, instructor and student names, and sign in and sign out times is required for each session.

*Please consult the State 911 Department Training Grant Guidelines for a complete description of all requirements. The Guidelines are located on the State 911 Department website.*

### 4. On-Line Certification or Recertification Course/Webinars

- State 911 Department approved “Online” training. Visit our website for a complete list of approved courses at [www.mass.gov/e911](http://www.mass.gov/e911).

# Massachusetts

# 9-1-1 Help is at your fingertips.



[www.mass.gov/e911](http://www.mass.gov/e911)

Massachusetts



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