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# *Massachusetts State 911 Department Newsletter*



## *20th Annual Jeff Grossman 9-1-1 Award Presentation Congratulations Steve Hooke!*

The Jeff Grossman 9-1-1 Award is in its 20th year, presented annually to an outstanding individual involved in the Commonwealth's 9-1-1 system who displays the traits exemplified by Jeff during his life: that of an unwavering commitment to public safety communications without seeking personal recognition or gain. Steve Hooke has been a telecommunicator for the Town of Holbrook since December 1993. Prior to that, Steve worked with the Norfolk County Fire Control System coordinating the day to day mutual aid movement in and out of Norfolk County. His hard work resulted in a system-wide modernization that is used as a model for other regional mutual aid radio networks. Steve is also a member of the Norfolk County Fire Chiefs Regional Communications Committee. As a result of his work and vast knowledge of communications systems, the Norfolk County Fire Chiefs Association has received grants in excess of a million dollars. Those funds have been utilized to build out the back bone of a regional communications system. The Holbrook PSAP has transitioned from a primary PSAP to a regional primary PSAP, and Steve, as a member of the core group, helped to bring this transition from concept to reality. Whether on or off duty, Steve responds to multiple fire alarms and large scale incidents that occur in Norfolk County. Peter Ostroskey, Deputy State Fire Marshal and DFS designee to the State 911 Commission, and retired Holbrook Fire Chief Edward O'Brien both spoke to Steve's dedication and accomplishments in 9-1-1 and emergency services. Steve was recently nominated by the Massachusetts Communications Supervisor Association (MCSA) to sit on the State 911 Commission as their representative. Congratulations to Steve on his nomination.



## Updates from our Systems Division

Renovations and relocations take time and planning in order to ensure all 9-1-1 systems are taken down properly, relocated and brought back up successfully. These efforts require a bit of coordination between multiple vendors, the PSAP, the State 911 Department, and Verizon. The first step is to undertake a pre-move/renovation consultation with the State 911 Department. If you have any facility moves or renovations on the horizon or if you are thinking of renovations or relocations, please contact Jeff Jeffers at (508) 821-7213 or via email at [Jeff.Jeffers@state.ma.us](mailto:Jeff.Jeffers@state.ma.us) so that we may get your PSAP on the list for planning purposes.

## Next Generation 9-1-1



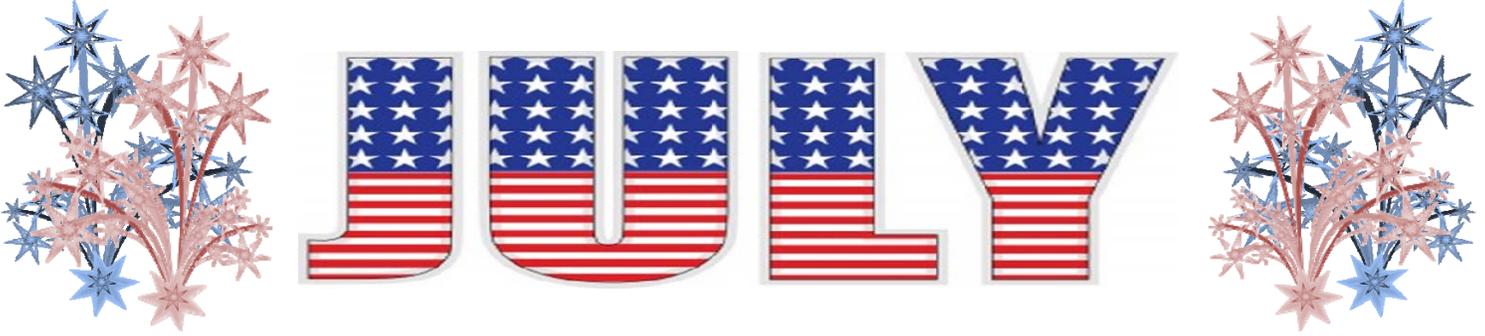
Accurate GIS data is critical in both the routing of 9-1-1 calls and for accurate dispatch. In preparing for Next Generation 9-1-1, MassGIS has created a web-based application to help municipalities clean up local GIS data by linking an address to one distinct location.

MassGIS's Field Data Capture (FDC) application is designed to help communities answer address mapping questions in preparation for Next Generation 9-1-1. In June and July, MassGIS conducted a beta-test of the FDC application with Paul Reed in Dighton, Lt. Kevin Farrar in Taunton, and Patrick Cullen in Westborough. The purpose of the beta-test was to test the application's usability, test tablet hardware, identify potential enhancements, and to resolve any outstanding bugs.

Michael Warner (MassGIS) and Norm Fournier (State 911 Department) briefly trained each beta-tester on how to use the FDC application and then went into the field to use the application to answer some of MassGIS's addressing questions. In Dighton, the testers mapped an apartment complex in detail and also mapped locations where new structures are actively being built. In Taunton, Mr. Warner and Lt. Farrar walked around the city's downtown to investigate some of the mixed-use addressing issues that many communities may face. In Westborough, Patrick Cullen tested the FDC in downtown Westborough, made a few enhancement suggestions to the interface, and also shared building-level address maps with MassGIS that he made for the Fire Department. By sharing these maps, MassGIS will be able to use the detail to clean up Westborough's addressing data.

MassGIS continues to tweak the FDC application, based on the beta-test feedback, to make it more user-friendly and responsive. It is now ready to start the next phase. MassGIS will be identifying the next 10 communities who are data ready for the FDC application cleanup effort and will be reaching out directly to the municipalities. If you have any questions, please feel free to contact Michael Warner, MassGIS at (617) 626-4617 or via email at [Michael.Warner@state.ma.us](mailto:Michael.Warner@state.ma.us).

## Updates from our Fiscal Division



 PSAPs are encouraged to submit final FY14 reimbursement requests. Please keep in mind that guidelines suggest submission of reimbursements within 30 days of incurring the costs. However, please do not submit reimbursements until all required documents are obtained and available for submission with the request.

 FY 2015 Training and EMD/Regulatory Compliance Grants and Support and Incentive Grants are available on our website. **Apply today!**

 The State 911 Department's Fiscal Division will be hosting another "GRANT CAMP" on **Thursday, August 21, 2014 at the Department's offices in Taunton.** This will be a drop-in session where you may seek assistance with your FY 2015 grant applications or FY 2104 reimbursement submissions. Fiscal staff will be available to answer all your questions. No need to schedule an appointment, simply drop by between 9:00 am and 5:00 pm and walk out with your completed grant and/or reimbursement submissions. Electronic copies of your completed documents will be made available on CD or emailed to you.

 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.

## Updates from our Training Division

### Annual Certification of Compliance

The State 911 Department reminds all PSAPs and Certified EMD Resources that the Annual Certification of Compliance forms are due by **July 31, 2014!** If you have questions or need assistance please contact Monna Wallace at [Monna.Wallace@state.ma.us](mailto:Monna.Wallace@state.ma.us) or Venus Wheeler at [Venus.Wheeler@state.ma.us](mailto:Venus.Wheeler@state.ma.us).

### Public Safety Communications Academy Schedule

37<sup>th</sup> PSCA      08/04/2014 – 09/05/2014    Taunton

38<sup>th</sup> PSCA      10/06/2014 – 11/07/2014    Maynard

**Note:** *Prior to registering for the Academy or other training courses, please check with your grant manager to ensure that your Training Grant has been approved and a contract has been signed.*

### Training Opportunities

August – December 2014 training opportunities are now posted on the Department's website at [www.mass.gov/e911](http://www.mass.gov/e911). Check our training calendar often for the class status (as they fill up quickly) and also for new courses as they become available.



*On behalf of the  
Training Division,  
we hope everyone is having  
a great summer!*

# On PSAP Patrol with Public Education Coordinator, Ronnie Zuniga

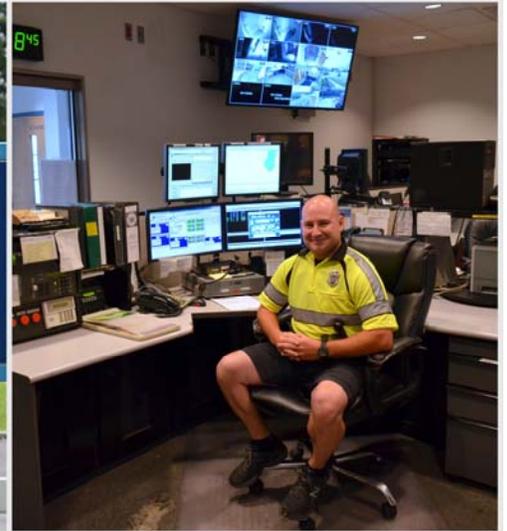
## *Great Barrington Police Department*



*Chief William Walsh*



*Great Barrington Police Department*



*Officer Adam Carlotto*

**T**his month my travels took me to the Town of Great Barrington Police Department where I had the pleasure of spending the day with its Chief William Walsh, a 34 year veteran on the job of which 31 years has been as Chief; Officer Adam Carlotto, an 8 year veteran of the police department; and other police officers on duty that day. The Great Barrington Police Department is relatively small in size, including a dispatch center (also serving as the front desk), two 9-1-1 consoles staffed by 17 rotating full time police officers, and 7 reserve officers who are also 9-1-1 call takers. In asking Chief Walsh to elaborate on the PSAP, he stated, “We keep our officers’ skills fresh. Every officer in the department conducts police work and regularly rotates as a 9-1-1 call taker. We are more than just a dispatch center”.

All of the officers I spoke with said they enjoyed call taking and policing. However, they all seemed to echo that the hardest part of taking calls is not knowing the end result. Officer Carlotto said, “On the street I can see what happens with the call, but as a dispatcher we disconnect and move on to the next call.”

Although every call is handled in a serious fashion, some do offer a comedic flare. While visiting, one officer told me the funniest call he ever received was a from a citizen stating her concern for a turtle in the middle of the road, and was requesting for police officers to remove it. Hey, even animals need heroes!

While Great Barrington may be a small town, it is surely big in its beauty and hospitality. The Police Department is staffed by some of the finest, professional individuals I have had the pleasure to meet. The town itself is rich in history and culture, and is sure to please any visitor looking to get away from it all, which only reaffirms Great Barrington really is GREAT! ~ Ronnie Zuniga

**Would you like your PSAP to be featured in the “On PSAP Patrol” section of our newsletter?**

**If so, tell us a little about why we should visit your PSAP and what makes your PSAP special.  
Please email Public Education Coordinator, Ronnie Zuniga at [Ronnie.Zuniga@state.ma.us](mailto:Ronnie.Zuniga@state.ma.us)**

# Massachusetts

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



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

Massachusetts



Massachusetts State 911 Department  
1380 Bay Street  
Building C  
Taunton, Massachusetts 02780

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