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Massachusetts State 911 Department Newsletter

35th Public Safety Communications Academy Graduation March 7, 2014



Pictured Left: Chief Kevin Coppinger, Lynn Police, Guest Speaker



Pictured Right: Executive Director Frank Pozniak

Graduates by Department

Brookline Police Department

Robert Amendola
 Brian Merrigan

Cambridge Communications

Nicole Erwin
 Caitlyn Igoe

Concord Police Department

Mary-Kathryn Middlemiss

Dukes County Communications

Amanda Gonsalves
 Samantha Smith

Lexington Police Department

William Thompson

New Bedford Police Department

Amber Massa
 Ashley Musseau

North Andover Police Department

Natasha Hubbard
 Joseph Sarno

Quincy Police Department

Carol Flynn

Revere Police Department

Heather Leary

South Shore RECC

Julie Natanson
 Adam Olsson
 Darryl Sampson Jr.

Springfield Police Dept.

Calyn Duffy
 Coty Guyette
 Steven Negron
 William A. Serrano
 Anthony Stomski

Wareham Police Department

Elizabeth Rich

Wellesley Police Department

Kathleen Lee
 Katlyn McSweeney

Wilmington Police Department

Derek Leffler
 Kayla Rosario

Winthrop Police Department

Karen MacDonald



Updates from our Systems Division

It may seem straightforward to disconnect the cables of a 9-1-1 position or 9-1-1 Admin position in order to move that 9-1-1 equipment to a new location, but this simple procedure can cause problems with the 9-1-1 equipment and possibly affect your ability to receive 9-1-1 calls if not done correctly. Do not attempt to disconnect or move any of this equipment without assistance from the State 911 Department.

Please be informed that the end of the fiscal year typically is a very busy time for MACs (Moves, Adds, and Changes) and contractually, the State 911 Department is required to provide our vendors enough lead time to complete a MAC.

As soon as you are aware of a project that involves disconnecting and moving 9-1-1 equipment, please let us know as soon as possible so that we can ensure the right team is there to work on the project and minimize your operational downtime.

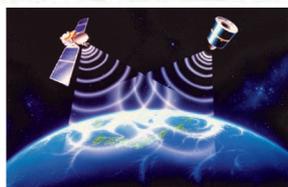
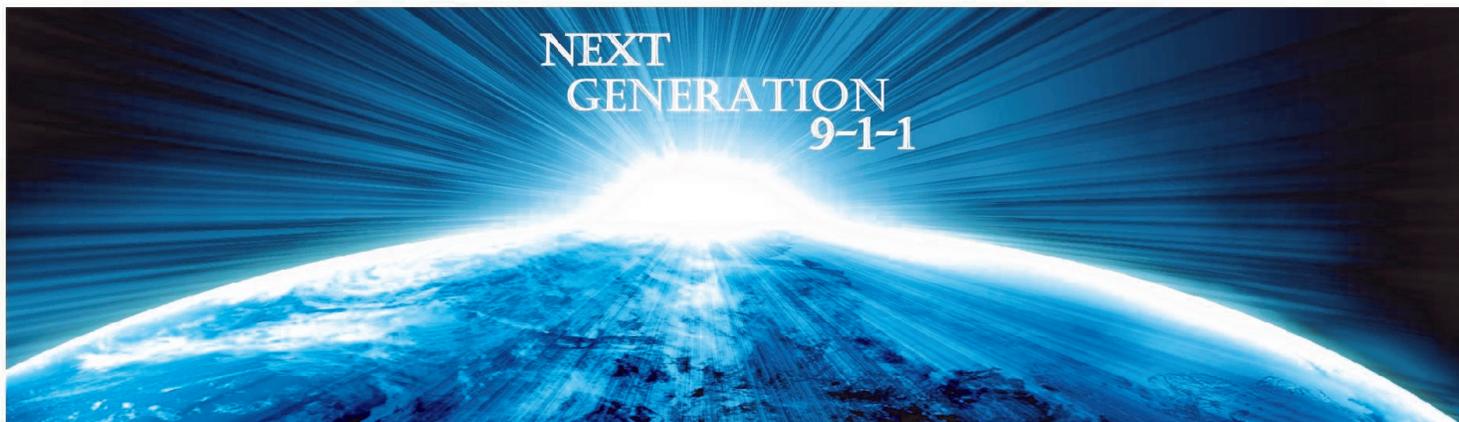
If you need to move any 9-1-1 equipment for any reason, please contact Jeff Jeffers at Jeff.jeffers@state.ma.us or by phone at (508) 821-7213.

Moves-Adds-Changes (MAC) Requests

Adequate notice to the State 911 Department is needed when requesting MACs to the equipment at your PSAP. The following notice time frames are required:

- PSAP relocation to a different building – 180 days
- Inside move of equipment – 60 days
- All other change requests – 30 days

Next Generation 9-1-1



Next Generation 9-1-1 will bring with it the capability to accept 9-1-1 text messages. However, the implementation of the Next Generation 9-1-1 system in Massachusetts isn't expected to be completed until mid 2016. In the mean time, the four major wireless carriers (AT&T, Sprint, T-Mobile and Verizon) have agreed to accept text to 9-1-1 by May 2014 as an interim step.

Text to 9-1-1 will fill a significant gap between the PSAPs and the deaf and hard of hearing community, and will assist those in need of contacting 9-1-1 if they may be in a situation that doesn't allow them to speak. Because of these critical needs, the State 911 Department will be implementing an interim solution that will enable anyone within Massachusetts to send a text message to a designated text PSAP. The text PSAP will verify the caller's location and either verbally relay the information the caller is providing or they will transfer the call to the appropriate local PSAP for processing.

The State 911 Department has created a stakeholder group to discuss the details on how the interim text to 9-1-1 program will be implemented. Such details will include recommended call handling policies, training of telecommunicators, and the location of text PSAPs. The implementation will include a significant outreach program to the public as well as the PSAPs.

Please contact Tom Ashe at tom.ashe@state.ma.us if you have any questions.

Updates from our Fiscal Division

March Madness

It's that time of year again where we all shoot to close out one fiscal year and get the ball rolling for the next fiscal year. The brackets below have been ranked and prioritized in an effort to assist our PSAPs in finalizing their FY 2014 grants and "scoring" their FY 2015 grants.

State 911 Department Grant Programs

Applications (Get in the Game)

There are a number of our PSAPs that have not yet applied for their FY 2014 Support and Incentive Grant and/or their FY 2014 Training and EMD/Regulatory Compliance Grant.

Regional Development Grant Guidelines and Applications are also available on at www.mass.gov/e911

All applications are due by April 1, 2014.

Rebound

Reimbursement forms can be found (and downloaded) on our website at www.mass.gov/e911. Reimbursements should be filed within 30 days of incurring costs.

Reimbursements should include all required documentation, such as proof of payment, proof of course completion (certificates or rosters), and invoices.

Grant Re-Play

Review all grant spending and balances.
File budget modification(s), if needed, by **May 15, 2014**.
Forms are available at www.mass.gov/e911

Check in with vendors, where applicable, to ensure delivery and installation of all commodities and services on or before **June 30, 2014**.

FY 2015 Season

FY 2015 Grant Guidelines and Applications are expected to be released in **April 2014**.

- Support and Incentive Grant
- Training Grant
- EMD/Regulatory Compliance Grant
- State Police Wireless PSAP Grant

Updates from our Programs Division

Highlights from the Public Safety Communications Academy Graduation Ceremony



Annual Certification of Compliance

The State 911 Department reminds all PSAPs, RECCs and Certified EMD Resources, that **now** is the time to collect information necessary to complete your Annual Certification of Compliance form. The form will be available in April on our website and will also be mailed to you.

New This Year

PSAPs providing EMD in-house using certified 9-1-1 telecommunicators and all Certified EMD Resources will be required to provide information about their EMD quality assurance program. You will be asked to provide the name of your quality assurance administrator, what your medical call volume statistics were during FY 2014, and the percentage of calls that were reviewed for quality assurance.

PSAPs, RECCs and Certified EMD Resources will be required to provide documentation that indicates that all certified 9-1-1 telecommunicators participated in 16 hours of continuing education during FY 2014.

If you have any questions regarding the annual certification of compliance process, please contact Programs Director, Monna Wallace at monna.wallace@state.ma.us

Massachusetts

9-1-1 Help is
at your
fingertips.



www.mass.gov/e911

Massachusetts

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at your
fingertips.
EMERGENCY   

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

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