

▶ NASHOBA VALLEY REGIONAL DISPATCH DISTRICT.....	1
▶ FISCAL UPDATE.....	2
▶ TRAINING UPDATE.....	3
▶ SYSTEMS UPDATE.....	4
▶ NEXT GENERATION 9-1-1 UPDATE.....	4

Massachusetts State 911 Department Newsletter

Nashoba Valley Regional Dispatch District



(Top) Executive Director-Nathan Kenney, (Bottom right) Dispatch Supervisor Peter Kinnas

Nashoba Valley Regional Dispatch District (NVRDD) is unlike most 9-1-1 centers for the simple fact that it is regionalized with four neighboring communities, Devens, Lancaster, Lunenburg and Harvard. NVRDD, which is a regional emergency communications center that answers and dispatches 9-1-1 calls for all four communities, opened on June 18, 2013 with the town of Lunenburg, followed by Lancaster and Devens later on that month. Harvard joined NVRDD on October 29, 2013. The Executive Director at NVRDD, Nathan Kenney, explained that the center operates with a minimum of two staff on the floor consisting of one dispatcher and one dispatch supervisor. On weekends the center is staffed with two dispatchers and one dispatch supervisor.

Nathan commented that the center has been operating well and some of the benefits of a regionalized communications center he highlighted include:

- A systematic call intake approach through computerized EMD protocols.
- The ability to quickly share information through a centralized database system.
- Ease in allocating resources for ongoing incidents.



Updates from our Fiscal Division

DID YOU KNOW...

For non-EMD courses currently under contract with the State 911 Department, all registration fees should be invoiced based upon the total number of students in a course and not the number of students each PSAP registers for a course, where such a course serves multiple PSAPs.

Reimbursement forms for Fiscal Year 2014 are now available on our website. Please note these forms have changed from the prior Fiscal Year.

The State 911 Department is available to assist PSAPs with grant applications and/or reimbursements. Please contact 508-821-7221 if you wish to schedule an appointment.



**HELP US TO HELP YOU SUPPORT PSAP OPERATIONAL AND TRAINING NEEDS.
APPLY FOR YOUR GRANT TODAY!**

...63 days left to submit your FY 2013 reimbursement request!

GRANT FUNDING MATTERS...

The State 911 Department's enabling statute at M.G.L, Section 18B(i), which is embodied in Chapter 223 of the Acts of 2008, (Chapter 223) sets forth the amount of funding for the training, support, incentive, and wireless state police grant programs. The amount of funding for each grant is based on a percentage level of the total surcharge revenues of the previous fiscal year. The funding level for each grant is as follows:

Training Grant, 5 percent of the total surcharge revenues of the previous fiscal year, with a floor of not less than 3.75 percent of the total surcharge revenues of the previous fiscal year;

Support Grant, 25 percent of the total surcharge revenues of the previous fiscal year, with a floor of not less than 18.75 percent of the total surcharge revenues of the previous fiscal year;

Incentive Grant, which is only available to regional public safety answering points (PSAP) and regional emergency communication centers (RECC) and is in addition to the support grant funding they receive, (1) for regional PSAPs serving 2 municipalities, ½ of 1 percent of the total surcharge revenues of the previous fiscal year, (2) for regional PSAPs serving 3 to 9 municipalities, 1 percent of the total surcharge revenues of the previous fiscal year, (3) for regional PSAPs serving 10 or more municipalities, 1.5 percent of the total surcharge revenues of the previous fiscal year, and (4) for RECCs, 2 percent of the total surcharge revenues of the previous fiscal year; and

Wireless State Police Grant, 4 percent of the total surcharge revenues of the previous fiscal year, with a floor of not less than 2 percent of the total surcharge revenues of the previous fiscal year.

By statute, the percentage levels may be increased with the approval of the State 911 Commission (Commission) , and in some cases also the approval of the Department of Telecommunications and Cable (DTC).

Please note that the current percentage level for each grant, and the allocation of training grant and support and incentive grant funding to each primary PSAP, regional PSAP and RECC that is based on call volume and population, is contained in the guidelines for those grants. The grant guidelines can be found on the State 911 Department's website at www.mass.gov/e911.

In addition, by statute the State 911 Department administers a Development Grant. The Development Grant supports the development and start up of regional and regional secondary PSAPs and RECCS, including the expansion or upgrade of existing regionals. This Grant is a competitive Grant, and the funding level is set by State 911 Department with Commission approval.

Finally, since the passage of Chapter 223, the State 911 Department, with Commission and DTC approval, established the EMD/Regulatory Compliance Grant to help fund the new EMD and telecommunicators certification requirements. The guidelines for this grant can be found within the training grant guidelines.

Updates from our Training Division



Greater New Bedford Regional Vocational Technical High School Criminal Justice Class

The State 911 Department proudly participates in a Public Safety/Criminal Justice Program taught at the high school level in two schools located within the Commonwealth. They are the New Bedford Regional Vocational Technical High School located in New Bedford (most recent class pictured above), and the Wachusett Regional High School located in Holden.

In order to participate in the four year program, students must consent to a background check, have outstanding conduct at all times and maintain excellent academic scores. This, along with their attendance and other qualifications, are monitored constantly by school authorities. Because the program has become so popular in both schools, there is a waiting list each year for students eager to participate. The State 911 Department provides training certifications necessary to meet the minimum training requirements for becoming a 9-1-1 telecommunicator in Massachusetts. New Bedford Police Lieutenant Rezendes advised that New Bedford already plans to hire five of the students from their most recent class. Lieutenant Armstrong of Holden Police told us that his Department is very active with the school program. They also have hired students after graduation as have other towns in central MA. He proudly went on to tell us that students that have participated in their program over the years have also gone on to work with the Massachusetts State Police Forensics Labs, Border Patrol Authorities and the FBI just to name a few. Wachusett High School students will participate in the State 911 Department training in May.

Public Safety Communications Academy

The State 911 Department conducts a five week Public Safety Communications Academy (PSCA) quarterly. During the five week period, participants receive certifications in the APCO 40 hour Public Safety Telecommunicator (PST1), VESTA PALLAS/Meridian 9-1-1 System, Suicide Intervention, Police Dispatch, Fire Dispatch, Stress Management, Domestic Violence, NIMS, CPR/First Responder, and Handling Calls for Missing and Exploited Children. Special presentations from subject matter experts from various areas of public safety such as Life Flight and local and state K-9 units are also included in the PSCA. State 911 Department trainers provide call simulation exercises weekly creating live environment situations to better prepare students for their role as a 9-1-1 telecommunicator.

For up to date information on the PSCA dates and other training opportunities offered by the State 911 Department's Training Division, visit our website at www.mass.gov/e911.

The 34th PSCA will graduate on Friday, November 1, 2013. The ceremony will begin at 10AM at State Police Headquarters in Framingham.

NAME CHANGE??

If an employee at your PSAP has changed their last name, please contact the State 911 Department's Training Division and let us know. It is important for our records to remain current so that we can track training certifications and log-in IDs. It is also important for the State 911 Department's Fiscal Division to have current names when identifying staff for reimbursement and other grant related items.

Updates from our Systems Division

Wireless

The State 911 Department is changing how wireless 9-1-1 calls are routed for emergency service number (ESN) 601, currently answered by the Framingham State Police wireless PSAP. ESN 601 is a geographic area comprised of 69 towns in Essex, Middlesex and Suffolk counties and was created specifically for routing of wireless 9-1-1 calls. On October 15, 2013 the State 911 Department directed Verizon to re-point all wireless 9-1-1 calls routing through the Medfield tandem in ESN 601 from Framingham State Police to the newly created Essex Wireless Center located at the Essex County Sheriff's headquarters in Middleton. This change only affected calls from AT&T wireless. In the near future the State 911 Department intends to redirect the remaining 9-1-1 wireless calls from Metro-PCS, Sprint, T-Mobile and Verizon to the Essex Wireless Center for ESN 601. Until such time all ESN 601 wireless 9-1-1 calls are directed to the Essex Wireless Center, you may need to contact both Framingham State Police and the Essex Wireless Center if you require further information on a particular 9-1-1 call or for recording requests. Wireless 9-1-1 calls initiated on either side of the border of ESN 601 may be answered at either Framingham State Police or the Essex Wireless Center depending on the tower that picks up the 9-1-1 call. A list of the communities within ESN 601 and a reference a map of ESN 601 may be found on our website at <http://www.mass.gov/e911>.

Please contact Norm Fournier or Tom Ashe if you have any questions or concerns regarding this matter at (508) 828-2911.

Next Generation 9-1-1



The State 911 Department is pleased to announce that the Next Generation 9-1-1 RFR has been released to the vendor community for response. It is anticipated that the PSAP deployment phase of the project will run from November 1, 2014 to June 30, 2016. There is much work to be done to get ready for the installation of the new technology. Since new equipment will be installed as part of the Next Generation 9-1-1, analysts from the Systems Division will be going out to all PSAPs to perform site surveys starting in November 2013. The goal of the site surveys is to understand what needs to be done at the PSAPs to prepare for the new equipment. We appreciate your anticipated cooperation during this significant work effort to modernize 9-1-1 services in the Commonwealth of Massachusetts.

Massachusetts

9-1-1 Help is
at your
fingertips.



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.