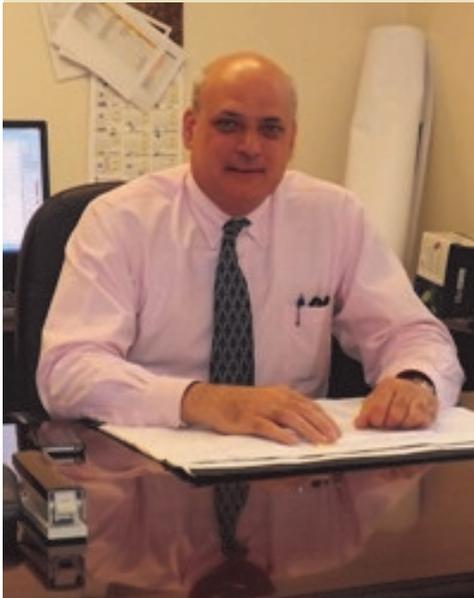


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Massachusetts State 911 Department Newsletter

A Note from The Executive Director



I am pleased to inform you that publication of the Massachusetts State 911 Department Newsletter is back after a long absence. The Newsletter will provide information on a variety of 9-1-1 topics and issues, including updates and “things you need to know” about the State 911 Department’s programs and projects. It is important that the Department communicate with and provide as much information as we can to our public safety answering points and other 9-1-1 stakeholders, and I feel that this Newsletter, along with the information contained on our website at www.mass.gov/e911, moves us forward in achieving that objective. Each Newsletter will be posted on the Department’s website.

As always, we thank you for your time and commitment to 9-1-1, and we support you in those efforts!

Frank Pozniak

State 911 Department Annual Awards Ceremony June 4, 2013

Congratulations Honorees

State Police at Shelburne Falls

Jason Connell
Cameron Dunbar

East Longmeadow Police

Scott Skala

Andover Police Department

John Peterson

Fall River Police Department

Kevin Resendes

Monson Police Department

William Chaiffre

Newton Police Department

Andrea Ferguson

Norfolk Public Safety

Communications
Joseph Castellano

Salisbury Police Department

Scarlette Balkus

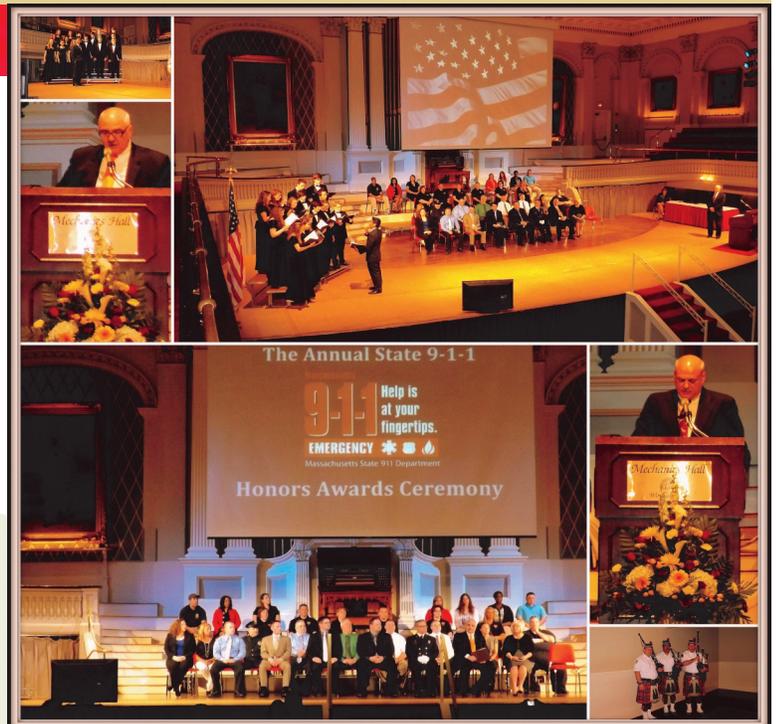
Springfield Police

Communications

Springfield Fire
Communications

Sturbridge Police Department

State Police at Northampton



What's happening in our neck of the woods? Updates from Systems and Fiscal Divisions

Systems

The State 911 Department has a surplus of IT equipment for all your public safety needs. Please read below for instructions on how to request the equipment.

- An original signed letter on PSAP letterhead must be submitted to the State 911 Department requesting transfer of ownership for surplus equipment. A sample request letter may be found on the State 911 Department website. If you have any questions regarding the transfer process please contact Jeff Jeffers at (508) 821-7213.
- Upon approval, the State 911 Department will coordinate with the PSAP to transfer ownership of the equipment. Please keep in mind, PSAPs may be required to report to Taunton to retrieve the requested equipment.

Below is a list of equipment available for transfer.

- (40) HP ML 310 G3 Servers
- (15) HP ML 330 G3 Servers
- (16) HP ML 330 G3 Servers
- (40) HP XW 4100 Workstations
- (75) 17" LCD Monitors
- (6) Two Post Equipment Racks
- (30) SMC 10/100 Ethernet Switches
- (20) Keyboard Arbitrators
- (800) HP Proliant 48x CD-ROM IDE Drives
- Dozens of new PS2 Keyboards and Mice



Fiscal

Some reminders regarding State 911 Department grant programs.

- The Training and EMD/Regulatory Compliance Grant **does not** support straight time costs for full time employees for participation at an approved State 911 Department course, except as explicitly noted in the grant guidelines.
- Costs incurred prior to your contract start date **cannot** be reimbursed under the State 911 Department grant programs. *The contract start date is the date the contract is executed by the State 911 Department.*
- Reimbursement requests are to be submitted **within 30 days** of incurring the expense.
- The FY 2014 grant guidelines are currently available at www.mass.gov/e911.
- FY 2014 grant applications cannot be awarded until a PSAP/RECC's annual certification of compliance form has been approved.

State 911 Department fiscal staff is available to assist with questions regarding our grant programs. The below contact information is provided for your reference.

Name	Resource	Contact Number	Email
Marilyn Godfrey, Grant Specialist	Questions regarding application process, budget modifications, adding 9-1-1 telecommunicators to a grant after contract award.	508-821-7299	911DeptGrants@state.ma.us
Vicki Goetz, Fiscal Coordinator	Questions regarding supporting documentation for reimbursements.	508-821-7211	Vicki.Goetz@state.ma.us
Michelle Hallahan, Fiscal Specialist	Questions regarding eligibility and process for reimbursements.	508-821-7216	Michelle.Hallahan@state.ma.us
Karen Robitaille, Finance Director	Questions or concerns regarding the State 911 Department grant programs.	508-821-7221	Karen.Robitaille@state.ma.us

What's happening in our neck of the woods? Updates from EDP and Training Divisions

EDP

Do you know about the Massachusetts Equipment Distribution Program (MassEDP)? It is a program managed by the State 911 Department. Mass EDP provides landline phones with added amenities catering to consumers' specific needs. For example, if you have a hearing impairment, specialized phones are available with flashing lights, loud ringtones and amplification features. Others come with large buttons for those that are visually impaired or high quality speaker phones with special accessories for people with mobility impairments. Mass EDP has a wide selection of telephones available for Massachusetts residents with a hearing impairment, blind or low vision issues, cognitive or a physical disability. For citizens of the Commonwealth that have an income of \$50,000 or less, and an application signed by their doctor, the specialized telephones and accessories are FREE. There is no charge for installation. The phone connects directly to a land line service and consumers are only responsible for the monthly charges already established through their telephone carrier. The EDP provides a better quality of life for many people and most importantly, access to emergency services. If you would like more information about this valuable program to educate the citizens in your community or even for yourself or a family member, call 1-800-300-5658 or visit the EDP website at www.mass.gov/massedp. The EDP call center is located in Taunton as part of the State 911 Department offices. If your PSAP, city, town or association is planning a public education event, professional staff from the EDP and the State 911 Department are available to provide public presentations as well as outreach material to assist you with educating the public about these valuable services.

Training

As we move into FY14, it is important to remember that all 9-1-1 telecommunicators, civilian and sworn, must participate in 16 hours of continuing education. This is an annual requirement! Now is a good time to explore the training needs of your PSAP, which can be achieved in several ways. For example, you could develop your own 16 hours of training, or you could send your staff to an advertised training being conducted by another PSAP /vendor or to a course being offered by the State 9-1-1 Department. If you choose to develop your own in-house training, please send your lesson plan to 911deptgrants@state.ma.us. In turn, it will be forwarded to the Programs Director for review and approval. If you prefer an advertised class, please be sure to check the approved list of training on the State 911 Department's website at www.mass.gov/e911. If the training course you are looking for is not on the approved list, please ask your grant signatory to send all of the course information to the aforementioned email address for approval.

If you are looking for ideas on the best way to meet the 16 hours of continuing education requirement, the Training Division is always happy to assist you.

Annual Certification of Compliance Forms

Annual Certification of Compliance forms are due no later than July 31st. If you have any questions or concerns regarding this process, please contact Monna Wallace at monna.wallace@state.ma.us.

Proper Use of Interpreter Services!

The Interpreter Service (titled QWEST) behind the special service icon located on your answering position unit is for use with 9-1-1 calls only! This number is not to be shared with other Public Safety Staff for the purpose of interviewing, booking prisoners, investigations or any other functions beyond 9-1-1 calls.

The State 911 Department monitors the usage of interpreter services to ensure that the services are being used properly.





“We are Communications Strong” *(By Ronnie Zuñiga)*

Emergency responders—it takes a special person to be one, someone with courage and selfless dedication, even in the face of adversity. Day in and day out they exhibit valiant efforts as those shown during the recent tragedies at the Marathon. Police Officers, Fire Fighters, First Responders, Doctors, and even civilians alike, all rolled up their sleeves to aid the victims of these senseless acts. Sadly, in the face of danger, we sometimes lose these heroes as the ultimate price of public safety... But, all too often we forget to recognize the heroes behind the scenes. The ones who work tirelessly to ensure all the right information gets across to the appropriate responders. In this special premier edition of the State 911 Department newsletter, we honor the heroic, ingenious, selfless efforts of the emergency communications departments of Boston, Cambridge, and Watertown by highlighting their actions on that fateful Monday afternoon and the days that followed.

Boston

On April 15th, Boston woke up to one of its most time honored traditions - the

Boston Marathon. The afternoon was perfect for this annual event. The crowds full of family and friends cheering the runners on. As the runners were starting to cross the finish line, the Red Sox wrapped up an amazing 9th inning win against the Blue Jays. The streets were flooded with onlookers and spectators in a bustling atmosphere electrified by the patriotism Boston is famously known for.

Meanwhile, at the communications center in Boston it was work as usual, with dispatchers handling emergency calls. Suddenly, at 2:49 pm, a transmission comes through the radio with the high-alert phrase “Turn Me Up” (code for an emergency situation happening as identified by a Boston Emergency Dispatcher). Supervisors immediately request their staff to investigate social media news and analyze the pictures of the Marathon. Dispatchers were still unclear as to what was going on, but they knew the situation was high priority. Instantly, the team begins their triage as numerous calls came through the phone lines and radios from frantic

citizens and officers reporting the scene. As one dispatcher put it “Adrenaline took over and we were in the zone”. The dispatchers began directing their coworkers and good friends into harm’s way while nervously waiting to hear back “all clear”. Thoughts of family members and public safety were heavy on their minds, yet without any hesitation, they persisted on, many of them working 16 hour shifts and volunteering to stay longer. As the days continued Boston experienced a state of “shock and awe”. Bostonians tried to make sense of this heinous act and wondered how to pick up the broken pieces of this bombing and terrorist deed. Unknown to the public, the next few days would shock them again with a manhunt that would consume all available resources spanning across two cities, and a state in frightening lock-down never experienced before.

Cambridge

On the early morning of April 19th a distressing call came into the Cambridge dispatch center, for a car-jacking. Dispatchers frantically began their own detective work with very little information on this call. Only the car make was identified as a Mercedes Benz SUV. Ingeniously, they Googled the vehicle to find out if it had any sort of theft tracking system. As luck would have it, the Mercedes Benz model was equipped with the “Mbrace2 Telematics System” which is used to track stolen vehicles. The dispatchers quickly called Mercedes Benz and in 8 minutes were able to track the vehicle’s exact location to 81 Dexter Street in Watertown, MA.

(Continued on page 5)



Instantaneously Cambridge dispatchers placed a call to Watertown Police over the landline phone, rather than the radio in fear of tipping off the suspects who might have had police scanners--a clear demonstration of their seasoned and remarkable expertise in this frantic manhunt. For Watertown the battle was just beginning and for Cambridge the war was not over. The Cambridge dispatchers decided to see this to the end, even after already working a 3-11 pm shift. Just another characteristic of their strength, dedication and passion towards their job and public safety.

Watertown

As the news started to trickle over the scanners and eventually into the media "Shots Fired, Shots Fired" were heard, the worst words communications personnel can hear on the radio, and yet words heard repeatedly on what would be a tireless night. Watertown dispatchers continued to stay on after their shift. Many of them going in even when they were not scheduled to work. One dispatcher even rolled out of bed and showed up in pajamas after hearing the barrage of gunshots nearby! Watertown was now the center of worldwide attention in the media and officers from all over the state hurried to Dexter Street to what would soon become a battle ground.

While in a state of dismay realizing terrorists were having a shootout in Watertown, dispatchers were pinned to their desks assisting officers. The adrenaline rush as described by these dispatchers was one of sheer heroism, commitment and exhausted dedication to get the job done. A dispatcher stated with sorrow in his voice the overwhelming perseverance he felt for the colleagues in the line of fire by simply stating "We are a family". Throughout the day calls poured in by the hundreds and with only 3 dispatchers and 2 assisting from Newton, they made due with what they had and forged on working together seamlessly. Some calls were concerned citizens advising of where to look for the suspect, or warning of suspicious packages. Others were more complicated. One caller stated her daughter lives in Watertown and she was not picking up her phone calls. Dispatchers were now faced with the disheartening task of dispatching officers to her home. The questions swirled in their heads: Is this a joke? Is the suspect holding her hostage? Am I sending my officers into a trap? Another call was a dialysis patient needing to go in for treatment during the time in which the entire city was locked down. Dispatchers acted quickly and sent a special unit to accompany the caller to the hospital for his dialysis treatment, all the while still handling the crisis of the manhunt.

We live in a world in which public safety responders and dispatchers alike don't often receive the appreciation they deserve. On a daily basis, these unsung heroes keep us safe. In sincere gratitude from the public, the phone lines began ringing non-stop with callers from all over the state, nation and world expressing their gratitude. Calls as far as France just to say Thank you! Over the next few days cards, balloons, flowers, and food arrived from all over the country expressing how thankful they were for such an extraordinary job. One dispatcher stated "***I really felt those thank yous. We all worked really hard and we were in a war zone, but we do this every day and it was very intense for a long time.***"

After listening to all the dispatchers and their incredible stories of heroism; all had one thing in common—they are a band of brothers and sisters. The camaraderie was undeniably evident. One dispatcher exclaimed "we will never be the same-never have I ever connected so much with an emergency, this only happens on TV." Before April 15th, this may have been true, but not now because it did happen to us—it was very real in Boston. These Unsung Heroes worked tirelessly, ignored fatigue, and provided support to their fellow colleagues on the street and safety for the citizens

of Massachusetts. We can be confident that throughout any tragedy, big or small, our heroes will still be there "**communications strong**" doing their jobs to the best of their ability with dedication and commitment.

Never a truer statement has been spoken than -
"Communications is the heart of public safety".



"I really felt those thank yous. We all worked really hard and we were in a war zone, but we do this everyday and it was very intense for a long time"



Personnel News

Christopher Markunas, Systems Analyst

On July 12, 2013, Chris Markunas left his position at the State 911 Department as a Systems Analyst. Chris has accepted a position with the Boston Police Department as the Director of Quality Assurance in its Operations Division.

Chris was with the State 911 Department for almost three years.

During his tenure here, he was instrumental in the implementation of wireless direct routing in Boston and Nantucket. He also played a key role in the development and implementation of the Department's Emergency Medical Dispatch regulations, and assisted in the Department's regionalization efforts.

The Department will miss Chris and we wish him the best of luck in his new position.



Ronnie Zuñiga, Public Education Coordinator, State 911 Department

As the new Public Education Coordinator for the State 911 Department, I look forward to working closely with our 9-1-1 PSAPs and the public. I hope to develop programs and outreach opportunities that will provide education on 9-1-1 and the fast-paced changes that are taking place not only here in the Commonwealth, but all over the country.

My experience includes working with several municipal and non-profit organizations in management, grant support, public education and outreach roles at the Boston Public Health Commission. Prior to that, it was my honor to serve as a Combat Infantryman-Team/Squad Leader for the United States Army from 1998 to 2006. During my tenure in the Army, I served several tours overseas and received many awards for my service. As a member of the military protecting our Country, I feel privileged to be working with such an amazing organization such as Massachusetts State 911 Department.

Here at the State 911 Department we are proud of all of our telecommunicators and believe that any extraordinary effort should be highlighted. As such, we would like to feature in our newsletter any dispatcher going above and beyond. If you know of any telecommunicators that deserve to be recognized and would like to see his/her efforts published, please do not hesitate to contact me at ronnie.zuniga@state.ma.us.

Ronnie Zuñiga



State 911 Commission

The State 911 Commission consists of 19 members and is charged with providing strategic oversight and guidance to the State 911 Department, and advising the Department relative to its annual budget and all material changes thereto and in all matters regarding enhanced 911 service. The State 911 Commission also is charged with approving all formulas, percentages, guidelines, or other mechanisms used to distribute grants, all major contracts that the Department proposes to enter into for enhanced 911 services, and all regulations and standards proposed by the Department. A list of the Commission members is set forth below.

Commission Member	Commission Representative	Commission Designee
Secretary of Public Safety and Security (Chair)	Andrea J. Cabral	Curtis M. Wood
Chief Information Officer of the Information Technology Division	John M. Letchford	
Colonel of State Police	Timothy D. Alben	Blair Sutherland
State Fire Marshal	Stephen D. Coan	Peter J. Ostroskey Peter A. Senopoulos
Police Commissioner of the City of Boston	Edward F. Davis	Michael A. Cox Sean P. Romanoski
Director of the Massachusetts Office on Disability	Myra Berloff	Jeffrey L. Dougan
Commissioner of Public Health	Cheryl Bartlett	James C. Pianka
Commissioner of the Massachusetts Commission for Deaf/Hard Hearing	Heidi L. Reed	Jonathan G. O'Dell
Massachusetts Chiefs of Police Association	Richard B. Stillman	
Massachusetts Police Association	Douglas W. Mellis	
Massachusetts Major City Chiefs Association	Kevin F. Coppinger	
Massachusetts Fire Chiefs Association	Gerard A. Dio	
Massachusetts Fire Chiefs Association	Robert D. Silvia	
Professional Fire Fighters of Massachusetts	Ralph P. Dowling	
Massachusetts Sheriffs Association	James M. Cummings	
Massachusetts Municipal Association	VACANT	
Massachusetts Emergency Medical Care Advisory Board	Peter M. Thomas (Vice Chair)	
Massachusetts Ambulance Association	Patrick Sean Tyler	
Massachusetts Communications Supervisors Association	George L. Fosque	

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

PLACE LABEL HERE FOR MAILING

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