

- ▶ GRADUATION..... 1
- ▶ NEXT GENERATION 9-1-1..... 2
- ▶ SYSTEMS UPDATE..... 3
- ▶ TRAINING UPDATE 3
- ▶ FISCAL UPDATE..... 4
- ▶ ON PSAP PATROL..... 5

Massachusetts State 911 Department

Newsletter

37th Public Safety Communications Academy Graduation September 5, 2014



Graduates by Department

Easton Police Department
Nicole Stone

Hudson Police Department
Joseph Stephens

Lakeville Police Department
Scott McDaniel

Lincoln Police Department
Melissa Marabella

Maynard Police Department
Patrick Brennan
Mirella Ruggiero

Medway Police Department
Ryan Kingsbury

Natick Police Department
Paul Ahern
Elizabeth Morrison

New Bedford Police Dept.
Abraham Nazario Jr.
William Stowell

North Adams Police Dept.
Arthur Filkins Jr.
Robin Moresi

Provincetown Police Dept.
Andreia Ribas

Stoughton Police Department
Patrick Norton

Wellesley Police Department
Jamie Verner

Massachusetts
9-1-1 Help is at your fingertips.
EMERGENCY



Please be informed following letter will be sent to the PSAPs regarding the Next Generation 9-1-1 project.

“The State 911 Department is pleased to announce that the contract to provide Next Generation 9-1-1(NG9-1-1) services was awarded to General Dynamics Information Technology (GDIT). This letter is to inform you of the upcoming planned work to convert your PSAP to NG 9-1-1.

The deployment at your PSAP consists of a number of stages:

Site Survey

GDIT will start the PSAP site surveys in the fall of 2014 and will contact you for scheduling a time for their visit. To maximize the productivity of the site survey, please have personnel onsite that are familiar with your facilities, such as HVAC, generator, electrical and wiring. You will be contacted prior to a site visit by GDIT.

Installation of Equipment

The GDIT team will be at your PSAP a number of times to perform preparatory work, physical installation of equipment in the 9-1-1 equipment room, circuit testing, monitoring testing and installation of equipment in the dispatch area. GDIT will endeavor to minimize any downtime or disruption at your PSAP and will communicate with you prior to visiting at your PSAP.

Training

Conversion training will occur prior to cutover at a designated training facility. The conversion training is an eight (8) hour session. PSAP administrators will have an additional four (4) hour session. This training will count towards continuing education and may be covered under the Training Grant.

Cutover

On the day of the cutover to the new system, GDIT will be onsite along with a trainer and a State 911 Department systems analyst to address any issues, answer any questions from call takers and ensure the NG9-1-1 system is working as expected. We will communicate additional cutover details for your PSAP, including anticipated downtime, in a future communication.

Removal of Old Equipment

The E9-1-1 equipment rack that supports the Vesta system will be replaced with an equipment rack installed by GDIT. After you are up and running on the NG 9-1-1 system, the E9-1-1 Vesta equipment rack will be removed. The E9-1-1 computers in your dispatch area will also be removed.

Finally, we know there are a lot of questions about “text to 9-1-1”. We will be addressing “text to 9-1-1” in a future communication. Thank you for your cooperation during this planned work”.

If you have any questions please contact Norm Fournier at (508) 821-7209 or you can send an email to NG911@massmail.state.ma.us.

Updates from our Systems Division

ESN 603

Please note that as of September 3, 2014, wireless calls for the municipalities listed below are now being answered at the Framingham State Police wireless PSAP instead of the Northampton State Police wireless PSAP. Wireless calls for ESN 603 will remain at Framingham State Police indefinitely. To request any 9-1-1 recordings for calls that originate at the Framingham State Police wireless PSAP, please contact Deborah Miller at (508) 820-2357, or deborah.miller@massmail.state.ma.us.

Ashburnham	East Brookfield	Leominster	Pepperell	Sterling
Ashby	Fitchburg	Lunenburg	Petersham	Sturbridge
Athol	Gardner	Monson	Phillipston	Templeton
Ayer	Granby	New Braintree	Princeton	Townsend
Barre	Groton	New Salem	Royalston	Wales
Belchertown	Hardwick	North Brookfield	Rutland	Ware
Brimfield	Holden	Oakham	Shirley	Warren
Brookfield	Holland	Palmer	Shutesbury	West Brookfield
Charlton	Hubbardston	Paxton	Southbridge	Westminster
Devens	Lancaster	Pelham	Spencer	Winchendon
Dudley	Leicester			

Updates from our Training Division

Preparing for NG9-1-1 Equipment Training

The State 911 Department is currently working with training teams from *General Dynamics*, *Emergency CallWorks* and *Digital Data Technologies Incorporated (DDTI)*, to develop an eight (8) hour NG9-1-1 equipment/mapping training course for all Massachusetts certified 9-1-1 telecommunicators and a four (4) hour administrator course for PSAP personnel that are assigned as the PSAP administrator for the 9-1-1 system.

As we convert PSAPs to the new NG 9-1-1 system, it will be mandatory for all certified 9-1-1 telecommunicators to complete eight (8) hours of NG9-1-1 equipment training in order to maintain their certification as a 9-1-1 telecommunicator. Training will take place a few weeks prior to the deployment of the new system at the PSAP.

Training will be conducted by using portable classrooms that can be easily moved throughout the Commonwealth. We expect each portable classroom to have the ability to accommodate up to twenty (20) students. The State 911 Department will be the administrators for all scheduled training using the same application process that we use today.

It is our goal to select training locations at various areas across the Commonwealth in an attempt to minimize travel for PSAP personnel. In an effort to do this, the State 911 Department is seeking PSAPs interested in hosting the NG9-1-1 eight (8) hour equipment training and the four (4) hour administrator's training. Classrooms should have desk space with the ability to accommodate up to twenty (20) students using laptops with two (2) monitors, have a working audio visual system in place, and be fully ADA accessible. If your PSAP is interested in hosting the NG9-1-1 training and you feel that you meet these criteria, please contact Cathy Rodriguez at (508) 821-7217 or email her at cathy.rodriguez@state.ma.us and your PSAP will be added to our list as a possible training location.

Note: *NG911 training hours for telecommunicators and administrators are approved for the Department's required sixteen (16) hours of continuing education, and may be eligible for reimbursement under the training grant.*

Updates from our Fiscal Division

SEPTEMBER



The State 911 Department continues its efforts to eliminate the backlog of reimbursement requests. The State 911 Department thanks you for your patience as we work through this backlog.



There are several actions that PSAPs can take to improve accounts receivables. These suggested actions are detailed below.

1. PSAPs are encouraged to file applications and get an early contract start date.
2. PSAPs should submit reimbursements, at a minimum, monthly after contract execution.
3. PSAPs should ensure reimbursement requests are complete and signed by an authorized signatory, and be sure to include all 9-1-1 reimbursement forms and required supporting documentation, i.e. proof of payment, invoices, rosters or certificates, etc.



GRANT CAMP CONTINUES: Having received positive response from many PSAPs, the State 911 Department fiscal division will host another “GRANT CAMP” on **Thursday, October 23, 2014 at the Department’s offices in Taunton**. These will be drop-in sessions where all are welcome to attend to seek assistance with your FY 2015 grant applications and 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.



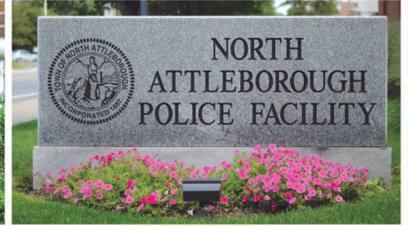
's of reimbursements

Authorized Signatory: original signature required on all summary pages.

Back-up documentation: payroll reports, proof of payment, invoices, rosters are required.

Calculations: review for accuracy to avoid reductions.

On PSAP Patrol with *Ronnie Zuniga* *North Attleboro Police Department*



Dispatcher Robert Sirois

Chief John Reilly and Lieutenant Michael Gould Jr.

North Attleboro Police Department

When you see a North Attleboro police officer or dispatcher, one can't help but notice the pride they take in their uniform. However, there is more to this department other than a well pressed uniform and military style shined boots. So for this month I would like to take you behind the scenes with Chief John Reilly, Lieutenant Michael Gould Jr., and Dispatcher Robert Sirois of the North Attleboro Police Department.

The Department is made up of 44 sworn officers, 9 civilian dispatchers working with two dispatch consoles. However, the Department was recently approved to combine the Police and Fire Dispatch Centers for a total of 4 consoles beginning sometime next summer. In asking how he felt about this, Robert eagerly responded "I am looking forward to working together with fire dispatch, combining resources, and better serving our community of almost 32,000 residents". Robert not only handles 9-1-1 calls, but he also works the front desk as needed, serves as the Juvenile Lock Up Coordinator, and has been dubbed as a leader by his peers-dedication and community service at its finest!

Interestingly enough, Chief Reilly started his career as a dispatcher and fully understands the difficulties they face on a daily basis. For example; not knowing the outcome of an incident. As such, North Attleboro includes all of its dispatchers in after action reports to help gain some closure. Chief Reilly expressed the importance of the difficult and often overlooked position of a dispatcher, stating, "when I did it, we were literally pushing a button on the wall and speaking into a microphone. Now they look like they are about to take off on the Enterprise", referring to the modern dispatch consoles and monitors. I asked Chief Reilly what sets his PSAP apart from the rest. Without hesitation his response was "My crew! This department has downsized significantly, while the calls have increased." In 2013, the PSAP logged in over 33,000 incidents without a hitch and with fewer resources. Chief Reilly couldn't stress enough how proud and thankful he is for having such a strong crew. I'm sure the residents of North Attleboro are also thankful for such a great team!

Another interesting aspect is the police station. The station was once a jewelry manufacturer from 1906-1971. In fact, North Attleboro was once the home to the Balfour Company who makes championship rings for Super Bowl and the World Series winners, as explained by Robert. In 2004, Chief Gould (Lt. Gould's father) saw the former jewelry building as a perfect location for their new police headquarters. Ingeniously, they employed some Bristol County inmates to do over 90% of the demolition to save on labor cost for the 8 million dollar project. Not only that, but they also managed to pick up about \$80k in gold dust from the floor boards and air duct by simply using dust rags, who knew! When you walk into the station, you can't help but feel in awe. It maintains its history with a modern flare. From its original fully functioning clock tower, to the exposed brick, high ceilings, and state of the art training room, one can't help but ALMOST want to spend the night in the police station. Simply put, WOW! - *(Ronnie Zuniga)*

**Would you like your PSAP to be featured in the "On PSAP Patrol" section of our newsletter?
Please email Public Education Coordinator, Ronnie Zuniga at Ronnie.Zuniga@state.ma.us**

Massachusetts

9-1-1 Help is at your fingertips.



www.mass.gov/e911

Massachusetts

9-1-1 Help is
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.