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Massachusetts State 911 Department Newsletter

Summertime fun with the State 911 Department



National Night Out

On August 3, 2015, the Massachusetts State 911 Department, two of its programs (Mass Relay and the Equipment Distribution Program), and the Mobile Public Safety Answering Point (Mobile PSAP) were all on expo at the National Night Out Event hosted by the Revere Police Department. The event was a huge success as city officials and other emergency services departments were all on hand to educate the hundreds of citizens (some pictured above) that came to the event to discuss and view the wonderful programs and services available to them.

For more information on how to have the Massachusetts State 911 Department, or the Mobile PSAP, as an exhibitor at your next event, please contact Ronnie Zuñiga at ronnie.zuniga@state.ma.us or log onto www.mass.gov/e911.



Updates from our Systems Division

The Mobile PSAP

The State 911 Department's Mobile PSAP is available for use in the event PSAP facilities are needed to be supplemented or are unusable for a short duration of time. The Mobile PSAP is forty-two (42) feet long, fourteen (14) feet wide with two (2) bump outs, has a gross vehicle weight of 33,000 pounds, and is equipped with six (6) ring all answering positions. The Mobile PSAP is equipped with a light tower, two adjustable cameras with infrared, multifunction fax printer, radios, a simulated E911 test call environment, and satellite television. The Mobile PSAP is also wheelchair accessible with a wheelchair ramp in the back.

The Mobile PSAP does require facilities from Verizon in the area in order to take live E911 calls. Please be informed that it takes Verizon at least twenty-four (24) to forty-eight (48) hours to set up the Mobile PSAP,

and that is assuming Verizon has facilities readily available in the vicinity. The Mobile PSAP will be fitted with Next Generation 9-1-1 equipment and those specifications and capabilities will be communicated in a future newsletter.

If you have any questions on the Mobile PSAP, please contact Norm Fournier at norm.fournier@massmail.state.ma.us.



PSAP Directory Request

The State 911 Department provides an electronic PSAP directory for all PSAPs and other public safety official agencies on a requested basis. This directory includes the 1-way, 2-way, business line, fax number, and the mailing address of each PSAP. It also lists the alternate for each PSAP along with the above information. With the ongoing regionalization and the need to know which of the cities and towns are served by each PSAP, a list of towns and the PSAPs that serve them is included at the end of the directory.

If you would like to receive a copy of the PSAP directory please contact Jeff Jeffers at jeff.jeffers@state.ma.us.

Next Generation 9-1-1 News Flash



Testing the Next Generation 9-1-1 system continues. The Next Generation 9-1-1 network is designed with redundancy similar to what exists today. Redundant routes going into the PSAP helps ensure that 9-1-1 calls can be delivered to the PSAP in the event one carrier has a service outage. Each PSAP will also receive at a minimum of two (2) routers and two (2) network switches to further enhance reliability.

The proof of concept testing for satellite connectivity was completed in GDIT's Needham lab last week with fourteen (14) simultaneous calls on one satellite dish. To simulate this test, twenty eight (28) people were set up in a room and placed (14) fourteen simultaneous calls with people talking on both ends. While satellite does have bandwidth limitations, the proof of concept testing went well.

Once we finish system end – to –end testing, we will start with the pilot PSAP deployment and release the deployment schedule. If you have any questions on the Next Generation 9-1-1 project, please feel free to contact Tricia Pries at tricie.pries@massmail.state.ma.us.

Updates from our Fiscal Division



-  The FY 2016 Training Grant and EMD/Regulatory Compliance Grant is currently available. PSAPs are reminded that EMD/Regulatory Compliance Grant funding requests applied for and awarded under categories A through D impacts eligible spending under the Training Grant. Please contact Karen Robitaille at 508-821-7221 if you are applying for funding in categories A through D under the EMD/Regulatory Compliance Grant and require clarification on the impact to your Training Grant.
-  The State 911 Department anticipates releasing the FY 2016 Support and Incentive Grant and the FY 2016 Wireless State Police Grant in late September 2015. It's anticipated that the funding period will run from October 1, 2015 through June 30, 2016, and that allocations will not be pro-rated.
-  The State 911 Department anticipates releasing the FY 2016 Regional Development Grant in late September with an application deadline of November 1, 2015. The FY 2016 Regional Development Program funding period is anticipated to start January 1, 2016 and will extend through June 30, 2017.
-  As we begin a new grant cycle, please remember to download and utilize the FY 2016 forms for all FY 2016 transactions; applications and reimbursements.
-  The State 911 Department is pleased to welcome Angela Pilling to the Fiscal Division. Angela joins the State 911 Department with 20 years of grant related experience. As a Fiscal Specialist, Angela will provide support to the processing of reimbursements.

Updates from our Training Division



It's back to school at the State 911 Department!!

Fall Academy

The State 911 Department still has a few openings in our Fall Academy scheduled to begin on October 5, 2015. The Academy will take place at our Maynard Training facility. If you would like more information about the Academy, contact Cathy Rodriguez at cathy.rodriguez@state.ma.us.

New Hire Training

We make training for newly hired staff available at all of our training facilities each month. If you are looking for a specific certification and the class is full or you don't see it on our training calendar, we will do our best to accommodate your PSAP by adding classes. Venus Wheeler is happy to assist you. Venus can be reached at venus.wheeler@state.ma.us

Annual Certification of Compliance

July 31, 2015 marked the due date for the PSAP Annual Certification of Compliance process. If you have not completed the process and have questions, you may contact Monna Wallace at monna.wallace@state.ma.us for assistance.

Massachusetts

9-1-1 Help is at your fingertips.



www.mass.gov/e911

Massachusetts



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