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Massachusetts State 911 Department Newsletter

*From all of us at the State 911 Department.
We hope you had a great summer!*



Cape Cod, MA

Updates from our Systems Division



The State 911 Department has completed the testing of the new Next Generation 9-1-1 system. There has been a number of phases of testing starting with Proof of Concept testing in the Spring of 2015. Since then there has been ongoing inbound cell call testing and three phases of User Acceptance Testing. Each round of testing brought to light refinements to the system necessary to ensure the system works as expected with the redundancy and resiliency expected by the State 911 Department and the PSAPs.

Additionally, when User Acceptance Testing was complete, the State 911 Department did their own Scenario Based testing. All told, over 1,000 tests were run to ensure the system performed as expected and the Network Operations Center responded to any issues appropriately. The State 911 Department will undergo more testing once the ACD release is delivered for the large PSAPs.

If you have any questions on the testing efforts of the Next Generation 9-1-1 system, please feel free to contact Norm Fournier via email at norm.fournier@state.ma.us.

In August the Department successfully deployed our first, Next Generation 9-1-1 pilot in the town of Boxborough. Deployment of the other pilots will continue in September. We will provide more details on the pilot roll out in our September Newsletter and also at our September 22nd State 911 Commission meeting.



The State 911 Department has begun conducting two hour workshops to prepare PSAPs for deployment to the new Next Generation 9-1-1 system.

Approximately 90 days prior to deployment, PSAP managers and supervisors will have the opportunity to attend a two-hour workshop in preparation for the Next Generation 9-1-1 transition process. Information regarding their deployment date and other high level information will be provided at that time.

Based on the PSAP's deployment date, the State 911 Department will contact the PSAP manager/supervisor and provide them workshop dates and locations.

For questions, please contact Monna Wallace at monna.wallace@state.ma.us

Updates from our Fiscal Division



As the FY2016 grant cycle winds down, below are some reminders that may be helpful when preparing final reimbursements. Please remember:

- The **filing deadline** for FY 2016 Training Grant and EMD/Regulatory Compliance Grant and Support and Incentive reimbursements is **Friday, September 30, 2016**;
- holiday payouts/payment of leave balances/payment of extended leaves are not eligible expenses under the State 911 Department grant programs;
- Vesta training is a two-day course;
- Review your grants to ensure personnel are listed on the approved application;
- Copies of reimbursement requests are NOT needed; original only is required;
- Fill in all fields requested on the reimbursement forms, including the check date column.

The State 911 Department is please to report that all FY 2016 reimbursement requests are being processed in compliance with grant guidelines, that is within 30 business days of receipt of all necessary documentation.

In addition, all FY 2015 Support and Incentive reimbursement requests for which the State 911 Department has received all required documentation have been processed. The State 911 Department will continue to work on the backlog of the FY 2015 Training Grant and EMD/Regulatory Compliance Grant reimbursements. The State 911 Department wishes to thank all the PSAPs for their patience and assistance as we work to reconcile this backlog.

Finally, the FY 2017 Training Grant and EMD/Regulatory Compliance Grant and Support and Incentive Grant are available. The guidelines and applications can be found on our website (www.mass.gov/e911). **Apply today!**

Updates from our Training Division



Introducing: Linda Mazzola (left) and Christine O'Reilly (right)

You may recognize their names because these are the two women that place TTY calls into your PSAP 24 hours a day, seven days a week asking if you have time for a test call. Yes, these two make up the Department's "TTY Quality Assurance" test call team.

Linda, an original member of the team, has been with the program for the past 15 years, and Christine is not far behind her with 14 years. Both have done an extraordinary job making sure that our Massachusetts telecommunicators maintain their skills and are always prepared to process an emergency TTY call.

So next time you receive a call from one of them, take the time to say hello and let them know you can now put a face with a message!

Massachusetts Equipment Distribution Program



The Massachusetts Equipment Distribution Program (Mass EDP) offers a variety of adaptive telephones for Massachusetts residents with a permanent disability. There is a simple application process that verifies the applicant's residence and disability. If the applicant's annual income is \$50,000 or less, there is no charge for the telephone.

For an application or more information about Mass EDP, visit the website at www.mass.gov/massedp or call our customer service center at 1-800-300-5658 voice/TTY.

This month we are featuring the "Clarity XLC 3.4" cordless telephone. This particular phone is designed to assist people that are hard of hearing or have low vision.

THE CLARITY XLC 3.4 CORDLESS TELEPHONE

Features of the Clarity XLC 3.4 Cordless Telephone

- 4 tone settings for a customized listening experience & 95dB extra-loud ringer with adjustable tones
- Amplifies incoming sound up to 50+dB & outgoing speech up to 15dB for others to hear better
- Includes dual-power battery allowing calls when power is out & belt clip
- High-contrast Caller ID screen with large font & talking Caller ID
- Hearing aid compatible & TIA-1083 compliant
- Amplifies incoming sound up to 50+dB & outgoing speech up to 15 dB for others to hear better
- DECT 6.0 technology for interference-free communication
- Includes 4 tone settings for a customized listening experience & 95dB extra-loud ringer with adjustable tones

