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Massachusetts State 911 Department

Newsletter

Happy Holidays

*From all of us here at the
Massachusetts State 911 Department*



Updates from our Systems Division

The Systems Division at the State 911 Department is getting ready for the Next Generation 9-1-1 project. Training is underway for the Systems Analysts that includes a technical review of the Next Generation 9-1-1 system, site acceptance training with defined QC procedures, telecommunicator training and supervisor training. Deployment documentation is being developed along with QA and QC material to ensure a smooth transition to the Next Generation 9-1-1 System.

Please update your PSAP Contact Form. As the year comes to a close and personnel change, please keep in mind the State 911 Department will need an updated PSAP Contact Form. This form can be found on our website at <http://www.mass.gov/eopss/docs/setb/contact-info-update-form.pdf> This form is very important as it notes who we should be contacting for different issues. There are a number of roles on the form. If you have any questions on the form, please contact Jeff Jeffers at jeff.jeffers@state.ma.us or by phone at (508) 821-7213.

Next Generation 9-1-1 News Flash

GDIT will be providing a standard serial interface for the PSAP's CAD system utilizing a device that will be placed in the Next Generation 9-1-1 server cabinet. This device will have two ports configured for an RS232 serial output. One port will be used for the ANI/ALI output for the DLR. The second port provides a serial output via an RJ 45 straight through cable connected to a DB25F crossover adapter mounted on the 911 backboard.

The pinouts for the adapter are noted below:

RJ45	DB25
2 (RTS)	5 (CTS)
3 (DSR)	20 (DTR)
4 (TXD)	3 (RXD)
5 (RXD)	2 (TXD)
6 (GND)	7 (GND)
7 (CTS)	4 (RTS)
8 (DTR)	6 (DSR) + 8 (DCD)

The handoff for the CAD vendors will be one of two possible serial demarcations depending on your configuration.

- 1) Using the existing Haddax box currently used in the legacy CAD configuration, the DB25 adapter will terminate on the same port as the legacy CAD termination from the Vesta system.
- 2) If you do **not** have a Haddax box, the female connector on the DB 26 end of the adapter will mate directly with the serial cable from the existing CAD server. Please know the CAD vendor will need to install a serial cable configured with a DB25M connector to terminate at the crossover adapter. The RS-232 port is configured as follows:
 - Baud Rate: 9600
 - Data Bit: N
 - Parity: 1
 - Stop Bit None

The CAD documents can be found on our site at www.mass.gov/e911 and click on "Service Provider Resources".

Please note that an IP CAD spill is being also developed by GDIT. We will provide those specifications once the State 911 Department has them.

If you have any questions, please contact Tricia Pries at tricia.pries@state.ma.us

Updates from our Fiscal Division



Spot the Difference: In addition to the payment amount, FY 2016 payment notifications will include the contract balance in the body of the e-mail. If a reimbursement request should be processed for an amount less than that requested, the PSAPs will, as part of the payment notification, receive copies of the reimbursement forms displaying the reduction(s).



Split Week: Please note, if a PSAP elects to submit for personnel costs beginning on the contract start date and that contract start date is not the beginning of the pay period, the PSAP is required to submit time cards along with the payroll reports to document that the hours requested fall on or after the contract start date.



Only One: PSAPs are reminded that only one (1) original submission of a reimbursement request is required. Copies are not needed.



Apply today!! The FY 2016 Training Grant and EMD/Regulatory Compliance Grant and FY 2016 Support and Incentive Grant Reimbursement forms are available on the website (www.mass.gov/e911). Please be sure to use the correct forms when submitting reimbursements.



The State 911 Department Fiscal Division wishes to congratulate Chief Alan Wishart and the Granby Police Department on its successful management of its FY 2016 Support and Incentive Grant.

Regionalization Update

From the desk of . . .
Christine Wingfield, Regional PSAP Coordinator
(339) 224-0911 or via email
Christine.wingfield@state.ma.us

The Nashoba Valley Regional Emergency Communication Center (NVRECC) has been operational since June of 2013. The regional center is expanding their operation to incorporate the town of Bolton no later than July 1, 2016. Bolton signed the District Agreement with the NVRECC on September 3, 2015. Bolton will be the fifth community being served out of the dispatch center.



(LEFT) Robert Moody, has been dispatching since 1994. Robert joined the NVRECC when it became operational. Prior to this he had worked at both Lancaster and Shirley.

(RIGHT) Kristina Morin, shift supervisor, has been dispatching since 2002. Kristina, also, joined the NVRECC when it became operational. Prior to being employed with the NVRECC she was a dispatcher for both Devens and Leominster.

Updates from our Training Division



A Message from APCO Important APCO Certification/Recertification Information!

The APCO Public Safety Telecommunicator 1, 7th Edition is launching January 13, 2016

In response to the approval of new standards for Public Safety Telecommunicators (PST) and PST Instructors, APCO has updated its PST1 and PST1- Instructor courses to meet the new standards. The new, 7th edition courses replace the current 6th edition of the classes.

APCO Institute will accept PST1, 6th Edition paperwork from Agency Instructors until June 30, 2016.

The change will require individuals certified in the PST1, 6th edition student course to update their certificates to the new edition by December 31, 2017.

What you need to know:

If you are certified as a PST1, 6th Edition instructor:

- **Certification Update Course:**

Beginning January 13, 2016, through December 31, 2017, current PST1, 6th Edition instructors will be provided with a self-paced online update at no charge. Initially, instructor update classes will be offered on a weekly basis, available 24/7. Each class will remain open for three weeks and students should anticipate two hours of commitment to complete this update. Two CDEs will be provided upon successful completion.

- **Book Exchange:**

PST1, 6th Edition student manuals may be exchanged through December 31, 2016. An Exchange Order Form with additional information will be available in the PST1, 7th Edition, and Instructor PSConnect Community. Cost for the exchange is \$20 per manual plus shipping and handling.

If you hold a certification for PST1, 6th edition, and are not an instructor:

- Beginning January 13, 2016, through December 31, 2017, a student online update will be available. Individuals that received their PST1, 6th edition certification in calendar year 2015 will be able to update at no cost. Anyone who has successfully completed an APCO basic course prior to 2015 can update to PST1, 7th Edition for \$30. This update is also accessible 24/7, and provides two CDEs for successful completion.

Recertification for PST1, 7th Edition

- Recertification for PST1, 7th Edition is required by APCO every two years in order to maintain APCO certification.

For more information about the PST 1, 7th addition update, please call the APCO Institute at (888)-272-6911 or email them at institute@APCOintl.org

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 "Serene HD 40P" telephone. This particular phone is designed to assist people with a cognitive disability.

THE SERENE HD 40P TELEPHONE



- High-Definition Sound Technology for unmatched clarity, a new standard in amplified telephone technology
- Amplifies incoming sound up to 20 times (over 26+dB), the most powerful in its class
- Selectable Digital Tone Setting allows you to boost and enhance the speech frequencies you can't hear well, making difficult to hear words intelligible again.
- Latest Digital Sound Processing technology eliminates virtually all distortion, echo effects and unwanted static, commonly found in other amplified phones
- 9 large and easy to set up photo memory buttons for quick one touch dialing
- Two (front and side) visual flashers
- 90+ db super loud ringer and adjustable ringing volume and tone controls
- Powered by the telephone line. No AC adapter is required

Massachusetts

9-1-1 Help is at your fingertips.



www.mass.gov/e911

Massachusetts



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Effective January 2016, the State 911 Department will no longer mail copies of our Department newsletter. The newsletter will continue to be available on our website at www.mass.gov/e911, and will be sent electronically. If you do not currently receive the newsletter electronically and would like to receive a copy each month by email, please contact Ronnie Zuniga at ronnie.zuniga@state.ma.us.

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