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# Massachusetts State 911 Department Newsletter

## 41st Public Safety Communications Academy



*Graduates pictured above are listed below in order by department*

**Bedford Police Department**

*Maryellen Brickey*

**Berkshire County Sheriff**

*Andrew Benoit*

**Brookline Police Department**

*Alan Hunte  
Alison Ning*

**Fall River Police Department**

*Darryn Crook  
Kelsey Faunce  
Brandon Halbardier  
Eric Longstreet  
Shannon Rebello*

**Framingham Police Department**

*Justin Morenzetti*

**Lakeville Police Department**

*Amanda Correia*

**Methuen Police Department**

*Bryanna Giorgio*

**Revere Police Department**

*Diane DoCanto  
Diana Reardon*

**Springfield Communications**

*Chelsea Blake  
Kiani Casillas  
Melanie Nuñez  
Melissa Reyes*

**Waltham Police Department**

*Justin Prescott*

**State 911 Department Staff**

*Frank Pozniak-Executive Director  
Monna Wallace-Programs Director  
Cathy Rodriguez-Program Coordinator*



## Updates from our Systems Division

The State 911 Department has a new location and so does our mobile public safety answering point (Mobile PSAP). In the new Middleborough location, the Mobile PSAP has a garage that is fully equipped with air conditioning, carbon monoxide venting, and water to facilitate maintenance.

The State 911 Department's Mobile PSAP is a Kenworth truck whose main purpose is to serve as a Mobile PSAP in the event a PSAP cannot answer their 9-1-1 calls due to planned renovations, or facility or system issues. It has served a number of PSAPs during events such as flooding and renovations. Like all other PSAPS, the Mobile PSAP will be equipped with Next Generation 9-1-1 equipment. Please keep in mind that the Mobile PSAP requires a minimum of two days for deployment as it does require facilities from Verizon and will require incoming circuits for Next Generation 9-1-1. The Mobile PSAP is equipped with six answering positions, 2 MIP 5000 dispatch consoles, public safety radios, wireline telephone capacity, a digital logging recorder, a conference room, an administrative workstation, and many other necessary features pertinent to 9-1-1 communications.

The Mobile PSAP can also be deployed and displayed at local public safety events that meet the State 911 Department's criteria for deployment. For more information on the criteria or to submit a request to have the Mobile PSAP displayed at your next local event, contact Ronnie Zuñiga at [ronnie.zuniga@state.ma.us](mailto:ronnie.zuniga@state.ma.us).

## Next Generation 9-1-1 News Flash

Please be informed that the Next Generation 9-1-1 workstations and other equipment are solely for providing 9-1-1 and related services in accordance with the training provided by the State 911 Department. The following are a few items from a security standpoint:

### **The Next Generation 9-1-1 workstations**

- *Do not have access to the public internet.*
- *Will not be configured with public email.*
- *USB and other storage devices will not be permitted to be attached to Next Generation 9-1-1 workstations or to the Next Generation 9-1-1 network.*
- *Handheld and personal computers are not permitted to be attached to the Next Generation 9-1-1 network or to be used to access Next Generation 9-1-1 resources.*

Logging in and out of the workstation each day will be required in order to strengthen the security mechanisms put in place for the new systems. Training for the Next Generation 9-1-1 system will include a briefing on security policies.

### **GIS – An Address for Every Point, and a Point for Every Address**

Each PSAP has a number of functions that need to be performed to ensure smooth operations for the communities they serve. One of these functions is the Municipal Coordinator. The State 911 Department standards at 560 CMR 2:00 Appendix A, provide that “the Municipal Coordinator, working with the telephone company shall ensure that changes, deletions and additions to the Master Street Address Guide (MSAG) database are made on an as occurred basis”.

Having correct and updated address information has always been an important component of the 9-1-1 system in the Commonwealth. With Next Generation 9-1-1, an address for every point and a point for every address is necessary to ensure calls are routed correctly. MassGIS has spent a great deal of effort getting address information from municipalities in preparation for Next Generation 9-1-1. We need to be sure updates from the municipalities continue.

Getting updated address information, such as new addresses or corrections to existing address records, from municipalities is as important as ever, particularly in light of the fact that landline telephone use is diminishing as more and more people turn to using only a cell phone. In the past, we relied on the address records from the phone company; moving forward we need to rely more on the municipalities. The tools used to update address information will change with Next Generation 9-1-1 and the important role of identifying address locations, no matter to whom this task is assigned to in the future, will remain a critical function for 9-1-1.

If you have any questions regarding the role of the Municipal Coordinator as it is defined today, please contact Jeff Jeffers at [jeff.jeffers@state.ma.us](mailto:jeff.jeffers@state.ma.us) or by phone at 508-821-7213.

## Updates from our Training Division



### **FY16 Annual Certification of Compliance Reminder**

The FY16 Annual Certification of Compliance form is due at the State 911 Department by July 31, 2016. If your staff has completed 16 hours of continuing education training and has an active CPR and EMD certification (if you are providing EMD in-house), then you may submit the form any time before July 31, 2016.

If you have questions about training opportunities or the Annual Certification of Compliance process, please contact Monna Wallace at [Monna.wallace@state.ma.us](mailto:Monna.wallace@state.ma.us) or by telephone at 508-821-7220.

## Outreach Opportunities



State 911 Department Training Specialists Kevin Lewis and John Brunelli, State 911 Department Public Education Coordinator Ronnie Zuñiga, Mass Relay Outreach Coordinator Moira Hennessey, and Mass Equipment Distribution Program Field Service Advisor Chris Hartling, all participated at the National Night Out event in Revere, MA. Citizens from the surrounding communalities came out to learn about the various public safety resources available to them, including a live demonstration of the Mobile PSAP and its use. Citizens were also able to learn about the various programs available to the them through the State 911 Department, such as Mass EDP and Mass Relay.

If you would like the Mobile PSAP to be on display or someone from State 911 Department, Mass Relay or Mass EDP to participate at your next outreach event in your community, please contact Ronnie Zuniga at [ronnie.zuniga@state.ma.us](mailto:ronnie.zuniga@state.ma.us) or by telephone at (508)-821-7205.

## Updates from our Fiscal Division



Time to wrap up another grant cycle. PSAPs should review their FY2016 grant awards to ensure that all personnel and all items for which they wish to recover costs are listed as part of their approved grants. If you wish to add personnel, now is the time to do so. Changes to awards cannot be made after June 30, 2016.



The FY 2017 Training Grant and EMD/Regulatory Compliance grant and the FY 2017 Support and Incentive Grant Guidelines and applications are now available on the State 911 Department's website ([www.mass.gov/e911](http://www.mass.gov/e911)). The funding cycle is July 1, 2016 – June 30, 2017. PSAPs are reminded that that annual Certificate of Compliance form shall be on file and approved by the State 911 Department prior to award of these FY 2017 grants.



The State 911 Department will hosts grant camps at its offices located at 151 Campanelli Drive, Suite A, Middleborough, MA 02346 on the following dates:

- Tuesday, July 12, 2016,
- Thursday, July 14, 2016,
- Tuesday, July 26, 2016,
- Thursday, July 28, 2016,
- Tuesday, August 2, 2016, and
- Thursday, August 4, 2016.

These will be drop-in sessions where you may seek assistance with your FY 2017 grant applications or FY 2016 reimbursement submissions. Fiscal staff will be available to answer all your questions. 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.

# 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](http://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 Phone. This particular phone is designed to assist people with hard of hearing and motion issues.

## *THE CLARITY XLC 3.4 CORDLESS PHONE*

The XLC3.4 is a loud, simple and easy-to-use amplified cordless phone featuring up to 50 decibels of [Digital Clarity Power™](#) amplification, DECT 6.0 technology and a loud and clear speakerphone. Large, high contrast buttons are easy to press and see, and speak the numbers as they are dialed. Talking Caller ID and a Caller ID screen tell you who is calling.

### Features

- 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.

