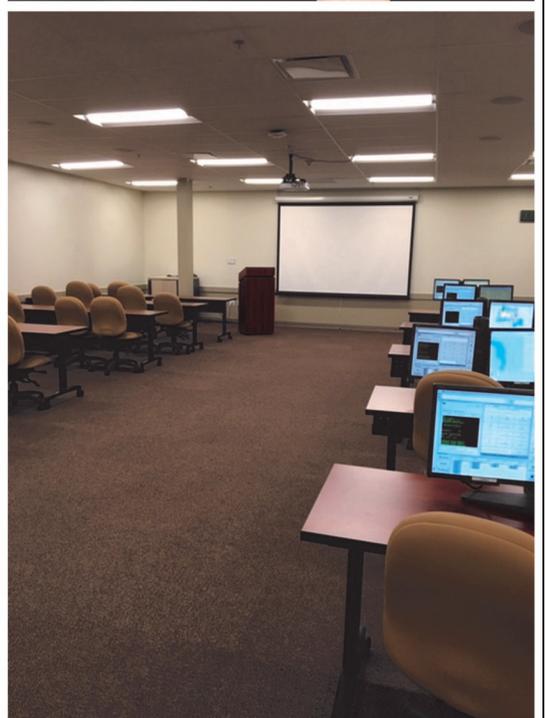
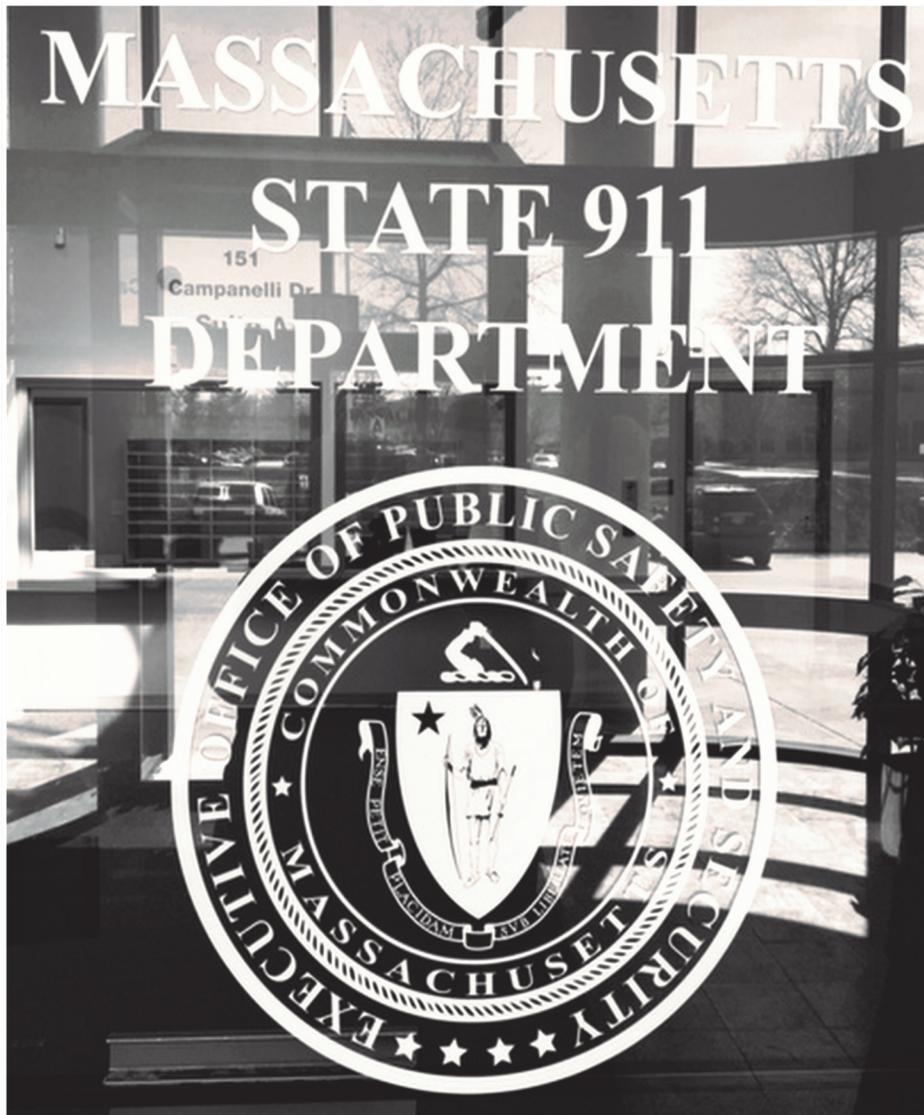


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Massachusetts State 911 Department Newsletter



On Monday, March 21, 2016, the offices of the Massachusetts State 911 Department re-located from Taunton to:

**Massachusetts State 911 Department
151 Campanelli Drive Suite A
Middleborough, MA 02346**

Please note that all telephone numbers are the same.



Any further information on the new location will be posted on our website and/or in future State 911 Department Newsletters.

Updates from our Systems Division

DSS Preventive Maintenance

Please be informed that we have started the next cycle of preventive maintenance on the Equature DLRs. This means you can expect to see someone at your PSAP from Acorn Recording to perform preventive maintenance on the DLRs. Please note this does involve powering down the DLR. Any 911 calls that come in during that time will be saved from the IRR files. If you have any questions on the DLR Preventive Maintenance process or the schedule, please contact Doug O'Neill at 508-821-7302, or via email at Douglas.Oneill@massmail.state.ma.us

ELT (English Language Translation)

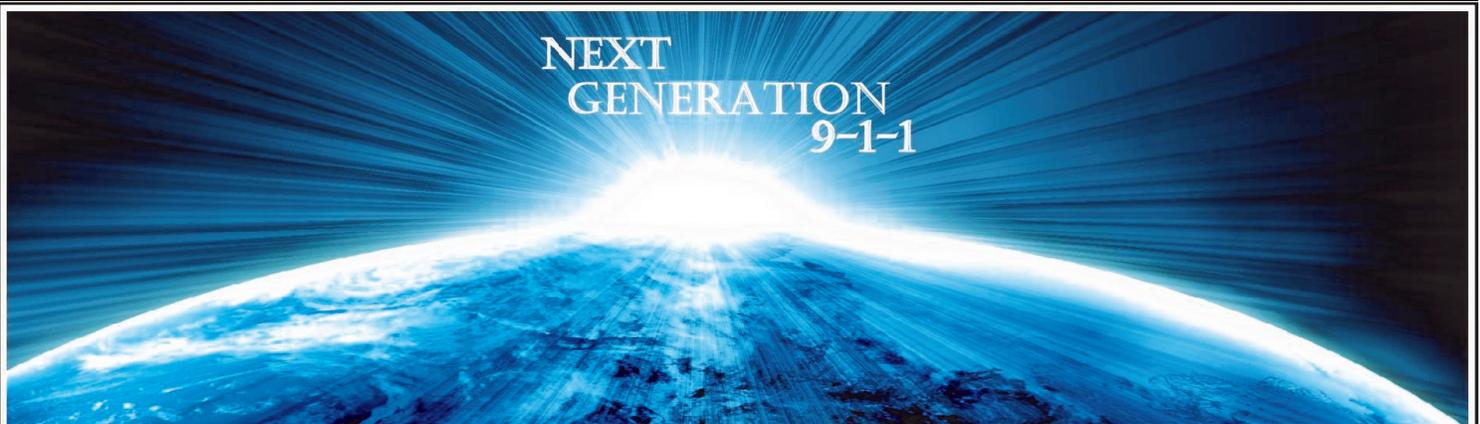
For any given ESN, the ELT notes which agency responds for Police, Fire and Ambulance service. If you see the ELT information on calls is incorrect, please submit an ALI Discrepancy Report. We have outlined the process for submitting an ALI Discrepancy Report below. If you have any questions on ELT information or how to submit an ALI Discrepancy Report, please contact Charlie Ashworth at 508-821-7301, or via email at Charles.Ashworth@massmailstate.ma.us

ALI Discrepancies

Just a reminder to be sure any ALI discrepancies are submitted for review and correction. Incorrect Location Information Reports or ALI Discrepancy Reports used when PSAP telecommunicators discover a problem with ALI information are displayed on the screen and include: 1) incorrect information such as incorrect address or apartment numbers; 2) no record found messages; and 3) calls that are misrouted to incorrect PSAPs.

You can submit an ALI Discrepancy Report by using the Location Information Report in Vesta. This is located in the ALI Display Window, by clicking the Options button and selecting Create Incorrect Location Information Report. The Incorrect Location Information Report window appears so you can enter the correct information in the required fields.

The signature of the Database Liaison needs to be on the report. If you have any questions about the role of the Database Liaison and who is currently on file as the Database Liaison, please contact Jeff Jeffers at 508-821-7213, or via email at Jeff.Jeffers@massmail.state.ma.us



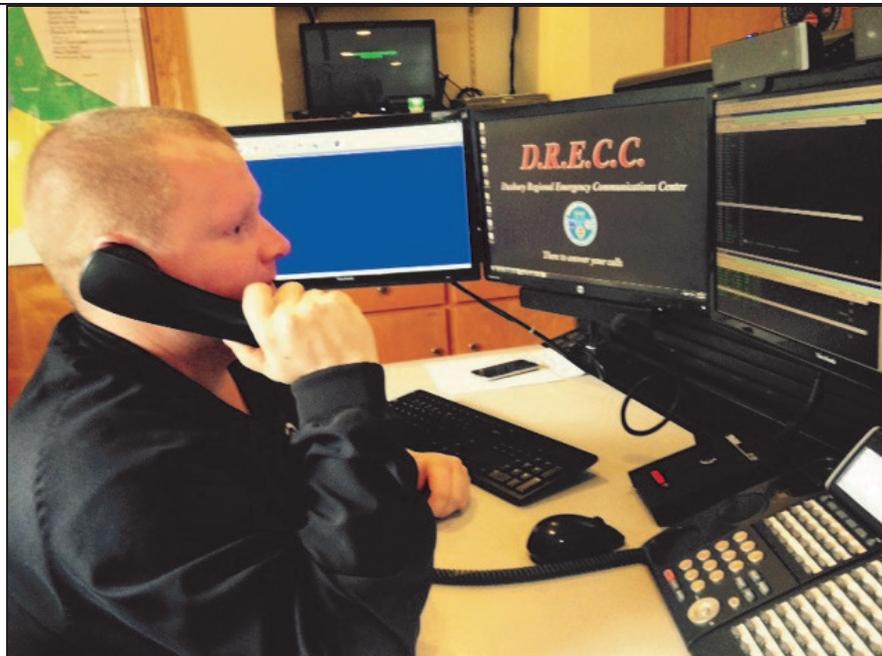
Regionalization Update

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

The **Duxbury Regional Emergency Communications Center (DRECC)** is located at 668 Tremont Street and services both Duxbury and Plympton. The center became operational in January 2014. Any local communities interested in joining the center should contact Captain Rob Reardon via email at reardon@duxburyfire.com.



Mike Mahoney has been employed with the DRECC for two years. He has been a telecommunicator for almost ten years, previously employed in Hanover and Concord. Mike serves as the President of the MCOP Local 376A, is a member of the Plymouth County Technical Rescue Team, and is an APCO member.



Matt Riggins has been employed with Duxbury for two years. He has been a Telecommunicator for twelve years, previously employed in Duxbury and Middleboro State Police. Matt serves as the Vice President of the MCOP Local 376A, and is an APCO member.

Updates from our Fiscal Division

MARCH



The FY 2016 REGIONAL and REGIONAL SECONDARY PSAP and RECC DEVELOPMENT GRANT awards have been issued. We look forward to working with all awardees. The State 911 Department will be contacting all awardees to schedule meetings to review the grant awards and the associated reimbursement and reporting requirements.



The FY 2017 REGIONAL and REGIONAL SECONDARY PSAP and RECC DEVELOPMENT GRANT guidelines and application have been released. All applications are due no later than 5:00 PM on Monday, May 16, 2016. The State 911 Department will host information sessions relative to the application process and required documentation. The schedule will be posted on our website.



PSAPs are reminded that the final date for submission of FY 2016 Training Grant and EMD/Regulatory Compliance Grant and Support and Incentive Grant applications is Friday, April 1, 2016. PSAPs who have not already done so are encouraged to file now.



Please note the State 911 Department has relocated to 151 Campanelli Drive, Suite A, Middleborough, MA 02346. Please update your contacts accordingly to ensure all mail is sent to the proper address.

Updates from our Training Division

IMPORTANT MESSAGE TO ALL 9-1-1 TELECOMMUNICATORS!

Please be advised that RapidSOS, a technology startup company, has announced the launch of a Smartphone App that allows a user to select one of four emergency types (medical, police, fire, or car crash) to access emergency services. The caller is connected to the PSAP based on the location of the caller, and a voice connection is established. Calls originating from the App will present to the PSAP through the ALI spill. If the user can't speak, the App will make information available to the PSAP over the voice channel, and there will always be the ability for live two-way communication between the caller and the PSAP.

It is extremely important for all 9-1-1 telecommunicators to understand how this service is going to work. It is important to keep in mind that if a caller is using this Smartphone App, the call will present to the nearest PSAP. **Therefore, the State 911 Department urges ALL 9-1-1 TELECOMMUNICATORS to visit the following link <http://www.rapidsos.com/psaptraining/mass911/> and complete the training that has been developed specifically for Massachusetts 9-1-1 telecommunicators.**

***Please note that the State 911 Department does not endorse this, or any commercial product, and we have instructed RapidSOS that it shall refrain from the use of any language in training or marketing materials implying otherwise.*

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 "The Clarity C4230" telephone. This particular phone is designed to assist people that are hard of hearing, or with mobility issues.

THE CLARITY C4230 TELEPHONE

Introducing the world's loudest, most comfortable cordless phone! The Clarity Professional C4230 5.8GHz expandable cordless amplified phone comes with a digital answering system. It expands to up to four handsets total (three can be added) and uses DCP technology and 50 decibels of intelligent amplification to make conversations louder and clearer. It offers a feature-rich solution for those with a moderate-to-severe hearing loss or low vision. Concave earpiece design creates an acoustic chamber to provide crystal clear sound. Bright visual ringer flashes to signal incoming calls. High contrast white LED screen is bright and easy to read. Four tone settings provide a customized listening experience. Generously spaced backlit buttons make dialing easy. Contoured handset shape is comfortable and easy to hold.

Features

- Expands up to 4 handsets total (3 can be added)
- DCP technology and 50 decibels of intelligent amplification make conversations louder and clearer
- Concave earpiece design
- Bright visual ringer flashes to signal incoming calls
- High contrast white LED screen
- 4 tone settings
- Generously spaced backlit buttons
- Contoured handset shape
- DCP includes Multiband Compression, Noise Reduction and Acoustic Echo Cancellation
- Amplifies incoming sounds up to 50 decibels at 118dB SPL
- Adjustable volume
- Digital 5.8GHz transmission provides interference-free sound
- Digital answering system
- Adjustable-speed playback
- Remote access
- Full-duplex speakerphone in handset and base
- Caller ID
- Call waiting caller ID
- 40# name and number memory
- Hearing aid compatible

