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Massachusetts State 911 Department Newsletter

Community Health and Wellness Fair



Pictured above from left to right: Lauren Cramer (Mass Relay), Moira Hennessey (Mass Relay), Melanie DaRosa (EDP).

The Massachusetts Equipment Distribution Program (EDP) and Mass Relay (programs of the Massachusetts State 911 Department) participated at the annual Community Health and Wellness Fair in Bourne on Wednesday, October 21, 2015. The event was sponsored by the Bourne Council on Aging and had a turn out of over 600 citizens. The fair included vendors from a local day spa providing free massages, community health centers providing free blood pressure checks, dietitians providing free advice on healthy eating, and yes- even emergency services. These events, although catered to senior citizens, are great for all because they truly give the community an opportunity to see the many benefits available to them, most of which are available for little to no cost.

For more information on Mass Relay/EDP or on how to have either program participate at your next event, please log onto www.mass.gov/e911. If you have any questions or comments, please feel free to contact Public Education Coordinator Ronnie Zuñiga at ronnie.zuniga@state.ma.us.



Updates from our Systems Division

Technology in the VoIP and wireless markets changes continually. Today, we have numerous nomadic VoIP devices and wireless hybrids like UMA (unlicensed mobile access) and femtocells. The difficulty comes when trying to determine the location of the caller from these devices. For example, a citizen recently moved their VoIP device from Massachusetts to India. While we do not know what number the citizen dialed from India since that country uses 100,101,102 and 108 for its emergency calls, a “9-1-1” call routed to a Massachusetts PSAP even though the call was placed from that country thousands of miles away.

Sometimes there are ways to identify these devices. For example, the words “Fixed AT&T Mobility” in the ALI record is the primary indicator that this is an AT&T femtocell. The Training Division of the State 911 Department has a job aid for femtocells, specifically the AT&T device. The State 911 Department has participated on a NENA working group that gathered information on UMA and femtocells given their proliferation and challenges to 9-1-1. Those documents can be found by logging onto www.nena.org (keywords “Femtocell and UMA” document number 03-509v1). Please note the appendix that describes these devices and their characteristics at a high level.

Please feel free to contact Norm Fournier at norm.fournier@state.ma.us or by phone at 508-821-7209, or Monna Wallace at monna.wallace@stae.ma.us or by phone at 508-821-7220, for further information.

Next Generation 9-1-1 News Flash

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 or by phone at 508-821-7213.

Updates from our Fiscal Division



The deadline for submission of FY 2016 Regional Development Grant applications has been **extended from 5:00 PM Monday, November 2, 2015 to 5:00 PM on Monday November 16, 2015**. The guidelines and applications are available on our website. The funding period is targeted for January 1, 2016 through June 30, 2017.



The State 911 Department's Fiscal Division will once again be hosting "GRANT CAMPS" on **Thursday, November 5, 2015, Thursday, November 12, 2015 and Tuesday, November 17, 2015 at the Department's offices in Taunton**. These will be drop-in sessions where you may seek assistance with your FY 2016 grant applications and reimbursement submissions. Fiscal staff will be available to answer all your questions. No need to schedule an appointment. Simply drop by between 9:00 am and 5:00 pm and walk out with your completed grant and/or reimbursement submissions. All FY 2016 grant guidelines and applications can be found on our website at www.mass.gov/e911.



As a point of clarification, under the State 911 Department grant programs, an employee may be considered a new hire if they are new to the position of a certified telecommunicator; that is, they have not previously been certified in Vesta Pallas/Vesta Meridian/Maars by the State 911 Department.



The State 911 Department continues its efforts to eliminate the backlog of reimbursement requests and process payments to its PSAPs. PSAPs will receive notification when the payment(s) has been processed. Currently, the State 911 Department has staff assigned to the reconciliation of FY14, FY15 and FY16 reimbursements. All current and outstanding reimbursements are being addressed. The State 911 Department thanks you for your patience as we continue to work through this backlog.

Regionalization Update

The State 911 Department Regionalization Working Group has been formed to review and consider the efforts that have been undertaken to date to support and foster the development and startup of regional 9-1-1 centers with the goal of determining further ways to incentivize regionalization of 911 services. The Working Group is comprised of stakeholders from law enforcement, fire, emergency medical services, municipal and state government, PSAPs of varying sizes, RECCs, and associations. The Working Group will primarily focus its efforts upon reviewing the State 911 Department's existing Grant Programs to consider key issues and strategies for enhancements to facilitate the regionalization of 9-1-1 services. The Working Group may also wish to consider additional financial incentives and other options, including possible legislative changes, to identify and recommend opportunities and strategies for enhancements to the current regionalization efforts. Preliminary meetings of the Working Group took place in September at the offices of the State 911 Department. A questionnaire has been utilized to survey Working Group members on a number of important questions relative to regionalization. The Working Group will continue to meet as necessary to review these important matters.

Updates from our Training Division



Training Opportunities

As a reminder to our PSAPs that are looking for continuing education hours, check out our website at www.mass.gov/e911. Listed under Training, you will find the Department's training calendar, training opportunities being hosted by other PSAPs, and forms that allow you to develop your own in-house training.

It's important to remember that all training courses must be approved by the State 911 Department prior to the training taking place.

Should you have any questions about continuing education requirements, please feel free to contact Programs Director, Monna Wallace, at monna.wallace@state.ma.us

Spot lighting what's new on the list of approved training this month!



*The Department has approved a four hour training course on "Wireless Call Handling & Processing". The training is being presented by the Essex County Regional Emergency Communications Center located in Middleton, MA. The training will provide a better understanding of wireless call processing, types of wireless calls, and allow for the opportunity to spend time in the wireless call center meeting the telecommunicators and observing call processing from their end of the call. There is NO FEE for the class. **For more information, email Training Manager, Lee Delp at Ldelp@ecrecc.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 "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



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.