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Massachusetts State 911 Department Newsletter

Legal and Protective Services at Greater New Bedford Regional Vocational Technical High School



Pictured above from left to right: 1st Row–Courtney Soares, Kendra Bento, Autumn Muise. 2nd Row–Rileigh Avila, Meghan Long, Shayna Place, Destiny Daley, Bethany Dumont. 3rd Row–Barbara Lipsett (Shop Instructor), Dante Vuolo, Anthony Pereira, Tyler Amaral, Corey Teves, and Kevin Lewis (Training Specialist MA State 911 Department).

Once again, the Massachusetts State 911 Department participated in the Public Safety/Criminal Justice Program that is offered to a select group of students that attend the New Bedford Regional Vocational Technical High School located in New Bedford. Students were certified to use the *VESTA E9-1-1 equipment* and they successfully completed the *APCO Public Safety Telecommunicator I* course. Both courses are part of the required training certifications to become a certified E9-1-1 telecommunicator in Massachusetts. On some occasions, students that participated in the Program have been hired as 9-1-1 telecommunicators soon after they graduated from high school.

In addition to the 9-1-1 certifications, students learn legal theory and its application in real world scenarios. They also gain insight into the philosophies and disciplines of a variety of criminal justice areas such as effective communications, crime scene processing, criminal law and procedure, disaster preparedness, ethics, law enforcement, private investigations, and trial practice.

The State 911 Department congratulates all of this year’s participants!

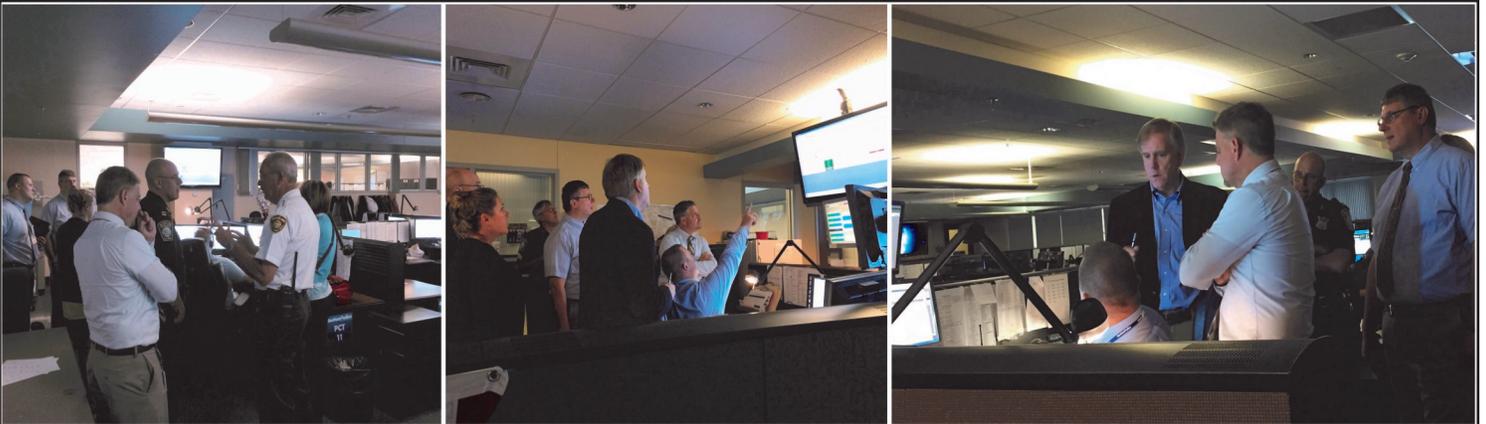


Updates from our Systems Division



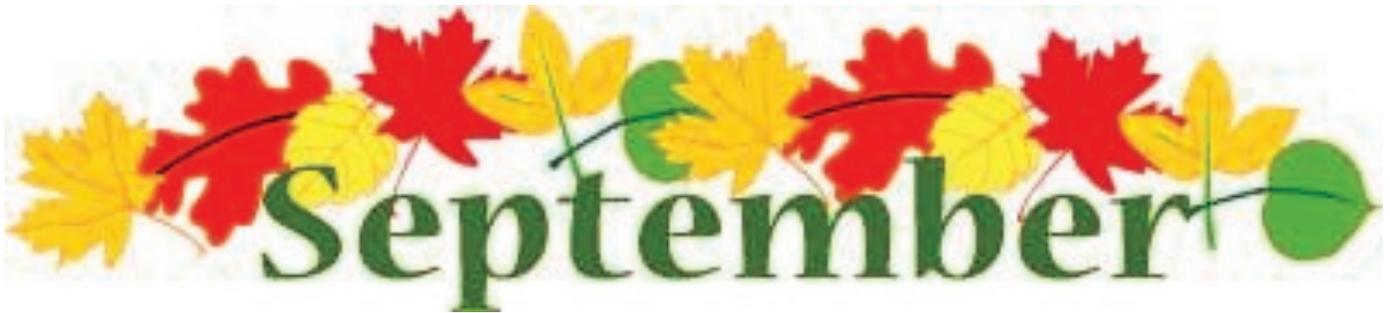
Although it seems like we are still in summer, given the weather we have had lately, winter is on its way. The current winter forecast predicts a repeat of last year with bitter cold and much snow. Now is the time to start preparing to be sure all facility systems are ready for the cold weather. Best practice is to perform weekly generator tests. Ideally, generator tests should occur under load to test all components of the generator system. Keep in mind that when testing generators under load, power is momentarily lost to all generator powered circuits while the load is transferred from street power to generator power. Please be sure you confer with your generator vendor for proper guidance when performing any generator tests.

Next Generation 9-1-1 News Flash



GDIT and the State 911 Department met with Boston Police, Boston Fire and Boston EMS to discuss the particulars of their operations to ensure their requirements are met with the Next Generation 9-1-1 system (pictured above). Next Generation 9-1-1 cabling and circuit installations continue to move forward at the PSAPs, and a walk through has occurred in preparation to install the Next Generation 9-1-1 equipment into the Mobile PSAP.

Next Generation 9-1-1 end-to-end testing continues. Once completed, pilot PSAP deployment will begin, and thereafter we will release the full deployment schedule. If you have any questions on the Next Generation 9-1-1 project, please feel free to contact Tricia Pries at tricia.pries@state.ma.us



NEW BUSINESS:

The FY 2016 Support and Incentive Grant guidelines and application are available on our website. The funding period is October 1, 2015 through June 30, 2016. PSAPs are encouraged to apply now. In light of the delay in the release of these Grant Guidelines, Grantees may petition the State 911 Department for reimbursement of costs incurred between July 1, 2015 through the contract effective start date, or October 31, 2015, whichever is earlier. PSAPs requiring assistance with the application should contact Cindy Reynolds, Grants Specialist, at 508-821-7299.

The FY 2016 Wireless State Police Grant guidelines and application are available on our website. The funding period is October 1, 2015 through June 30, 2016. Wireless State Police PSAPs are encouraged to apply now. Please contact Cindy Reynolds, Grants Specialist, at 508-821-7299 for assistance with the application.

The FY 2016 Regional Development Grant guidelines and application are available on our website. The funding period is targeted for January 1, 2016 through June 30, 2017. Application deadline is Monday, November 2, 2015.



CLARIFICATIONS:

The State 911 Department (Department) Training Grant and EMD/Regulatory Compliance Grant requires submission of a course roster **OR** course certification, **not both**, to document course completion.

Eligible travel time under the State 911 Department Training Grant and EMD/Regulatory Compliance Grant is calculated using MapQuest. The Department determines the one way trip, rounded to the nearest quarter hour, then multiplies by two to ascertain the total time eligible for reimbursement under the above referenced grant.



REMINDERS:

The FY 2016 Training Grant and EMD/Regulatory Compliance Grant is available on our website. PSAPs requiring assistance with the application should contact Cindy Reynolds, Grants Specialist, at 508-821-7299.

Awardees of active Regional Development Grants are reminded that quarterly reports are due no later than October 15, 2015.

Updates from our Training Division

Regulation Reminder!

Verifying ALI Information

As set forth in 560 CMR 5.00, the State 911 Department reminds all certified enhanced 9-1-1 telecommunicators and PSAP managers that Automatic Location Information (ALI) **shall always be verified**. Verifying ALI information shall take place when the call is received at the PSAP and shall continue to be verified each time the call is transferred.

If you are the person responsible for monitoring quality assurance for your PSAP, monitoring ALI verification should be included in your QA call assessment.

Set forth below are the Call Handling Procedures as they appear in the State 911 Department regulations (highlighted for emphasis). To review the regulations in their entirety, please visit our website at www.mass.gov/e911.

560 CMR 5.10: Call Handling Procedures

The following call handling procedures shall apply to all 911 calls in the Commonwealth.

Call Answering. When answering a 911 call that is delivered on a 911 line, the enhanced 911 telecommunicator shall answer the call with the following or a similar greeting: “911, this line is recorded, Where is Your Emergency?” The enhanced 911 telecommunicator shall not identify the PSAP as a particular agency.

When answering a call that is delivered on the two-way emergency line or the one-way inter-PSAP line, the enhanced 911 telecommunicator shall answer the call by identifying the PSAP by name.

The enhanced 911 telecommunicator shall verify with each 911 caller the ALI data and shall determine the exact location to which the caller needs emergency personnel dispatched. The need for assistance may not necessarily be at the location of the 911 caller.

Call Transfer. Each primary PSAP, regional PSAP, RECC, and wireless state police PSAP shall be permitted to transfer 911 calls to a secondary PSAP, limited secondary PSAP, regional secondary PSAP, ringing PSAP, public safety department, or private safety department.

No caller shall be procedurally required to speak with more than three enhanced 911 telecommunicators. The three enhanced 911 telecommunicators may consist of an enhanced 911 telecommunicator at a wireless state police PSAP, an enhanced 911 telecommunicator at a primary PSAP, regional PSAP, or RECC, and an enhanced 911 telecommunicator at a secondary PSAP, limited secondary PSAP, regional secondary PSAP, ringing PSAP, public safety department or private safety department. Notwithstanding the foregoing, if a 911 call is inadvertently transferred or misrouted to the wrong agency, the receiving agency shall gather the necessary information and transfer the call or relay the information to the proper agency.

In all instances, the transferring enhanced 911 telecommunicator shall advise the caller to stay on the line and not hang up while the call is being transferred. In all instances the transferring enhanced 911 telecommunicator shall verify the location of the emergency prior to transferring the call and shall stay on the line until the receiving enhanced 911 telecommunicator acknowledges receipt of the call to verify that the transfer was successful.

A PSAP, RECC, public safety department, or private safety department that receives a request for emergency service outside of its jurisdiction shall immediately forward the request to the appropriate PSAP or public safety department responsible for the geographical area.

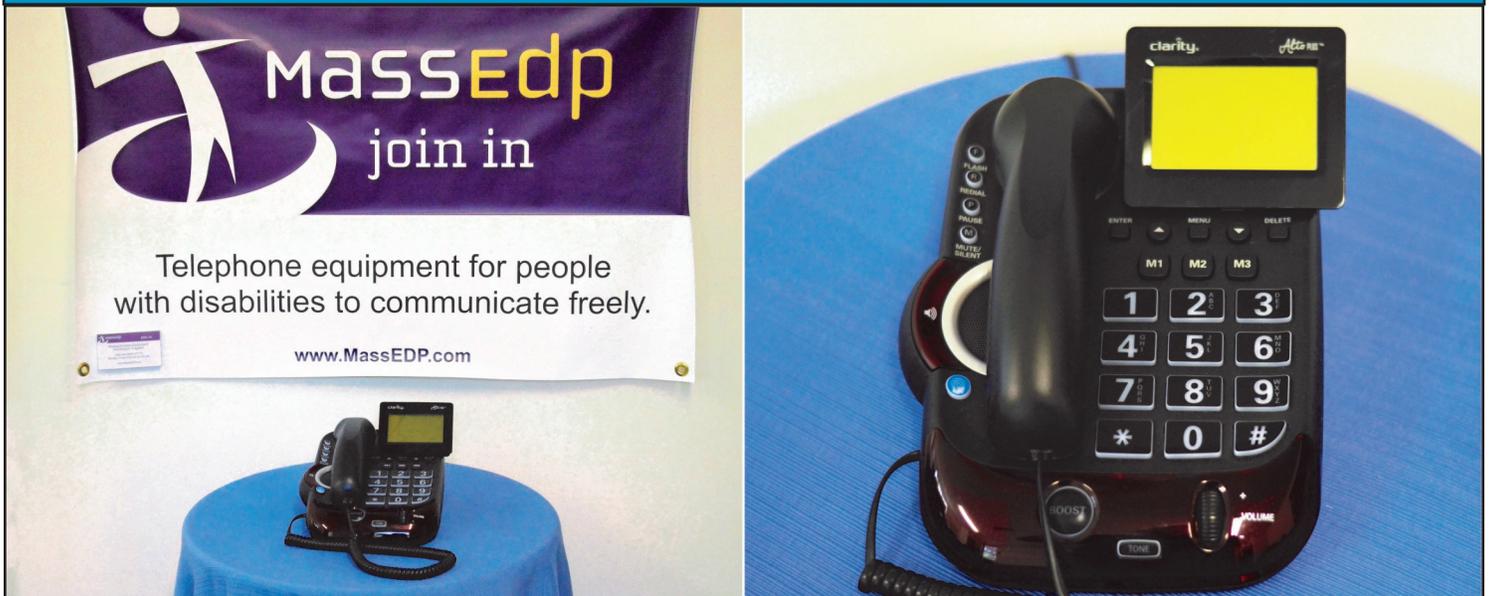
Massachusetts Equipment Distribution Program

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 Alto Plus" amplified telephone. This particular phone is designed to assist people that are hard of hearing or have low vision.

THE CLARITY ALTO PLUS AMPLIFIED TELEPHONE



Features of the Clarity Alto Plus Amplified Telephone

- Certified for mild, moderate and severe hearing loss
- Amplifies incoming sounds up to 53 decibels and outgoing speech up to 15 decibels
- **Digital Clarity Power™** incorporates hearing aid technology for clearer call quality
- Extra loud ringer volume (100 dBA)
- Large tilting LCD display with large font
- Clarity AudioCenter featuring ergonomic volume and tone control
- Built-in speakerphone
- Soft touch backlight keypad
- Three (3) one-touch speed dial memory buttons
- **ClarityLogic™** remote diagnostic service programs your phone at the touch of a button
- Clarity VoiceAssist talking keypad
- Oversized bright visual ringer
- Headset, neckloop and bedshaker ports
- Battery backup lets you make calls when the power goes out

Massachusetts

9-1-1 Help is at your fingertips.



www.mass.gov/e911

Massachusetts

9-1-1 Help is
at your
fingertips.
EMERGENCY   

Massachusetts State 911 Department
1380 Bay Street
Building C
Taunton, Massachusetts 02780

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