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# Massachusetts State 911 Department Newsletter

## Happy Holidays from the Massachusetts State 911 Department



### Executive Staff

(from left to right)  
Frank Pozniak, Executive Director  
Louise McCarthy, Administrative Attorney  
Tom Ashe, Deputy Executive Director  
(not pictured)  
Elaine Ginn, Executive Assistant



(not pictured) Norm Fournier, Systems Manager  
(pictured above)  
Christine Sheridan, Regional PSAP Coordinator  
(not pictured)  
Jack DiPesa, Systems Analyst  
Joe Hickey, Systems Analyst

### Systems Division

(pictured above)  
Jeff Jeffers, Project Coordinator  
Tricia Pries, Project Manager  
(not pictured)  
John Aitchison, IT Administrator  
Andy Holland, Systems Analyst  
Scott Gray, Systems Analyst



### Programs/Training Division

(seated) Monna Wallace, Director of Programs  
(in rear, from left to right)  
Kristen Vaitya, Programs Specialist  
Venus Wheeler, Programs Coordinator  
Jemy Bracero, Training Specialist  
(not pictured)  
Cathy Rodriguez, Programs Coordinator  
Ronnie Zuniga, Public Education Coordinator  
Sandra Baldwin, Training Specialist  
Wally Smith, Training Specialist  
Adam Windsor, Training Specialist  
Sheila Foley, Part-time Training Specialist  
Christine Molloy, Part-time Training Specialist  
Linda Mazzolla, TTY QA Staff  
Christine O'Reilly, TTY QA Staff



### Equipment Distribution Program (EDP)

(pictured rear right) Grant Harrison, EDP Manager  
(in front, from left to right)  
Anne Robbio, EDP Service Representative  
Al Terminello, EDP Service Representative  
Janice Barrette, EDP Service Representative  
(not pictured)  
Paul Gambina, EDP Service Representative  
Brian Hall, EDP Service Representative  
Chris Hartling, EDP Field Advisor  
Chris Murphy, EDP Field Advisor  
Chris Plant, EDP Field Advisor  
Glen Schultz, EDP Field Advisor  
Marguerite Szczawinski, EDP Field Advisor  
Melanie DaRosa, EDP Field Advisor



### Fiscal Division

(pictured center) Karen Robitaille, Fiscal Director  
(pictured left)  
Vicki Goetz, Fiscal Coordinator  
Beverly Peterson, Fiscal Coordinator  
(pictured right)  
Karen Mullin, Fiscal Coordinator  
Marilyn Godfrey, Grants Specialist  
(not pictured)  
Michelle Hallahan, Fiscal Specialist  
Deb Harlow-Laird, Fiscal Coordinator  
Jenn Korzeniewski, Fiscal Coordinator

### Facilities

(not pictured) Al Gomes

# Updates from our Systems Division

## Essex Wireless PSAP

In its first 30 days of operation, the Essex Wireless PSAP has received 12,536 wireless 9-1-1 calls from wireless emergency service number (ESN) 601. ESN 601 is a geographic region that represents 69 towns in Essex, Middlesex and Suffolk counties. At this time the Essex Wireless PSAP is only receiving wireless 9-1-1 calls from AT&T and MetroPCS. In the next several weeks the State 911 Department will continue to work with the remaining carriers in ESN 601 to cut them over to the Essex Wireless PSAP. While the complete cut-over will take longer than expected, it has been reported to the State 911 Department that the operation is running smoothly at the new Essex Wireless PSAP. By taking advantage of the CAD system at this PSAP, we are now able to track the various call types that a wireless center experiences (e.g., police, fire, EMS, hang-ups, abandoned, etc). Essex Wireless PSAP Executive Director Tom Dubas has reported that over 55% of the calls received at his PSAP were not transferred to local jurisdictions for such reasons as open lines, hang-ups, abandoned calls, and duplicate calls. This is consistent with the pattern we see at our other Wireless PSAPs. Standard protocol at the Essex Wireless PSAP requires call takers to call back and/or perform call traces on hang-up and abandoned calls to determine if there was an emergency. While the majority of calls weren't transferred, the Essex Wireless PSAP has a record of those calls if a local jurisdiction needs information related to an incident. Please look for updates on ESN 601 in future newsletters.

## Next Generation 9-1-1



The site surveys continue in preparation for Next Generation 9-1-1. The Department has over 50 site surveys completed to date. If you have not yet seen someone from the State 911 Department, you will soon.

*So what is Next Generation 9-1-1?* The core vision for Next Generation 9-1-1 is for a nationally interoperable emergency services internetwork that will provide the foundation for emergency services in an increasingly mobile and technologically diverse society. Next Generation 9-1-1 will have all the capabilities and quality of service that currently exists in the enhanced 9-1-1 system and will ultimately enable enhanced 9-1-1 calls from most types of communication devices.

The current Massachusetts enhanced 9-1-1 system is an analog-based system that was designed in the 1960s. The system has been successful in delivering 9-1-1 services for many years. However, the type of analog services that are imbedded in the existing system are becoming obsolete and are being discontinued throughout the country. Technological advancements have created the necessity for a more advanced system that will offer capabilities (such as text and video messaging) that simply do not exist using today's system. Throughout the nation, the enhanced 9-1-1 systems are being overhauled and replaced with new and emerging Next Generation 9-1-1 technologies.

If you have any questions regarding the Next Generation 9-1-1 project, please send them to [NG911@massmail.state.ma.us](mailto:NG911@massmail.state.ma.us). We will answer your questions, and post frequently asked questions here in the newsletter and on our website.

## Updates from our Fiscal Division

### CHECKING IN with FISCAL



**Check it Twice:** Review of your grant application or reimbursement request prior to submission to the State 911 Department may help ensure that all required documentation is included. This will assist the State 911 Department when reviewing and processing the request.



**Time to check your FY 2014 grants:** Have you submitted reimbursements within 30 days of incurring the cost? Do you require a budget modification? Mid-year review of your grants can assist with a seamless close to the fiscal year.



**Checking our List:** The State 911 Department will continue outreach efforts to PSAPs that have not yet applied for their grant(s) under our grant programs.



...Don't be late for this very important date. FY 2013 grant reimbursements are due by **December 31, 2013.**

**Only 28 days remaining!**

## Updates from our Training Division

### Quality Assurance Training and Assessment Tool Available In December!

As first announced in the State 911 Department's September 2013 newsletter, a new quality assurance (QA) and assessment tool is available. We are now happy to announce that the **four (4) hour training begins this month** on this one-stop-shop tool for your QA needs!

The Assessment Management Tool is an add-on feature to the ViewPoint software. It can assist you in easily evaluating and scoring calls for service, using the policies and guidelines of your chosen vendor's quality assurance program. In this training, QA personnel will learn to:

- Transform paper documents into electronic QA forms;
- Edit sample QA forms to make it your own or import a form from another PSAP;
- Assess calls electronically on the screen while listening to a recording;
- Complete checklist responses immediately with the click of a mouse;
- Add notes to highlight key points to review with call takers;
- Automatically link completed forms to the corresponding recording electronically within the DSS system; and
- Print complete and scored assessment forms, as needed

***No extra paper forms needed! No more scoring critiques yourself!***

To attend a four (4) hour training on this tool, please contact Venus Wheeler at 508-281-7201 or [venus.wheeler@state.ma.us](mailto:venus.wheeler@state.ma.us). This training may qualify towards meeting continuing education requirements for personnel responsible for quality assurance.

To request activation of the QA feature in your DSS/Equature Digital Recorder, the chief or municipal coordinator must submit a request on PSAP Department letterhead to the State 911 Department's Systems Division. Requests will be handled by Jeff Jeffers at [jeff.jeffers@state.ma.us](mailto:jeff.jeffers@state.ma.us). When submitting your request, please include a list of calltaker/dispatcher names that will be evaluated using this tool so the names can be added to the DSS system. Once all approvals are received, the feature will be activated at your PSAP by DSS. PSAP administrators and QA personnel wishing to use the feature prior to training can find reference materials on our website, under Public Safety Answering Point Resources, 9-1-1 PSAP Admin job aids.

*NOTE: The State 911 Department is charged by statute (M.G.L. c. 6A, § 18B) with establishing certification requirements for enhanced 911 Telecommunicators, including EMD and quality assurance of EMD programs in the Commonwealth, and with establishing standards requiring PSAPs to have certified EMD personnel or to provide EMD through a certified EMD resource (see 560 CMR 5.05 thru 5.09, which went into effect July 1, 2012).*



# Massachusetts

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



[www.mass.gov/e911](http://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.