

Massachusetts State 911 Department May 2022 Newsletter

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Issue 5

Volume 10

9-1-1 Spotlight: Dispatcher Michelle Beck & Dispatcher Jennifer Jackunas Kingston Police Department



On Wednesday, April 20, 2022 during the afternoon hours, the Kingston Police Department received two separate calls from parties requesting assistance after becoming lost while walking in wooded areas in the town. Dispatcher Michelle Beck received the first call from a woman who had been walking in a heavily wooded area with her two children and was unable to find her way out. And later, Dispatcher Jennifer Jackunas received a similar call from a woman also walking in the woods and became lost and needed assistance finding her way to safety. Dispatcher Beck and Dispatcher Jackunas remained on the line with their callers reassuring them that they were being guided to safety and to remain calm. Both Dispatchers were able to instruct and guide each caller out of the woods using the DDTI Response Assist mapping feature and successfully directed each caller to the safety of first responders that had been dispatched and were waiting to assist them.

The State 911 Department recognizes the outstanding service that both Dispatchers Beck and Jackunas demonstrated as they assisted citizens in need.

Job Well Done!

Out of State Directory and Out of State Transfers

The Out-of-State PSAP Directory tab was added to the Directory section of the CallStation application in the Fall of 2021. The Out-of-State PSAP Directory tab is a tool to **provide telecommunicators the ability to connect callers directly to services and resources outside of Massachusetts** without the need for looking up a number and manually dialing into the system.

- The Out of State PSAP directory allows for speed dials, conferences, and transfers for both landline voice callers, as well as voice wireless callers.
- The tab contains **contact numbers for the other 49 states, Canada, as well as Washington DC, and New York City**. For New York, you will find there are two entries, one for New York State and one for New York City (PD FD).
- This resource of numbers is static and PSAP information can change without notice.

CALLWORKS System Action H		
Softphone (0)	Directory	Call Logs
PSAP Directory	Type	
Special Services	PSAP Directory	ABINGT
Law Enforcement	PSAP Directory	ACTON
Fire Services	PSAP Directory	ACUSHI
Medical Services	PSAP Directory	ADAMS
Utilities	Other Resources	AGAWA
Other Resources	PSAP Directory	AMESB
Out of State PSAPs	PSAP Directory	AMHERS
All	PSAP Directory	ANDOVE
	PSAP Directory	ADAMING

Speed Dials:

Any of the entries in the Out of State PSAP Directory can be used as a speed dial when there is no caller present on the line. Within the available list, simply locate the **entry name** you wish to dial. Then, either **double-click the entry name** or click the **Dial button** for that entry. An outgoing call will be placed from the CallStation application.

Conference and Transfers:

If the person has contacted 9-1-1 and not reached the PSAP that can aid with the emergency request, the PSAP shall look to assist the caller in the best ways possible with obtaining emergency assistance, including connecting them to a PSAP out of state. Should a caller be in Massachusetts and has reached a Massachusetts PSAP by dialing 9-1-1, but needs assistance somewhere else in the country, this tab can be used to conference/transfer the caller with that PSAP. The steps outlined below for using the Out of State PSAP Directory for call conferences and transfers also applies to the Out of State PSAP Directory tab.

Call Conferences & Transfers		
Method 1: Using the Softphone or Directory Buttons	<ol style="list-style-type: none"> 1. Advise caller to remain on the line, do not hang up, while the connection is made. 2. Select the Softphone or Directory button to dial the desired destination. 3. When the third party answers, all three lines are connected. 4. Remain on line (to conference) or select Release (to transfer). 	
Method 2: Using the Directory (Directory Conference/Transfer)	<ol style="list-style-type: none"> 1. Advise caller to remain on the line, do not hang up, while the connection is made. 2. Click the Directory tab. When it opens, select the appropriate sub-tab and select the Directory entry. Then click the Dial button. 3. When the third party answers, all three lines are connected. 4. Remain on line (to conference) or select the Release (to transfer). <p>Note: If the wrong Directory entry is pressed, do not cancel using the Conference Release function as it will cause an abandoned call to be generated at the receiving PSAP.</p>	
Method 3: Using the Dial Pad (Manual Transfer)	<ol style="list-style-type: none"> 1. Advise caller to remain on the line, do not hang up, while the connection is made. 2. Enter (dial) the 10-digit telephone number using the soft keys of the Dial Pad or other method. The digits will appear at the top of the dial pad display. 3. Select the Conf/Trans button on the Dial Pad after entering the number. 4. When the third party answers, all three lines are connected. 5. Remain on line (to conference) or select the Release (to transfer). 	
Special Notes: Releasing a Party from a Conference	<ol style="list-style-type: none"> 1. Right-click on the call in the Softphone Call table, and select Conference Release from the right click menu. * <i>LAST party connected will be released.</i> 	
Special Notes: Directory Filters	<ol style="list-style-type: none"> 1. Open the Directory tab and click the All sub-tab (or the sub-tab). 2. Type your search criteria in the Filter field. Entries will be displayed as soon as you type. 	

Lastly, it should be noted that all bordering states to Massachusetts have the technical ability to display ANI and ALI data upon transfer to a PSAP in either direction. Therefore, 9-1-1 calls transferred into and out of Massachusetts should come with ANI and ALI data. If ALI is not received with such transfers, we ask that the PSAP open a ticket with the Help Desk.

REMINDER

It's Compliance Time Again!

The FY 2022 Annual Certification of Compliance form is now available on our website at www.mass.gov/e911 under "Information for Call Centers."

The form is due on or before July 31, 2022. As soon as your PSAP has completed all of the compliance requirements, submit your form to expedite processing. PSAPs that are seeking approval for an extension of this date should send a written request to Executive Director, Frank Pozniak at Frank.Pozniak@mass.gov.

NEW THIS YEAR:

- **Annual certification of Compliance forms are NO LONGER accepted electronically.**
- Proof of CPR and Emergency Medical Dispatch (EMD) **must be included with the FY2022 submission for PSAPs that are providing EMD in-house and also for all certified EMD resources.**

For questions about the FY 2022 Annual Certification of Compliance process, email Monna Wallace at Monna.Wallace@mass.gov.



Great Barrington Outreach Event

On Wednesday, May 25, 2022, Public Education Coordinator, Katie Sylvia joined forces with the Great Barrington Police Department and attended the Great Barrington Senior Center luncheon. Katie spent the afternoon educating the seniors on 9-1-1, the Silent Call Procedure, Text-to-911, the Disability Indicator Program, and MassEDP and all that it has to offer. She also provided handouts, answered questions, and formed great connections with the attendees.

If you, or your agency are interested in a State 911 Department representative joining you for either an in-person, or a virtual upcoming outreach event, please email Katelyn Sylvia at Katelyn.A.Sylvia@mass.gov.



Pictured: Great Barrington Police Chief Paul Storti, Public Education Coordinator Katie Sylvia, and event attendees



As we enter the final weeks of the fiscal year, the State 911 Department provides the following reminders to assist in a successful (and stress-free) closing of the FY 2022 911 grant programs:



Review personnel lists for each grant to ensure certified telecommunicators are listed; if needed contact 911DeptGrants@mass.gov to add personnel.



Each reimbursement request should contain all supporting documentation. The State 911 Department is unable to pull documentation from a request previously reconciled. Please review reimbursement requests prior to submission to ensure forms are properly completed and all supporting documentation is attached. Please contact Angela.Pilling@mass.gov for questions regarding reimbursements.



Each reimbursement request must be signed by an authorized signatory that is on file. Confirm the listing of authorized signatories has not changed. If changes are needed contact 911DeptGrants@mass.gov.



PSAPs utilizing MPI for training should include a copy of the MPI invoice with all submissions for which it is seeking reimbursement. The class structure procured dictates course completion. Reconciliation of costs associated with MPI classes cannot be completed without a copy of the invoice for the requested classes.



Upcoming Workshops:

<u>TOPIC</u>	<u>DATE</u>	<u>TIME</u>
Grant Applications	Wednesday, June 15, 2022	Beginning at 11:00AM
Grant Reimbursements	Thursday, June 23, 2022	Beginning at 11:00AM

If you have any questions, or require assistance—please contact Finance Director, Karen Robitaille at Karen.Robitaille@mass.gov.

Updates from our Systems Division

WE WANT
YOUR
FEEDBACK



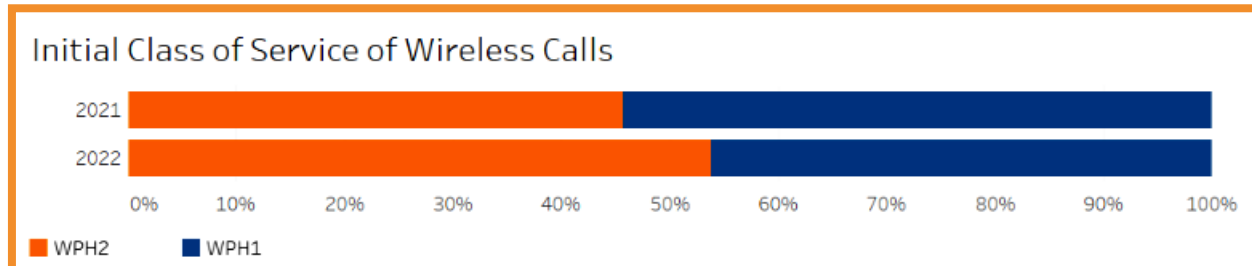
Highway Exit Ramp Names

We have the opportunity to adjust the naming convention used for the on/off ramps. We are proposing adjusting the name to be more descriptive including both the originating highway and the connecting street in the name. For example, “95 Southbound to Main St” or “90 Eastbound to Normand Drive”. The on-ramps would be similarly named “Main St to 95 Southbound”. The last option includes abbreviating the names such as “I-95 SB TO Main ST” or “SR-22 to Normand Drive”.

If you have any comments or a preference, please let us know by emailing charles.ashworth@mass.gov.

Wireless Routing

The caller’s location from the communication service providers is getting better resulting in more accurate routing. Below is a comparison of the initial class of service for wireless calls only. The data is from the first two weeks of April.



Updates from MassEDP

On Thursday, April 28, 2022 Massachusetts Equipment Distribution Program (MassEDP) Field Service Advisor (FSAs) Marguerite Szczawinski attended the Ralph Frio Senior-EXPO in Pittsfield, MA. Marguerite spent the

morning educating the well attended event’s attendees on MassEDP’s program requirements, the application process, and the equipment offered. In addition, she answered questions on the Program and distributed Program applications.

If you, or your agency are interested in a MassEDP representative joining you for either an in-person, or a virtual upcoming outreach event, please email Katelyn Sylvia at Katelyn.A.Sylvia@mass.gov.

MassEDP would like to remind you that effective May 2, 2022 normal Program operations resumed.

This included: FSAs visiting clients homes to assist with equipment drop off/pick up, equipment installation, and equipment troubleshooting. If you

are interested in learning more about the Program’s application process, equipment that is available, or are interested in receiving public education MassEDP materials via mail, please email Program Manager Grant Harrison at Grant.Harrison@mass.gov.





On Wednesday, May 18, 2022 MassEDP Field Service Advisors (FSAs) Chris Murphy and Glen Schultz attended the Reading Health Fair. Both spent the morning educating the event attendees on the Silent Call Procedure, Text-to-911, on the MassEDP's program requirements, the application process, and the equipment offered. The event was a success and Chris and Glen enjoyed the morning sharing information about MassEDP and connecting with the seniors in attendance.



MassEDP Phone Spotlight ~ iPhone XR

Features

- Wireless device, black in color
- 64GB memory
- 6.1' diagonal all-screen LCD multi-touch display
- Liquid retina HD display
- Face ID
- Long lasting battery
- Wireless Charging Capability
- Applications based on the applicant's disability

MassEDP is pleased to announce that we now offer the iPhone XR as the Program's first ever wireless device choice for our clients. The cell phone is pre-programmed with applications based on the applicant's disability.

Please note, MassEDP DOES NOT provide the cellular data plan.

