

Massachusetts State 911 Department July 2022 Newsletter



Issue 7

Volume 10



9-1-1 Spotlight: Communication Officer (CO) Thomas Scanlan Southeastern Massachusetts Regional 9-1-1 District (SEMRECC)



On a Thursday evening in June of 2022, CO Thomas Scanlan received a 9-1-1 call from a concerned mother who was reporting that her son had walked away from home threatening self harm. While area departments searched for the man, CO Scanlan attempted to call him. After a few unsuccessful attempts, CO Scanlan used PreparedLive to reach out to him through a text message. A few minutes later, contact was made. After a lengthy conversation, the male disclosed his location to CO Scanlan who then remained on the line with him until the first responders were able to locate him and bring him to safety. CO Scanlan used his knowledge of protocol, mastery of public safety resources, compassion, and empathy to prevent a tragedy.

Thank you for your exceptional service CO Scanlan!

9-1-1 Spotlight: Telecommunicator Cynthia Matos Massachusetts State 911 Department—North Shore Regional 911



On Wednesday July 6, 2022, Telecommunicator (TC) Cynthia Matos received a wireless 9-1-1 call mapping on a highway. No one was responding to prompts but yelling could be heard in the background. TC Matos transferred the open line call to the appropriate State Police jurisdiction giving them the mapping that she had and what she had heard in the background. A few hours later Maine State Police called asking for information on the call and they relayed that it was a kidnapping that traveled from MA to NH to ME. Had TC Matos not observed the background noise and not treated the open line call as a true emergency State Police may have never been aware of this call.

Job Well Done TC Matos!

Welcome

TO THE TEAM



Joseph Crean has joined the State 911 Department Team as the Director of Special Projects!

Joseph Crean comes to the State 911 Department from the Regional Old Colony Communications Center (ROCCC) where he was the Deputy Director. As the Director of Special Projects Joe will be focusing on the Department's 9-1-1 regionalization efforts as well as other 9-1-1 projects as assigned by the Executive Director and Deputy Executive Director.

Joe can be reached via email at Joseph.J.Crean@mass.gov or via phone at 508.821.7213. Welcome Joe!

Updates from PSAP Operations—North Shore Regional 9-1-1

The Executive Office of Public Safety and Security and the State 911 Department are pleased to announce that the town of Manchester-by-the Sea (MBTS) will be joining the North Shore Regional 911 Center (NSR911) for emergency dispatch services.

On Tuesday, July 26, 2022, town officials from Manchester-by-the-Sea and executive leadership of the State 911 Department signed an Intermunicipal Agreement to effectively move Manchester's 911 dispatch operation to the NSR911. NSR911, which operates under the State 911 Department, currently serves the neighboring towns of Middleton, Essex, Wenham, Topsfield and Amesbury. Leadership at NSR911 and Manchester-by-the-Sea will be working together over the next several months to complete the transition and look forward to their new partnership.



Back row (L/R): MBTS Fire Chief Jason Cleary, MBTS Police Chief Todd Fitzgerald, Deputy Executive Director S911 Norm Fournier, NSR911 Deputy Director Chris Ryan, & Director of PSAP Operations Alyson Dellisola

Front row (L/R): MBTS Town Administrator Greg Federspiel, MBTS Selectboard Chairperson Rebecca Jaques, and Executive Director S911 Frank Pozniak





Massachusetts TERT Program

The Massachusetts TERT program is now accepting applications for team members and team leaders!

<https://forms.office.com/g/M1U7bdeZgq>

- Have your certificates ready to upload as well as an agency letter of recommendation. Sample text for a letter can be found on the application.
- All members must complete and submit the MA TERT application before they can be considered for acceptance to the team.
- TERT will be collecting applications throughout the summer and the credentialing process will take place over the next few months.

If you have any questions about TERT, please reach out to Katrina Shamshak at Katrina.c.shamshak@mass.gov.

LET US HELP!

PSAP Job Opportunities

If you have a vacancy in your communications center and are looking for a way to share it with the public, we are here to help!

To post a job opening on our website:

1. Go to www.mass.gov/e911.
2. Click on **Information for Call Centers**.
3. Click on the **9-1-1 Communications Job Posting** link (located under all other tasks).
4. Download and complete the form.
5. Email the completed form to our Public Education Coordinator, Katelyn Sylvia at Katelyn.a.sylvia@mass.gov.

The State 911 Department is also happy to share all Commonwealth PSAP job openings to our Facebook page. To advertise your job opening on Facebook, please email Katelyn Sylvia at Katelyn.A.Sylvia@mass.gov.

NG9-1-1 Refresher Training and Continuing Education

For certified 9-1-1 telecommunicators that attended NG9-1-1 certification training more than two years ago, “**NG9-1-1 Refresher Training**” is **highly recommended** as an ideal way to obtain 8 of the required 16 hours of continuing education hours each year. See below for refresher training benefits.

- To learn about new features that have been added or enhanced in the NG9-1-1 system.
- To refresh skills on features that are not often used but are available in the NG 9-1-1 system.
- To learn about changes in the Communications industry and how they impact 9-1-1.
- To refresh skills for part time telecommunicators and officers that are not taking 9-1-1 calls regularly.

Scheduled refresher classes can be found at www.mass.gov/e911. Refresher classes can also be scheduled upon request by emailing 911training@mass.gov and working with one of our training coordinators to find dates that fit your needs.



REMINDER

Multi Line Telephone System (MLTS) Test Calls

Please be reminded that businesses located in your jurisdiction have been, and will continue to be placing test calls to 9-1-1 in support of MLTS compliance. It is critically important that these test calls are being handled professionally and correctly. **Please DO NOT hang up on the person performing the test.** These test calls are essential to the success of MLTS.

For a review of the test call process, please download the MLTS job aid which reviews the legislation, key-terms to know, and the “to-dos” of the test call process. **The job aid is available for download on our website: www.mass.gov/e911 under “Information for Call Centers” —> “View Upcoming E9-1-1 Classes.”**

If you are interested in more information on MLTS or have questions, please email Joe Hickey at Joe.Hickey@mass.gov.



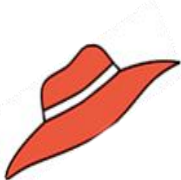
BEAT THE HEAT!

With some parts of Massachusetts recently reaching record breaking high temperatures, the State 911 Department would like to remind you of some summer tips to stay cool and “beat the heat!”


- Try to stay in air conditioning whenever possible.
- Keep hydrated by drinking plenty of water.
- Avoid outdoor strenuous activities during high temperatures.
- Check on your neighbors.
- Remember your pets! Do not leave an unattended pet in a vehicle!

Find us on Facebook!
Massachusetts State 911
@MAstate911
Visit our website!
www.mass.gov/e911






A “tip of the hat” to all those who submitted FY 2022 reimbursements by the deadline (July 31, 2022). State 911 Department staff is working diligently to process those requests within the allotted thirty business days as noted in the grant guidelines. Our reimbursement team, Vicki Goetz, Karen Mullin and Janelle Menard, lead by Angela Pilling, works in partnership with PSAP staff to maximize the use of funding under the grant programs.



As we head into a new grant cycle, we want to “re-cap” some items to keep in mind when preparing your applications.

- Approval of a PSAP’s annual certificate of compliance is required prior to securing a contract start date. However, PSAPs do not need to await approval prior to submitting the applications. Apply today!
- Be sure to complete all required pages/fields of the application.
- The training grant covers costs associated with 16 hours (or 32 hours for Regional/ RECCs/PSAPs identified in the guidelines) of training. These costs may be vendor and/ or personnel costs. Costs associated with training in excess of 16 (or 32) hour is not eligible under the training grant.
- Continuing education for new hires is not required in the fiscal year in which the employee was certified.
- Please be sure all signatory pages are properly completed.



State 911 Department workshop sessions are packed with information to assist you with the application process and the reimbursement process. Application workshops are hosted on the third Monday of the month. Reimbursement Workshops are hosted on the third Wednesday of the month. E-mail 911DeptGrants@mass.gov to register. You can also join through “Events” noted on our website.

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

OUTREACH



On Thursday, July 14, 2022, State 911 Department staff visited the Hudson Police Department to give a presentation on 9-1-1 to the attendees of their Youth Police Academy. The kids had a chance to come aboard our Mobile PSAP unit, learn about Text-to-911, the Silent Call Procedure, and the NG91-1 system, find their home addresses on the mapping system, play 9-1-1 trivia and answer mock 9-1-1 calls. The afternoon ended with each child being awarded a "9-1-1 All Star Kid" certificate. Thank you to the Hudson Police Department for having us! It was a fun afternoon spent with a great group of kids.



Public Safety Day in Maynard



On Tuesday July 12, 2022, State 911 Department staff along with our Mobile PSAP unit attended the Maynard Public Safety Day held at the Boys and Girls Club of Assabet Valley. Department staff spent the morning educating children ages 5+ on the importance of 9-1-1, the Silent Call Procedure, and how to call and text 9-1-1 in an emergency situation. In addition, some of the attendees had the opportunity to find their home addresses on the NG9-1-1 system map and to sit in the hot seat of a 9-1-1 call taker and handle a "9-1-1 call for service." Thank you to the Maynard Police Department & the Boys and Girls Club of Assabet Valley for inviting us to your event! A fun morning was had by all!



Dracut Public Safety Event



On Thursday, July 22, 2022, the State 911 Department partnered with the Northern Middlesex Regional Emergency Communications Center (NMRECC) and attended Dracut's Public Safety Event. The event had a great turnout. Attendees received tours of the Mobile PSAP unit, learned about the Silent Call Procedure, Text-to-911 and the NG9-1-1 system. Thank you to Kevin Lessard Director of NMRECC for inviting us to attend! A special shoutout to the dispatchers from NMRECC who assisted us with staffing the Mobile PSAP unit and educating on 9-1-1 at the event. You are appreciated!



Massachusetts State Police - Northampton Control Outreach Event!

Safety Village Day Camp in Northampton recently hosted a public safety outreach day. Each summer, members of the local fire department, police department, and emergency call centers talk to children about traffic, bicycle and pedestrian safety, stranger danger, and



other potential threats such as fire, electric, water, and animals. Massachusetts State Police, Northampton Control, has participated in Safety Village for more than 10 years. Here, dispatchers Ervin Santiago and Don Tryon speak about 9-1-1 to a group of children and camp counselors. They were accompanied by MSP comfort dog Luna and other members of the State Police (not pictured).

Is your agency participating in any upcoming community outreach events? If so, we would love to feature you in next month's newsletter. Please email pictures and a write up to Public Education Coordinator, Katie Sylvia at Katelyn.A.Sylvia@mass.gov no later than August 20, 2022!



Thank you to the New Bedford Police Department, the Boston Police Department Operations Division, New Bedford Animal Control, and the Acton Communications (not pictured) for inviting our interns Sarah, Chris, and Robert to visit and tour their Departments.

THANK YOU!

The Massachusetts Equipment Distribution Program (MassEDP) provides adaptive telephone equipment to people who have difficulty using a landline or wireless telephone due to issues such as hearing loss or vision loss. The telephones that are part of the Program can assist with providing a more clear, independent phone communication and the ability to contact 9-1-1 in the event of an emergency. The specialized telephone equipment is offered to people with a permanent disability for little or no cost, depending on income level.

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.

The image shows a 'MassEDP Application Part 1 - Applicant's Personal Information' form. The form includes fields for Name, Address, City, State, Zip Code, Home Telephone Number, Email, and Daytime Telephone Number. It also has checkboxes for 'Preferred Contact Method' (Phone, Email) and 'Person authorized to act on your behalf (optional)'. There are sections for 'MCDH' (Deaf, Hard of Hearing, Vision, Speech, Hearing, Cognitive) and 'MCB' (Lip/Body, Deaf, Hearing, Vision, Speech, Hearing, Cognitive). A 'MassEDP' card is also visible, which says 'Specialized Telephones for People with Disabilities' and provides contact information for the Massachusetts Equipment Distribution Program.

In addition, **MassEDP would like to remind you that Program participation at in-person outreach events have resumed.** 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 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

As a reminder, MassEDP offers the iPhone XR as the Programs first ever wireless device option for 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.

