

Massachusetts State 911 Department December 2022 Newsletter



Issue 12

Volume 10



Season's Greetings!

On behalf of Executive Director Frank Pozniak and the Staff at the State 911 Department, we send our best wishes for your holiday season to be filled with happiness, friendly cheer, good health, wonderful memories, and the warmth of your closest family and friends.

THANK YOU for all that you do throughout the year. Enjoy & be well!



NEWS

The 54th Public Safety Communications
Academy will be held May 1, 2023—
June 2, 2023 in Middleboro!



State 911 Department FA-LA-LA-LA-LA SPIRIT WEEK



9-1-1 Spotlight: Dispatcher Jennifer Hill Nashoba Valley Regional Emergency Communications Center



*L/R: Dispatcher Jennifer Hill,
Nashoba Valley Regional
Executive Director Anne Camaro*

On November 27, 2022, Dispatcher Hill received a call from a Berlin resident stating that a male party had fallen and needed medical attention. Dispatcher Hill's training kicked in and she quickly determined that CPR was needed. Following EMD protocol, Dispatcher Hill provided CPR instructions to the caller until responders from Berlin Fire & EMS Department & Berlin Police Department arrived on scene.

Congratulations Dispatcher Hill and **THANK YOU** for your outstanding service!

***Congratulations!**
Job Well Done!*

Updates from our Programs Division

UPDATE

Interpreter Service Update

Over the past few weeks, significant changes have been made to improve the 9-1-1 interpreter service. Please see below.

- There is no longer an auto attendant.
- The dispatcher will briefly hear music and then go directly to a LIVE operator.
- Operator will request the PSAP name and ask for the language needed.
- Operator will bring the interpreter on the line and then interpreting will begin.

The State 911 Department continues to work with the interpreter provider to improve the service.

Please report significant issues that you are experiencing to Monna Wallace at Monna.Wallace@mass.gov and Katelyn Sylvia at Katelyn.A.Sylvia@mass.gov.

Massachusetts TERT has gone LIVE!


On December 1st, Massachusetts officially launched an intrastate Telecommunicator Emergency Response Taskforce (TERT) program! The MA TERT program is a team of certified and credentialed public safety telecommunicators who respond, relieve, assist and/or augment PSAPs affected by manmade or natural disasters. Fifty-seven (57) members across the Commonwealth are each assigned to one of four regional teams. The Massachusetts TERT program has been developed in partnership with the Massachusetts Executive Office of Public Safety and Security (EOPSS), the State 911 Department, the Statewide Office of Public Safety Interoperability (SIEC), and the Massachusetts Chapter of the National Emergency Number Association (MassNENA). The MA TERT team follows national training and credentialing standards established by the NJTI TERT (National Joint TERT Initiative).

Credentialed TERT members are part of the Commonwealth's Communication Unit (COMU).


On December 6th, MA TERT held its first in-person training in Hudson, MA. During the meeting, team members learned about deployment expectations, reviewed supply considerations/callout procedures, and practiced some scenario drills.

For more information about the team see www.mass.gov/TERT.







Need to add personnel to your grant listing? Check the listing returned with the contract awarded. If an employee for whom you wish to submit reimbursement for is not on this listing, you simply need to submit a request to 911DeptGrants@mass.gov providing last name, first name, hourly pay rate and overtime pay rate. Such request shall be submitted by an authorized signatory. This is the sole means of adding individuals to a PSAP grant. Issuance of a NG-9-1-1 user id does not serve as a request to add employees to the grants. **Check the list** before submitting your reimbursement requests.



Snow idea? While the weather outside is frightful this might be a great time to hunker down and prepare those reimbursement requests. We are now halfway through our fiscal year, yet the flurry of reimbursement activity is slow. Guidelines require submission within 30 days of costs being incurred. Calendar year end is a good time to review and begin preparation for fiscal year end. Submitting reimbursements timely will assist with this process.



Oh Dear! Need Help? The State 911 Department will continue to host its reimbursement workshops on the third Wednesday of the month beginning at 11:00 AM. The workshop is scheduled for 1.5 hours and provides information on the reimbursement process, forms and needed documentation. E-mail 911DeptGrants@mass.gov to register or check out our events calendar for the link to the workshop.



Wrap it up! The State 911 Department will be hosting a virtual Regional Development Grant Workshop on Thursday, January 19, 2023, beginning at 10:30 AM. The workshop will review the Grant Guidelines, the application process and documentation. This is an opportunity to get your questions answered to allow you to wrap up the application for filing by March 2, 2023.

**The State 911 Department's Fiscal Team wishes you and yours
a very happy, healthy holiday season!!!**

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

Updates from our Systems Division

MassGIS has trails information from the Department of Conservation and Recreation (DCR). A new trails layer for the 911 system is MassGIS' first attempt at a statewide, multi-sourced dataset. This layer was created from two primary sources, DCR trails and the Metropolitan Area Planning Council's Trailmap (trailmap.mapc.org). In addition to these sources, a few other relatively small trail networks were added from Open Street Map (OSM), municipalities, and conservation organizations.

Trails will be maintained as part of the 9-1-1 project and will be refreshed monthly. The number of updates will vary depending on the frequency of inputs from 9-1-1 staff and public sources.

There are many missing trails from this layer and it is hoped that it becomes more complete over time. If you would like to submit trails for inclusion in this dataset, please contact MassGIS using the following email

Notify911Address@mass.gov.

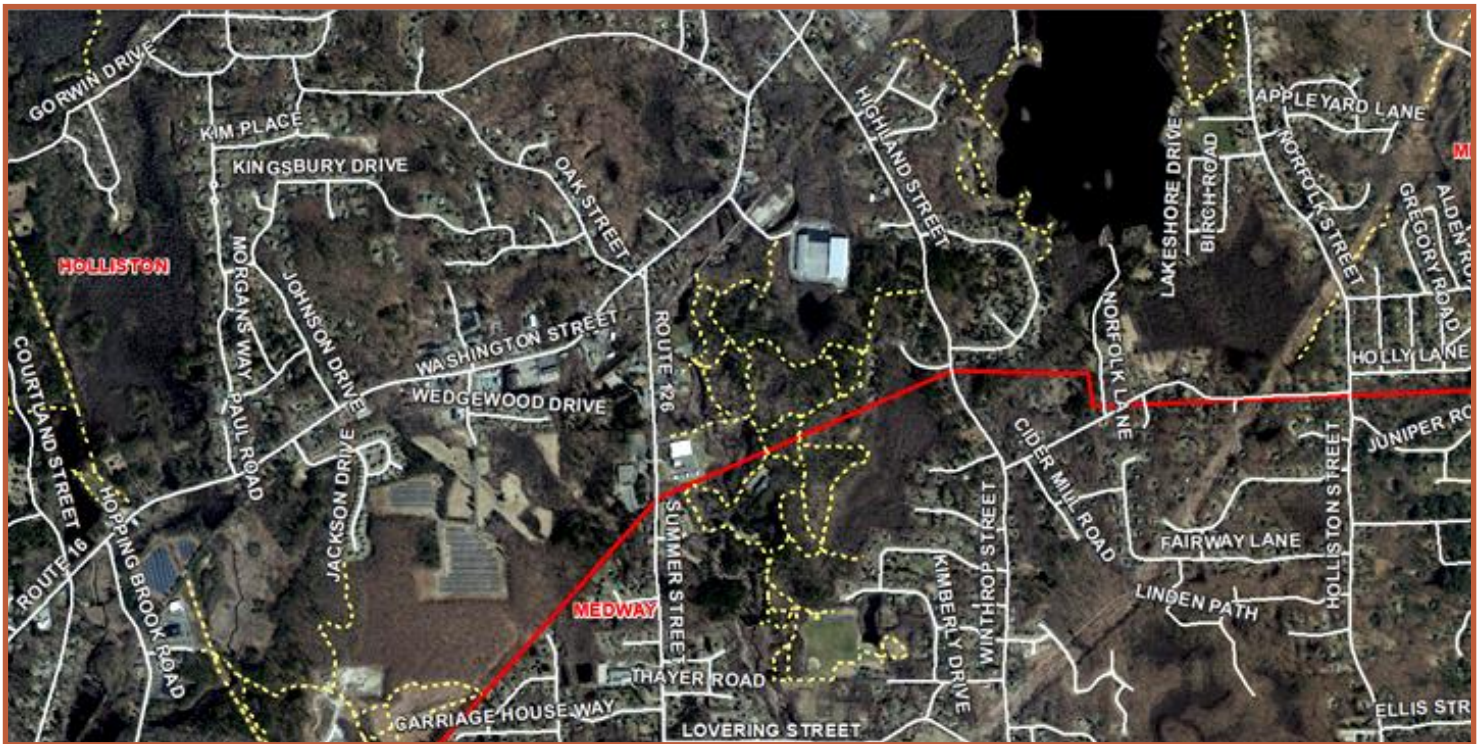


Image 1: New trails (in yellow) in the vicinity between Medway and Holliston



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 printed application form titled "Application Part 1 - Applicant's Personal Information" and a brochure for the "MassEDP Specialized Telephones for People with Disabilities". The form includes fields for personal information such as name, address, city, state, zip code, and telephone numbers. It also has sections for the applicant's signature and date, and a section for the commissioner's signature and date. The brochure features the MassEDP logo and contact information for the 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.

Low Vision Group Monthly Meeting Marlborough, MA

On Thursday, December 15, 2022, Massachusetts Equipment Distribution program (MassEDP) Field Service Advisor Chris Murphy spent the morning at the Marlborough Low Vision Support Group meeting. The group meets monthly and shares important services that are helpful to those who are low vision and/or legally blind. Chris spent the morning talking with the seniors in attendance about MassEDP, Text-to-911, and the Silent Call Procedure. Thank you to the Marlborough Low Vision Support Group for inviting us to attend your meeting. Chris shared important information, as well as laughs with your group members.

