

Massachusetts State 911 Department February 2023 Newsletter



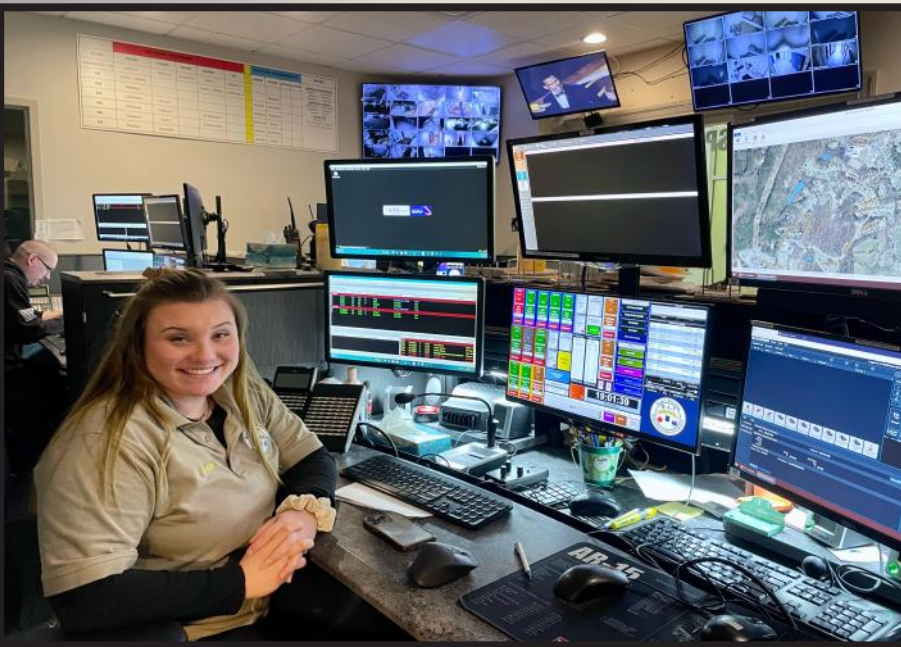
Issue 2

Volume 11

9-1-1 Spotlight: Dispatcher Danielle Hobin Ayer-Shirley RECC

On Friday January 6, 2023, at about 8:15pm, Dispatcher Danielle Hobin of the Ayer-Shirley Regional Emergency Communications Center received a transferred 9-1-1 call reporting a possible overdose where the person was

unconscious, not breathing, and that two doses of naloxone had been administered. The caller was not familiar with the area and didn't know the address of where she was, only the apartment number. The ResponseAssist application provided a spot on, accurate location. Recognizing this as a medical emergency, Dispatcher Hobin had her partner, Dispatcher Monica Maciel, start Ayer EMS to the location, and while calmly using EMD protocols, she instructed the caller and a family member through CPR. After approximately 1-minute of CPR and before the arrival of First Responders, the victim began to regain consciousness. Dispatcher Hobin remained on the line with the caller until the First Responders arrived on scene and took custody of the victim's care. Thank you, Dispatcher Hobin for your incredible service to 9-1-1.



Congratulations! Job Well Done!

NEWS

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



MASSACHUSETTS STATE 911 DEPARTMENT
MASSACHUSETTS COMMUNICATIONS
SUPERVISORS ASSOCIATION



The State 911 Department and the Massachusetts Communications Supervisors Association have partnered and are now accepting nominations for the April 12, 2023 National Public Safety Telecommunicators Week Awards Ceremony.

Please submit a nomination letter which should include:

- Your agency;
- The name of the nominee;
- The award for which you are nominating;
- A summary of the reasons for your nomination;
- Any exceptional contributions the nominee makes to public safety.

All submissions, must be emailed to AWARDS@MA911.ORG

AWARDS

TELECOMMUNICATOR OF THE YEAR:

This award is presented to an individual who went above and beyond on a specific call for service, a specific task asked of them, or in their daily work performance.

SUPERVISOR OF THE YEAR:

This award is presented to an individual in a supervisory role frontline, or administrative. This person makes contributions to their center and leads by example.

LEADER OF THE YEAR:

This award can be presented to anyone in the 9-1-1 profession. They make contributions to their center or the industry. They are a change agent working to be better 9-1-1.

TEAM OF THE YEAR:

This award is presented to a team of two or more individuals. Their performance during an event led directly to an overall positive outcome.

Updates from our Programs Division

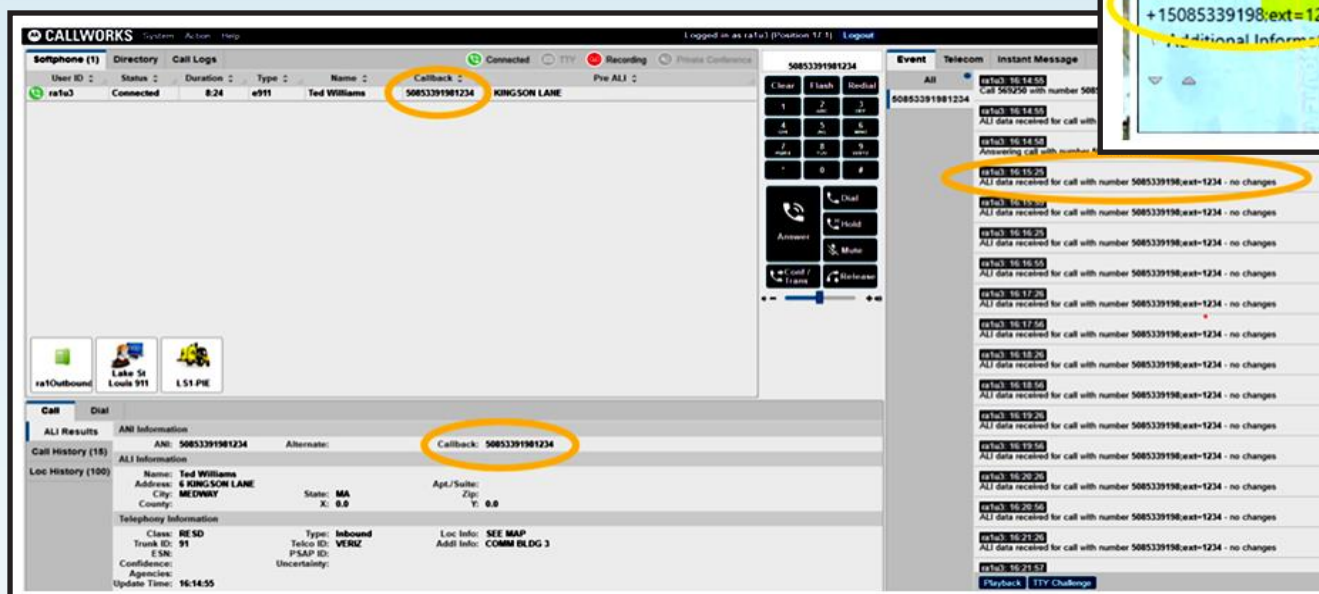
Extension Display for Multi-Line Telephone Systems (MLTS)

As the State 911 Department continues to work with vendors and PSAPs to ensure compliance with MLTS Regulations of the Commonwealth of Massachusetts and the FCC, we are making updates to the NG9-1-1 technology to display more information when it is available.

MLTS vendors are now able to register additional digits for display within the ResponseAssist and CallStation applications. **This change allows 10-digit telephone numbers with extensions to be shown on the displays, with space available for up to 15-digits.** This update allows MLTS users to register their additional digits in the Location Database (LDB) to meet compliance needs. In addition, Comtech is working with some existing PSALI customers to make sure information is inputted correctly in the LDB so it flows to the PSAP as expected.

- **In ResponseAssist:** The 10-digit phone number, as well as extension digits will be displayed in the Incident Tile.
- **In CallStation:** The 10-digit phone number, as well as extension digits will be displayed in the Softphone Call Table, ALI Results tab and within the Event tab.

In the examples shown, the **callback number (508) 339-9198** and **4-digit extension 1234** is displayed.



Note: There may be times when the ANI and Callback numbers displayed in the ALI Results tab may be different.

Automatic callback is available using the features of CallStation for abandoned calls, hand-up calls and redials, as needed.

- The 10-digit number and extension (up to 5-digits) is saved as part of the call detail record in the Call Logs.
- Once connected to an automated phone system/phone tree, the extension displayed can be **manually entered using the Dial Pad of the CallStation screen or the Genovation keypad.***

* **Reminder:** The CallStation screen must be active for the Genovation number keys and functions to work. To ensure that the CallStation screen is active, place the mouse within the CallStation screen and click once, prior to using the keypad. You will notice the toolbar at the top becomes slightly brighter when active. *If you have the mouse in the wrong browser, such as ResponseAssist, and attempt to use the Genovation keypad, the number keys and functions will not work.*

W.E.B Du Bois Regional Middle School, Great Barrington Massachusetts

On Wednesday, February 1, 2023, State 911 Department Public Education Coordinator Katelyn Sylvia and State 911 Department Intern Chris Flynn visited the W.E.B Du Bois Regional Middle School in Great Barrington and

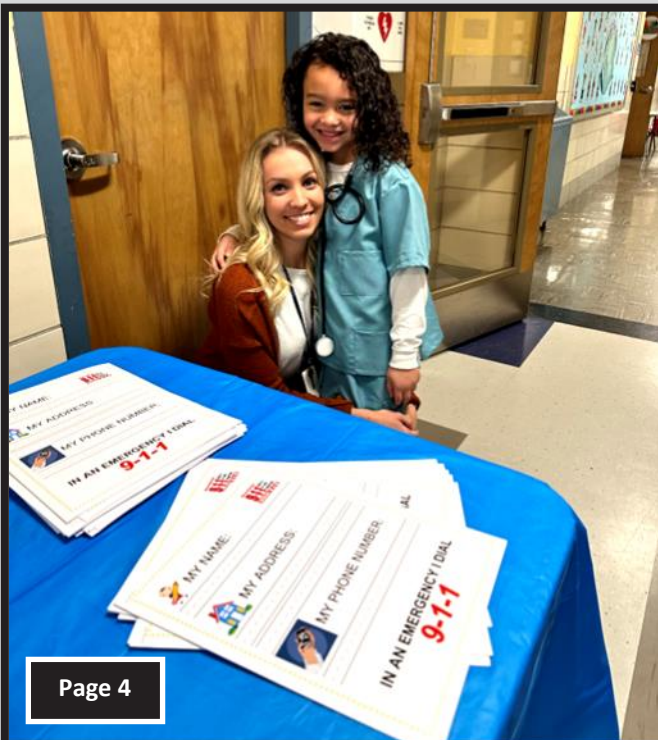


presented to an awesome group of 5th grade students. Katie and Chris discussed with the students the importance of dialing 9-1-1 in an emergency, the Text-to-911 feature, and the Silent Call Procedure. The students had the opportunity to ask questions and share their experiences with dialing 9-1-1. Thank you to the 5th grade teachers at W.E.B Du Bois for having us back again this year, we love our yearly visits to your school!



Carter Brooks Elementary School, New Bedford Massachusetts

On Thursday, February 9, 2023, State 911 Department Public Education Coordinator Katie Sylvia attended Career Day at Carter Brooks Elementary School in New Bedford. We partnered with New Bedford Police Veteran Dispatcher Ra-Neka Silva and together spoke with students ages Kindergarten through 5th grade about 9-1-1 and the important job of a 9-1-1 dispatcher. The students had great questions regarding the profession. It was a fun morning had by all. Thank you to the Staff at Carter Brooks for having us at your event!



UPDATE

Interpreter Service Update

Over the past few months, 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.

Do you know about ALERRT Training?

“The ALERRT Center at Texas State University was created in 2002 as a partnership between Texas State University, the San Marcos, Texas Police Department, and the Hays County, Texas Sheriff’s Office to address the need for active shooter response training for first responders. In 2013, ALERRT at Texas State was named the National Standard in Active Shooter Response Training by the FBI” (alerrt.org/about).

The mission of ALERRT is to provide the best research-based active shooter training in the nation. To take advantage of these classes, you must register as a user/create a login at: [Advanced Law Enforcement Rapid Response Training: First Time Login \(alerrt.org\)](http://alerrt.org)

1. Active Attack Emergency Communications – This course was designed in conjunction with TEEX (Texas A&M Engineering extension Service) to provide telecommunicators, first responders, and other professionals with information on effective dispatching to better prepare them to save lives and reduce chaos in an active attack event. [Course: Active Attack Emergency Communications \(alerrt.org\)](http://alerrt.org)

2. Civilian Response to Active Shooter Events (CRASE) – Law enforcement officers and agencies are frequently requested by schools, businesses and community members for direction and presentations on what they should do if confronted with an active shooter event. The CRASE course, designed and built on the Avoid, Deny Defend (ADD) strategy provides guidance and a proven plan for surviving an active shooter event. Topics include the history and prevalence of active shooter events, civilian response options, medical issues, and considerations for conducting drills. [Advanced Law Enforcement Rapid Response Training: CRASE \(alerrt.org\)](http://alerrt.org)

To learn more about ALERRT, please visit <https://alerrt.org/>. Note, the two above courses are on our State 911 Department Approved List for continuing education.



“WHO” Knew?

...Did you know **that proof of course completion for subscription-based learning programs is the number of total hours promoted by the vendor for its subscription-based learning program annually?** In the event the subscription-based learning program does not clearly define the number of hours annually, then sixteen (16) hours will be required for course completion.

...Did you know that deliverables as defined by executed contracts with PSAP vendors are required with submission of reimbursements? While this is most applicable to the Development Grant, **it is a good practice to check your contracts to ensure the vendor has provided all deliverables in compliance with the contract.** Should an awardee submit deliverables with the Development Grant quarterly reporting, the reimbursement should reference the quarterly report under which the submission was made.

...Did you know that not all vendors providing CPR training are on the approved course list? **PSAPs should review the approved course list prior to submission of its reimbursements to ensure the vendor is approved.** Should the vendor not appear on the approved list, the PSAP shall submit a request in compliance with Training Grant guidelines to have the vendor added. This is a good practice for any and all trainings.

...Did you know **all extension requests under the Development Grant must be requested by March 30, 2023?** Awardees should review the status of projects and check-in with its vendors/contractors to ensure project completion by June 30, 2023. In the event a project will not be completed, awardees shall petition for an extension. Said petition shall include detailed information (notice from the vendor, updated project schedule, etc.).

...Did you know **the application deadline for the FY 2024 Development Grant is Thursday, March 2, 2023 at 5:00 P.M.?** Interested eligibility entities should begin wrapping up their application to ensure timely submission.

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

Updates from our Systems Division

Toyota Connected

Toyota Connected is Toyota's emergency service, automatic collision detection, and roadside assistance for Toyota Vehicles. More information can be found at <https://www.toyota.com/connected-services/safetyconnect/>.

All requests go to a call center before connecting to 9-1-1. The Toyota agent (who will be on the call) has additional information about the automobile incident they provide to the PSAP when requested or required verbally. Toyota has partnered with Intrado to deliver ANI/ALI. The lat/long displayed should be the vehicle; they do not provide an uncertainty value.

Recently, Toyota has updated their systems to have the ability to provide additional information about the vehicle automatically. These calls will have a link in the ALI's location field for PSAP agents to access. The NG911 system does not have internet access, the link will spill to your CAD (if applicable).

The information that is available verbally and will be available in the link.

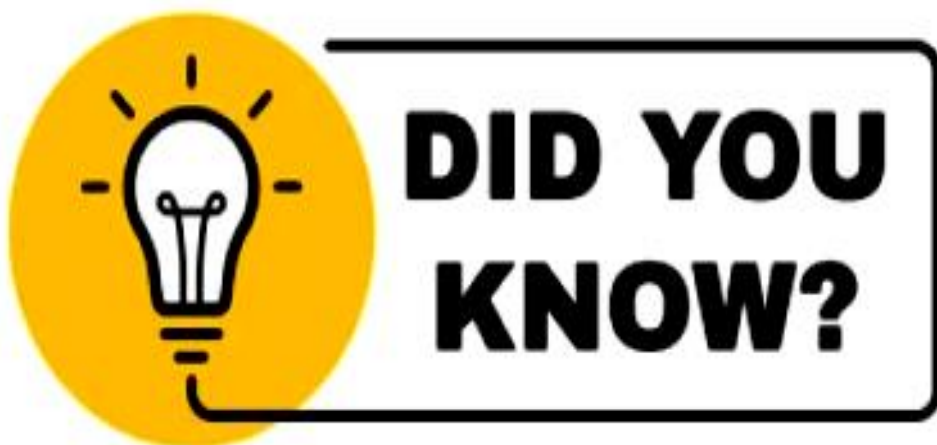
1. Vehicle ID: make, Model, Color, Fuel Type or vehicle description.
2. VIN.
3. Location: Geo-history, Velocity, and Vehicle heading.

REMINDERS!

Cell Phone with AREA CODE 9-1-1 : Cannot be called back!

Cell phones with no service plan are able to successfully place a call into 9-1-1 but can not be called back. Per FCC regulations all mobile phones are required to be able to dial 9-1-1 regardless of whether or not they have a subscriber plan.

The audio, "unable to call back an un-initialized phone" is what a telecommunicator will hear when they make an attempt to call back a caller that is using this type of phone. When this occurs, there is no need to open a ticket with the Help Desk as the NG9-1-1 system is working correctly. In addition, since the phone does not have a working phone number — the area code for an un-initialized phone will show on the NG9-1-1 system as 9-1-1.



Out of State Transfers

Over the past several years we have collaborated with our border State's 9-1-1 administrators to display ALI data upon transfer to a PSAP in either direction. If you do not receive ALI with such transfers, please open a ticket with the Help Desk.

Greater Springfield Senior Services, Inc.

On Thursday, February 23, 2023, Massachusetts Equipment Distribution Program (MassEDP or Program) Field Service Advisor attended an outreach event held at Greater Springfield Services, Inc. (GSSSI). Chris spent the morning hours educating over forty different case managers in the Springfield State Home Care Department on MassEDP, the Program's application process, as well as Text-to-911 and the Silent Call Procedure. The information Chris shared with the Staff members will be relayed to residents in the Greater Springfield area that can benefit from our Program. Thank you to April from GSSSI for inviting us to speak with the Staff at your office. We look forward to connecting with residents in the Springfield area regarding our 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.

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.