

Massachusetts State 911 Department May 2023 Newsletter



Issue 5

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State 911 Commission Vice Chair Stephan Hooke, EOPSS Undersecretary Kerry Collins, State Fire Marshal Peter Ostroskey, State 911 Department Executive Director Frank Pozniak, & Taunton Fire Chief Tim Bradshaw



Deputy Chief of Communications Barnstable County Sheriff's Office Tom Ashe, State Fire Marshal Peter Ostroskey, State 911 Department Programs Director Monna Wallace, and State 911 Department Executive Director Frank Pozniak

On Thursday, May 18, 2023, retiring Massachusetts State Fire Marshal Peter J. Ostroskey was recognized at the State 911 Commission meeting for his impressive nearly forty year career in Public Safety, which included thirteen years with the Statewide Emergency Telecommunicators Board, thirty years with the Uxbridge Fire Department, four years as the Deputy Fire Marshal, and most recently serving as the State Fire Marshal for the last seven years.

*On behalf of Executive Director Frank Pozniak and all of the Staff at the State 911 Department, we would like to say **THANK YOU** to Fire Marshal Ostroskey for his service and express our best wishes in his retirement.*

Congratulations!



9-1-1 Spotlight: Dorothy Acord—Public Safety Telecommunicator (PST) Metacomet Emergency Communications Center

On March 28, 2023, PST Dorothy Acord from Metacomet received a 9-1-1 call reporting an elderly man unresponsive and having a seizure. Once the patient stopped seizing, following EMD protocols, PST Acord instructed the caller to place him on his back and open up the airway. She then began providing CPR instructions until help arrived on scene. This story ended with a happy ending and the patient recovered. Thank you for your service PST Acord! Your hard work, dedication, and skillful training aided in saving this man's life.

Job Well Done! Congratulations!

9-1-1 Spotlight: South Worcester County Communications Center (SWCCC)

On Tuesday, May 2, 2023, during the Central Massachusetts EMS Cooperation meeting the SWCCC was recognized and awarded the "EMS Communications Specialist of the Year" award.

The members of the SWCCC were honored for providing exemplary 24/7 service to the towns of Webster and Dudley and while doing so always carrying themselves with pride, dignity, respect, and professionalism. Way to go SWCCC!

Job Well Done! Congratulations!



NEWS

The NEW 560 C.M.R 2.00 Appendix
"A" Standards are now LIVE and have
been posted to our website
homepage www.mass.gov/e911!

Scholarship opportunity

The Massachusetts State 911 Department is pleased to announce the release of the FY 2024 PSAP Leadership Scholarship Program. Any certified telecommunicator at a PSAP (primary/regional/regional secondary/RECC) is eligible to apply. Recipients of the scholarship will have the opportunity to participate in the Certified Public Safety Executive Course, the Communications Center Manager course, or other approved leadership program. The Massachusetts Communications Supervisor's Association will be assisting with the application and selection process.

To apply for the scholarship, an application must be submitted electronically through MCSA's website, www.ma911.org/2023-leadership-scholarship/ on or before, Thursday, June 8, 2023 at 4:00PM.

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 Programs Coordinator Katelyn Sylvia at Katelyn.a.sylvia@mass.gov.

In addition, if you are having difficulty staffing your center, please reach out to State 911 Department Programs Director Monna Wallace at Monna.Wallace@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.

Updates from our Programs Division — continued

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 that 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 MLTS911@mass.gov.

Updates from our Fiscal Division



Don't wing it! If you are newly assigned to manage the State 911 Department grants or if you just need a refresher, attend our monthly workshops. The workshops are virtual and run approximately 1 hour each, providing direction on the application and reimbursement process. It is an opportunity to get all your questions answered. Upcoming Workshops are noted below.

- Applications Workshop: Monday, June 12, 2023 at 11:00 a.m.
- Reimbursement Workshop: Wednesday, June 21, 2023 at 11:00 a.m.

The days are fluttering by. Don't wait get your FY2023 reimbursements in today. This will allow sufficient time for reconciliation and processing of payment to your PSAP for the close of FY 2023. Please keep in mind the deadline for filing is July 31, 2023. Payments are being processed within thirty business days.

The FY 2024 Grant Guidelines were released in February 2023. It is suggested PSAPs begin preparing for submission of its application now. Keep in mind that approval of the annual certificate of compliance is required prior to contract award. In addition, compliance with MassGIS requirements is needed prior to contract award under the Support and Incentive Grants. That said, PSAPs are encouraged to submit their applications so an initial review can begin. This best positions PSAP for an early contract start date. Once compliance is achieved, the State 911 Department can finalize the review and move to contract execution.

The deadline of June 30, 2023 is hovering. Any and all changes needed for contracts expiring on June 30, 2023 must be processed by that deadline. Requests received after the contract expiration cannot be processed. It is recommended that PSAPs review their grant award and ask the following questions:

- Are all certified telecommunicators for whom I expect to submit reimbursement approved on my award?
- Are all goods and services for which I expect to submit reimbursement approved on my award?
- Are my authorized signatories up to date?

Wi-Fi Dialing Feature

Many wireless carriers allow Wi-Fi dialing to compensate for lack of cell coverage. To take advantage of this feature, the subscriber is required to enter their location into the handset to be used in the event of dialing 9-1-1. Unfortunately, many subscribers forget that they've enabled this feature and dial 9-1-1 at a location different from the previously provided location. In these situations, the call presented to the PSAP appears like any other wireless call. However, when speaking with the caller, it becomes apparent that they are reporting an incident out of the PSAP's jurisdiction and sometimes, even out of State. Dispatchers should refresh the map location to obtain the caller's actual location. If the caller is currently located outside of Massachusetts, the map will have a gray background. When available, RapidSOS will also show the caller's actual location.

Please note, that while these issues can happen with all wireless carriers, we've noticed most reported incidents are attributed to Verizon. If you would like more information, please contact State 911 Department System's Analyst Charlie Ashworth at Charles.Ashworth@mass.gov.



Out of State 9-1-1 Calls

With proliferation of VoIP systems, it is possible to receive a 9-1-1 call from outside your jurisdiction within Massachusetts or any other State in the Country. To date, we've seen two types of such occurrences:

1. a bank with headquarters outside of Massachusetts closed a branch in Medford, MA and relocated the phones to a branch in another state and neglected to update the location of the device. This caused several 9-1-1 calls during bank robberies to route to the PSAP in Medford and thus delay police response. PSAPs are encouraged to work with bank branches within their jurisdiction to conduct periodic testing of 9-1-1 to ensure such errors have not been made.
2. A business with headquarters in Massachusetts and numerous satellite locations in the Northeast and mid-western states may not configure their system properly and as a result a 9-1-1 call from any of the satellite locations may display the headquarters' location. A major corporation with headquarters in Westborough is such an entity. A few days ago, a gas station attendant in Columbus, Ohio needed medical attention. Unfortunately his 9-1-1 call was routed to the Westborough PSAP because the location of the phone was listed at the corporations headquarters.

In all cases where you've established the emergency is out of State, transfer the call to the PSAP of jurisdiction as quickly as possible. Additionally, please notify us at MLTS911@mass.gov so that we may work with the entity to ensure misconfigurations are corrected as soon as possible.

Updates from MassEDP



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 MassEDP 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 MassEDP application process, equipment that is available, or are interested in receiving MassEDP 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 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.



Halifax TRIAD Meeting

On Tuesday, May 2, 2023, State 911 Department's Program Coordinator Katelyn Sylvia, Department intern Chris Flynn, and MassEDP Field Service Advisor (FSA) Chris Plant presented at the monthly Halifax TRIAD meeting which was held at the Town Hall. TRIAD is a nationally recognized public safety initiative in the communities that is developed in an attempt to reduce crime and victimization in the senior population. Katie, Chris, and Chris spent the morning educating the TRIAD members on MassEDP, Text-to-911, the Silent Call Procedure, and discussing some of the daily job duties of a 9-1-1 dispatcher. It was a very informative and productive meeting. Thank you to Halifax Police Chief Joao Chaves for inviting us to attend!



Highland House—Springfield, MA

On Thursday, May 11, 2023, MassEDP FSA Marguerite Szczawinski presented to a group of a dozen residents from the Highland House in Springfield. The residents in attendance were unaware about MassEDP so Marguerite spent her time educating on MassEDP and all that we have to offer. Thank you to Elisette from the Highland House for giving us the opportunity to connect with your residents.



Breakfast Club—Palmer Senior Center

On Thursday, May 11, 2023, MassEDP FSA Marguerite Szczawinski spent the morning with the members of the Palmer Senior Center at their breakfast club gathering.

Marguerite shared applications, brochures, and educated on the different equipment we offer. Thank you to Lisa from the Center!



Encompass Health Rehab—Ludlow, MA

On Thursday, May 4, 2023, MassEDP FSA Marguerite Szczawinski attended a brain injury support group meeting held at Encompass Health Rehab in Ludlow where she shared information on MassEDP, Text-to-911, and the Silent Call Procedure. While a number of those in attendance were still interested in a landline telephone, there were a few individuals who were excited to hear that MassEDP has added wireless devices. Thank you to Deb from Encompass Health Rehab for inviting us to participate in your meeting.

Town of Reading Health Fair

On Thursday, May 11, 2023, FSA Glen Schultz attended the Town of Reading's Health Fair. The fair was well very well attended. Glen had the opportunity to educate the attendees on our MassEDP equipment, application process, as well as different features of 9-1-1 in Massachusetts. A wonderful morning was had by all. Thank you to Alyse from Reading for inviting us to participate!



Granby Senior Center—Granby, MA

On Thursday, May 4, 2023, FSA Marguerite Szczawinski visited the Granby Senior Center. Members of the center were delighted to hear about MassEDP's cell phone option. They were especially excited to hear about the phone's capability to come with pre-programmed applications depending upon the applicant's disability. Over a dozen applications were handed out. Thank you to the Granby Senior Center staff!