

# Massachusetts State 911 Department July 2023 Newsletter



Issue 7

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## 9-1-1 Spotlight: Dispatcher Patricia Lupacchino Sturbridge Police Department



*On Sunday, June 4, 2023, Dispatcher Patricia Lupacchino of the Sturbridge Police Department received a 9-1-1 call from a very frantic caller reporting a one-and-a-half-year-old child who was unresponsive and not breathing due to a drowning incident. Dispatcher Lupacchino quickly jumped into action, breaking through the threshold and following EMD protocol, she guided the caller through performing CPR. The child was transported to a local hospital by EMS and has made a full recovery. Thank you to Dispatcher Lupacchino! Your skilled training, professionalism, and ability to remain calm aided in saving the child's life.*

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



# NEWS

The next Public Safety Communications Academy will be held September 11—October 13, 2023 in Middleboro. For an application, visit [www.mass.gov/e911](http://www.mass.gov/e911).

# Update from our Programs Division

## Special Recognition for our TTY QA staff

It was determined early on with the deployment of enhanced 9-1-1 in the Commonwealth that the call volume for TTY users calling 9-1-1 was very low. Because of this, the State 911 Department (Statewide Emergency Telecommunications Board (SETB) at that time) developed the “TTY Quality Assurance (TTY QA) Program”.

Today, the TTY QA staff consist of two dedicated women that have been calling our PSAPs for almost **25 years** generating 6 calls per PSAP per month to ensure that telecommunicators are able to maintain their skills when taking calls from citizens calling 9-1-1 using a TTY. Today, the TTY QA Program remains in place and is going strong.

But who performs the test calls? We know you will recognize their names!

## **Linda Mazzolla & Christine O'Reilly**

Both Linda and Christine play a critical role with the State 911 Department by making sure 9-1-1 telecommunicators maintain their TTY skills, and also identifying technical issues with the 9-1-1 system and equipment while making their calls.

Be sure and say a quick hello to these wonderful women during your next TTY QA call.



Linda and Christine, the State 911 Department thanks you for your continued service!



## **NG9-1-1 Refresher Site Visit**

The State 911 Department trainers have been visiting PSAPs across the Commonwealth. During the site visit, trainers test the Text-to-911 feature, provide dispatchers with the most up to date job aids, and answer questions regarding the NG9-1-1 system. The trainers do not in any way interrupt PSAP operation. Rosters are being provided and the dispatchers in attendance at time of the visit are eligible for 2-hours of continuing education. To schedule a trainer to visit your PSAP, please email [911training@mass.gov](mailto:911training@mass.gov).

## **TTY Quality Assurance Program Quarterly Report**

Earlier this month, the TTY pass/fail information regarding TTY test calls placed into PSAPs during the months of January—June 2023 was mailed out to all PSAPs.

If you have not yet received your report and/or if you have questions regarding the report information, please email Katelyn Sylvia at [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov) for assistance.



## **PREPARE NOW!**



Telecommunicators, have you taken the opportunity to participate in the ALERRT on-line training? If not, take the opportunity now. The on-line training can be used for continuing education hours, but more importantly it can help you prepare for the unthinkable, an active shooter incident in your city or town!

“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](http://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.

## **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](http://www.mass.gov/e911). Refresher classes can also be scheduled upon request by emailing [911training@mass.gov](mailto:911training@mass.gov) and working with one of our training coordinators to find dates that fit your needs.





Sail through the grant application process by ensuring your annual certificate of compliance is filed, GIS status is updated, and application, including signatory forms, are properly completed. **Please DO NOT double side applications (or reimbursements).**



Speed through the close of fiscal year 2023 by ensuring all documentation is submitted with each reimbursement request. **Be sure to include, where applicable, proof of course completion, invoice(s), confirmation of delivery, proof of payment.** Remember each reimbursement stands on its own and should include all applicable documentation. Note: the annual certificate of compliance is NOT a substitute for proof of course completion.



**No need to panic; help is available.** Attend one of our virtual monthly workshops to learn more about the grant application process and reimbursement process. Workshops begin at 11:00 a.m. and run approximately 1.5 hours. Application workshops are hosted on the third Monday of each month and reimbursement workshops are hosted on the third Wednesday of each month. E-mail [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to register or visit our events calendar on our website the link to the workshops.



**There are 209 PSAPs supported by the Department's grant programs.** Most PSAPs have at least two contracts under these grant programs, while many more have three or four. Help us to help you. Review all submissions to ensure all forms are properly completed and all required documentation is attached. Any missing documentation slows the process and delays contract start dates and/or payments.

**If you have any questions, or require assistance—please contact Finance Director, Karen Robitaille at [Karen.Robitaille@mass.gov](mailto:Karen.Robitaille@mass.gov).**

## Updates from our Systems Division

### For Summer Preparedness... Beaches, Parks, and Call Box addressing.

“Address points” are usually placed on a physical structure. The NENA defined term is actually Site/Structure Address Point. The GIS process automatically adds an address point for any structure. This information is cross referenced with other public information such as tax lot data.

A Non-Structure Location (ANSL) is a place that needs a dispatchable address but may not have a structure. Some good examples are beaches and parks. ANSLs must be requested by the addressing authority, they are not automatically added.

If you want to check if a particular location has an address point, go to the map software search or manually scroll to the location. If there is no address point, click the “map discrepancy” button in the toolbar. Fill out the dialogue box and Mass GIS will get the necessary approvals from the addressing authority.

Due to the lack of automation, certain quality control measures, and the amount of manual work, we ask that PSAPs request these only when there is a public safety benefit.

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**Massachusetts State 911**  
**@MAState911**  
Visit our website!  
[www.mass.gov/e911](http://www.mass.gov/e911)



## REMINDER

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Please be reminded, we are actively searching for 9-1-1 telecommunicators that have done an exceptional job on a call for service to be our 9-1-1 spotlight.

If you have a telecommunicator you wish to nominate, please email the details of the call for service and a picture of the telecommunicator being spotlighted to Katie Sylvia at [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).

# Updates from MassEDP

The image shows a 'MassEDP Application Part 1 - Applicant's Personal Information' form. The form includes fields for Applicant's Name (First, Middle, Last), Home Address, City, State, Zip Code, Home Telephone Number, Email, Daytime Telephone Number, and Person authorized to act on your behalf (optional). It also has checkboxes for Preferred Contact Method (Phone, Email) and a section for MCHH (Massachusetts Commission on Hearing and Hearing Impaired) with checkboxes for Deaf, Hard of Hearing, Vision, and Hearing. A signature line and date are at the bottom. To the right of the form is a brochure titled 'MassEDP Specialized Telephones for People with Disabilities' which provides contact information for the Massachusetts Equipment Distribution Program.

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 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 MassEDP'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](mailto:Grant.Harrison@mass.gov).

In addition, **please be reminded that participation at in-person MassEDP outreach events has 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](mailto:Katelyn.A.Sylvia@mass.gov).



— **Janice Barrett**—  
*Customer Service Representative  
MassEDP*

— **Melanie DaRosa**—  
*Field Service Advisor  
MassEDP*

On behalf of the Massachusetts State 911 Department and MassEDP, we would like to congratulate Janice Barrett, MassEDP Customer Service Representative, and Melanie DaRosa, MassEDP Field Service Advisor who both retired earlier this month. Janice dedicated 14 years to our Program, and Melanie dedicated 13 years. Thank you, Janice and Melanie for all of your hard work and many years of dedication to MassEDP. We wish you both a happy, healthy, fun, and long retirement!