

Massachusetts State 911 Department August 2023 Newsletter



Issue 8

Volume 11



9-1-1 Spotlight: Telecommunicator (TC) Joshua Graham North Shore Regional 911 Center

On July 21, 2023, just after midnight TC Graham took a call from a distraught male that had a weapon in his hand. TC Graham carefully balanced information gathering with compassion and empathy. TC Graham displayed an empathic tone and used reflective feelings to help build a rapport. By doing so TC Graham was able to get the caller to willingly communicate with him and provide the information needed. TC Graham was able to convince the caller to put down the weapon and move away from it. Throughout the call TC Graham let the caller know he was here for him, and his demeanor displayed a truly caring human aspect. TC Graham made a difference in the outcome of this call. Without TC Graham's care and compassion the caller could have made other choices that would have put himself and the responders at risk.

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.

Update from our Programs Division

Seekonk National Night Out August 1, 2023

On Tuesday, August 1, 2023, State 911 Department staff and our Mobile PSAP attended Seekonk's Public Safety National Night Out. In attendance from the Department were Programs Director Monna Wallace, Training Specialists Tim Buckley, Tony Newell, and Kevin Lewis, interns Chris Flynn and Myesha Auguste, MassEDP Field Service Advisor Chris Plant, and Systems Analyst Scott Gray. It was a well attended and wonderful event. A great evening was had by all. Thank you to Donna Wunschel from Seekonk Public Safety for inviting us to attend!



Carver National Night Out August 3, 2023

On Thursday, August 3, 2023, State 911 Department staff along with our Mobile PSAP participated in Carver's annual National Night Out event. In attendance from the Department were Programs Coordinators Venus Wheeler and Katie Sylvia with their families, interns Chris Flynn and Myesha Auguste, and Systems Analyst Scott Gray. Department Staff spent the evening educating on the Silent Call Procedure, Text-to-911, and providing tours of our Mobile PSAP. Thank you to Mike Shaw and Dawn Savery from the Carver Police Department!



Update from our Programs Division

Kingston Police National Night Out August 8, 2023

On Thursday, August 8, 2023, the State 911 Department along with the Kingston Police Department attended their annual National Night Out event. In attendance from the Department were interns Chris Flynn and Myesha Auguste, Systems Analyst Andy Holland, Programs Coordinators Katie Sylvia and Laurie Lemaire, and Training Specialist Katie Lee. The event was very well attended. Chris and Myesha answered questions regarding the Silent Call Procedure and Text-to-911. Attendees were able to tour the Mobile PSAP and using Response Assist on the NG9-1-1 system searched and viewed their home addresses. Thank you to Laura Casey-Pupek from Kingston Police for inviting us back again this year to attend. A fun time was had by all!



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.

Call Volume by PSAP

Are you interested in knowing how many 9-1-1 calls and texts your PSAP handled in the calendar year 2022?

The "Calendar Year 2022 Call Volume" tab on our website www.mass.gov/e911 lists the number of wireline, wireless, and total calls as well as the number of Text-to-911 each PSAP received in 2022.

Visit <https://www.mass.gov/doc/calendar-year-2022-call-volume/download> to view your PSAPs stats!



Take a minute to review the approved course list on our website so you can rest easy and know that the costs associated with the course may be covered under the Department's Training Grant.

The approved course list is updated throughout the year so be sure to review it prior to scheduling classes. PSAPs who conduct in-house training are reminded that these trainings require review and approval each fiscal year.



PSAPs are reminded that all supporting documentation (proof of payment, invoices, course completion) is required with each submission. PSAPs should dig it out and submit it with the reimbursement request to avoid reductions/returns. **Please do not double side reimbursement (or application) requests.**



As we bounce between fiscal years, please be sure to use the proper fiscal year forms. Both FY 2023 and FY 2024 are available on the website. The Development Grant has additional fiscal year forms available. Please be sure to download the forms for the fiscal year under which you are seeking reimbursement.



We've got you covered! Sign up for our virtual application and/or reimbursement workshops. The application workshop is held on the third Monday of the month and covers the application process for all grants. The reimbursement workshop is hosted on the third Wednesday of the month and the forms, documentation and process for the submission of reimbursements are reviewed. Workshops begin at 11:00 AM and run approximately 1 hour. Register by e-mailing 911DeptGrants@mass.gov.

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

Updates from our Systems Division

During the next couple of months, the State 911 Department will be upgrading the firewalls at our data centers. Along with this upgrade, the Department will be migrating our VPN infrastructure to a more modern and thus more secure environment. Comtech personnel will be contacting those within your PSAP that have VPN accounts and provide them with the necessary instructions.

If you have any questions, please don't hesitate to contact the Help Desk at 855-626-4911.

Test Calls Save Lives!

The State 911 Department commends the Town of Ipswich Public Health Department for including a 9-1-1 test call in their inspection process. Inspector Jack Morris recently made a test call from a pool. His first attempt did not come to Massachusetts. After his second attempt, Ipswich Communications reached out to the MLTS compliance team for help. Our investigation determined that the MLTS was not compliant.



Kudos to Jack Morris and the Town of Ipswich.
We encourage all individuals responsible for pool safety inspections to adopt similar policies.

MLTS Workshops Schedule for Fall 2023

We will be hosting virtual workshops about MLTS. Learn about what the Massachusetts and Federal regulations require and the technology needed to make it happen. Our workshops are two-hours long and start at 1PM.

- Wednesday, September 20, 2023 @ 1PM
- Wednesday, October 18, 2023 @1PM
- Wednesday, November 18, 2023 @1PM
- Wednesday, December 18, 2023 @1PM

If you would like more information about MLTS Compliance or attending an MLTS workshop, please email us at MLTS911@mass.gov.

Call Ring Tones

The ring tone for e7-digit and admin calls will be changed during your PSAPs scheduled preventive maintenance (PM).

9-1-1, Text-to-911, and the abandoned call tone are not changing.

This change allows dispatchers to differentiate the call type audibly allowing the primary focus to be on the Response Assist (mapping software).



MLTS Compliance Update

As non-compliant MLTS are identified by PSAPs, the State 911 Department works with MLTS owner/operator through education and testing on 9-1-1 calls.

The following Public Schools have tested compliant with our MLTS Regulations
(listed in alphabetical—not chronological— order)

1. Avon-Boxborough School District
2. Belchertown Public Schools
3. Bellingham Public Schools
4. Lee Public School District
5. Medway Public Schools
6. Northbridge Public School District
7. Palmer Public School District
8. Shrewsbury Public Schools



Have you done a test call at your local school?

Updates from MassEDP

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.

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.

