

Massachusetts State 911 Department September 2023 Newsletter



Issue 9

Volume 11



9-1-1 Spotlight: Dispatcher James Gendron Nashoba Valley Regional Dispatch District

In the early hours of Friday, August 18, 2023, Dispatcher James Gendron of the Nashoba Valley Regional Dispatch District answered a 9-1-1 call where the calling party had found a female outside unresponsive and not breathing. Following EMD protocol, Dispatcher Gendron quickly began to provide CPR instructions to the caller and stayed on the line with them until responders arrived on scene. When EMS arrived on scene the patient had a pulse and was transported to the hospital. The patient has made a full recovery and has been discharged from the hospital. Thank you for your dedicated service Dispatcher Gendron, your great work surely aided in saving the patient's life!

Job Well Done! Congratulations!

NEWS

A 2-hour virtual workshop educating on the Behavioral Health Help Line (BHHL) has been added to the calendar.

See page 2 for details!

Update from our Programs Division

History was made!

Massachusetts TERT completed their first activation!

On Monday, September 18, 2023, TERT Leader Donovan and TERT Telecommunicator Grenier responded to Seekonk Communications as active TERT members and successfully completed the first TERT activation. They covered the Seekonk day dispatchers shift so that they were able to attend the funeral services for an active duty officer who was killed in a motorcycle accident.

Rest in Peace Officer Kourtny DeFortis.



Awesome job TERT Leader Kelly Donovan , TERT Coordinator Katrina Shamshak, and TERT Telecommunicator Gary Grenier!

MASSACHUSETTS
**BEHAVIORAL
HEALTH
HELP LINE**

The MA Roadmap for Behavioral Health Reform: System Updates

A 2-hour virtual workshop being presented by representatives from the Department of Mental Health and Massachusetts Behavioral Health Partnership has been added to the calendar. The training will provide an overview of services that are part of the Roadmap for Behavioral Health Reform, to include the Commonwealth's new Behavioral Health Help Line (BHHL), as well as Community Behavioral Health Centers.

They will discuss system changes, functionality, and reach of the new services. They will also discuss opportunities for collaboration with 9-1-1 personnel encountering mental health and substance abuse needs.

The dates for the upcoming workshops are:

● **Tuesday, October 17, 2023 at 10:00AM** ● **Tuesday, October 31, 2023 at 10:00AM**

The application to register to attend a workshop, can be found on our website www.mass.gov/e911 —> *Information for Call Centers* —> *View E9-1-1 Upcoming Classes.*

Completed applications must be emailed to 911training@mass.gov.

**Certified Telecommunicators will receive credit for 2-hours of continuing education.*

STATE 911 DEPARTMENT ACADEMY IN ACTION



*Academy Orientation
September 7, 2023*

The 55th Public Safety Communications Academy (PSCA) is in session here at the State 911 Department!

The class began with orientation on September 7, 2023.

On Friday, September 22, 2023 the class visited the Department of Fire Services (DFS) campus in Bridgewater. Thank you to Captain Kwatcher from DFS for showing our students around your facility.

The class will be graduating on October 13, 2023.



*DFS Fieldtrip
September 22, 2023*

Call Transfers to Another Agency

If you receive a call at your agency requesting emergency services outside of your jurisdiction, you **must** promptly forward the call to the PSAP or public safety agency responsible for the geographical area by transferring the call. Upon connection to the appropriate PSAP of jurisdiction, you **must**:

1. Identify yourself and provide your call back information, in case the call were to be disconnected.
2. Relay the incident location, nature of the call, and calling party's phone number;

As a reminder, blind transfers — where the receiving agency does not know that the caller has already spoken to a telecommunicator because the transferring agency does not speak/identify themselves when completing the transfer— are not allowed.



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 hours of continuing education. To schedule a trainer to visit your PSAP, please email 911training@mass.gov.

Important! Please see the recent upgrades to Response Assist.

CHANGE Incident Tile Information Updates

The data displayed has been slightly reorganized and field titles have been added. It is a small change from previous displays. The two changes are highlighted in **red** in the images below.

1. “Additional location” field title has been added and the details has been moved to just below the address information. This data, if present in the 911 data source, is populated from the Location field (LOC). **Please note:** The “Additional Location” details can also be broken down into individually into labeled fields within the Incident Tile.
2. “Disability Indicator” field title “DI” has been added in front of the details, and it is moved directly below the “Additional Information” fields.

Image 1: **CHANGE* to Incident Tile display and mapped location callout details highlighting the additional information and disability indicator on a landline telephone with a civic location.*

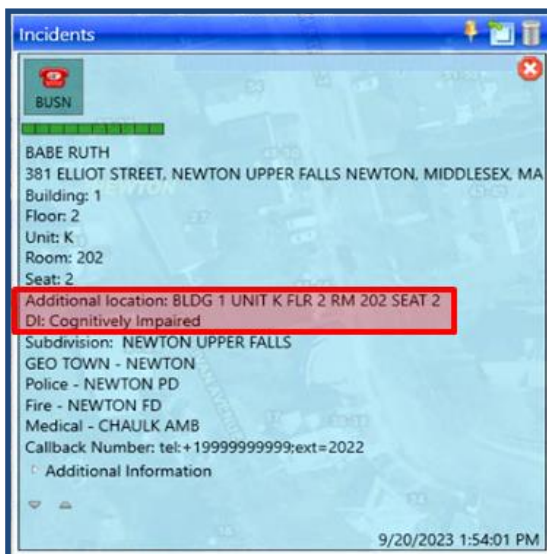
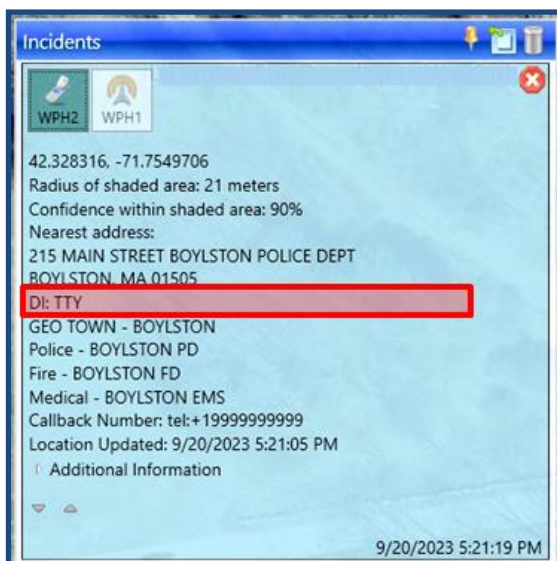


Image 2: **CHANGE* to Incident Tile display and mapped location callout details highlighting the disability indicator on a wireless device with a geodetic location.*



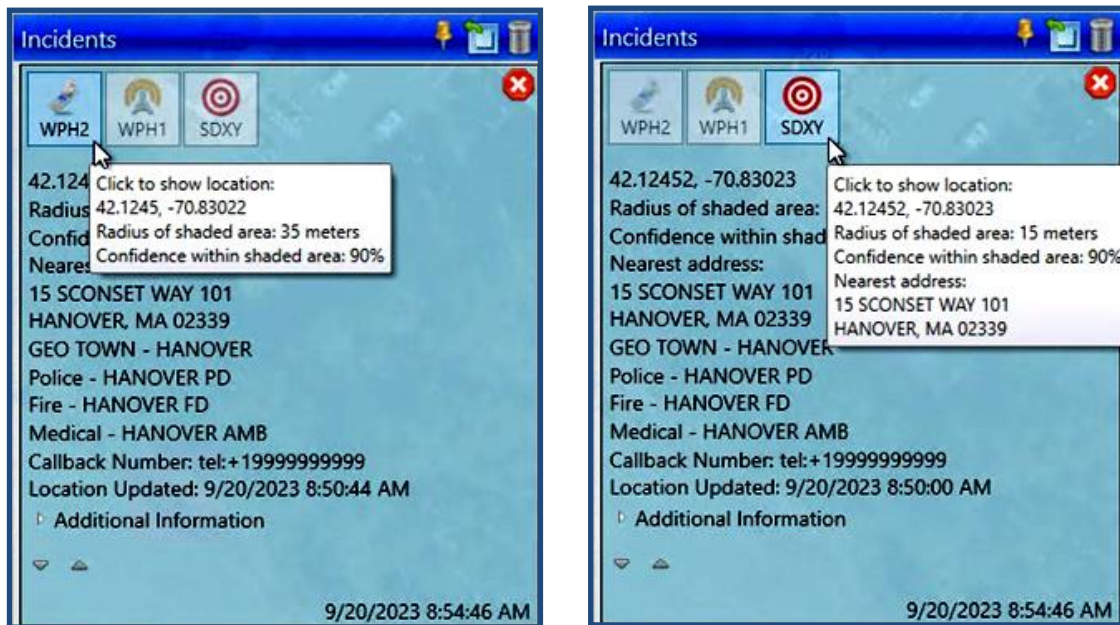
(continued from page 4)

CHANGE Incident Location Tooltips Callout

The Nearest Address reference has been removed from the tooltip that appears when you hover your mouse over the map icon. This is a subtle change from previous displays. “Nearest address” information can be observed within the Incident Tile display for each location.

Please note: While the coordinates (latitude and longitude) displayed or “Nearest address” may be close to each other for Wireless Phase 2 (WPH2) and RapidSOS (SDXY), differences may exist because the location source is different. Each location should be consulted when verifying the dispatchable location with the reporting party.

Image 3: **CHANGE** to tooltip display



MAPPING TOOLS

NEW Progress Bar for Executed Operations

There are times when the ResponseAssist application is taking longer than expected to load the requested process. A new progress display added advises the user that the process requested is still loading and to please wait. An example for “Info Tips” has been provided.


Image 4: New progress display

Please wait... Initializing infotips (6 of 30)


Please monitor the new progress bar display for the status. Do not close the application mid-process.

When the application is performing a requested process and is unexpectedly closed during it by the user, it can cause errors with the application when relaunched.


Please note: If the application appears to be getting hung up for an extended period, e.g., > 2 - 3 minutes, that likely indicates a problem, and the Help Desk should be contacted.




When picking a course for certified telecommunicators, it is suggested that PSAPs review the approved course listing on the State 911 Department's website. If the course you are looking for is not on that list, a request to add this course should be submitted **prior** to attendance so as to ensure the course will count as continuing education and that the costs may be covered under the Training Grant. Instructions on how to request a course can be found on page 12 of the Training Grant Guidelines which can be found on our website (www.mass.gov/e911).



PSAPs are reminded that each reimbursement must include all supporting documentation (911 grant forms, vendor invoices, proper payroll documentation). This will enable the Department to readily reconcile the reimbursement request and process payment. Once payment notification is received, that reimbursement is considered closed. PSAPs will be required to submit a new request for any costs that may have been reduced for missing documentation. The Department is unable to amend a reimbursement request once it has been submitted for payment. Need to polish up on reimbursements? Attend our virtual workshop, which is offered on the third Wednesday of each month. E-mail 911DeptGrants@mass.gov to register or visit our events calendar located on our website.



As we close out the first quarter of FY 2024 we encourage PSAPs to review the authorized signatories and list of certified telecommunicators noted on the awarded grants. To the extent changes are needed, PSAPs should contact Cindy Reynolds at 911DeptGrants@mass.gov to make the noted changes. Ensuring that your award is updated will assist to eliminate reductions on or returns of reimbursements.



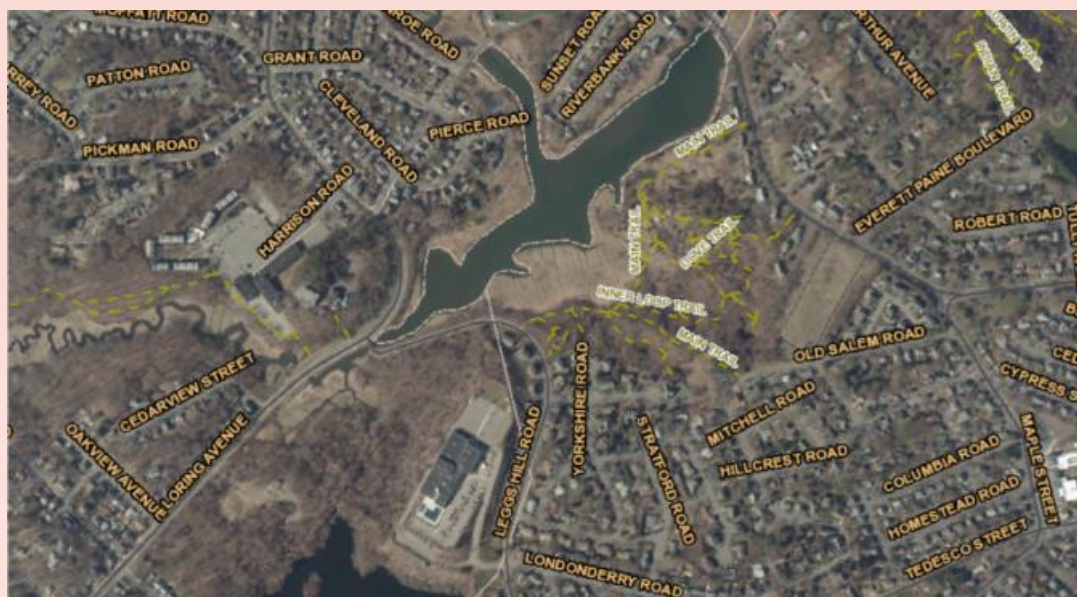
The Department has seen an increase in subscription based learning programs in which the vendor offers a bunch of different courses for one price per person or per PSAP. PSAPs are reminded that to the extend course completion is not identified by the vendor, completion of 16 hours of training will be required in order to seek reimbursement under the Training Grant. Further, should the vendor provide an agency fee rather than a per student costs, said vendor fee may be pro-rated, unless the PSAP elects to submit for reimbursement of the vendor fee once all certified telecommunicators complete the course.

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

Updates from our Systems Division

Rivers, Data, Trails, etc.

MassGIS is responsible for the spatial information used in the NG9-1-1 mapping application Response Assist. The primary datasets are streets, address points, and emergency service zones but we provide other support layers such as rivers, lakes, colleges, trails, and hydrants to name a few. If you wish to add hydrant information for your community, please contact GIS Analyst Allyson Rokita at Allyson.rokita@mass.gov.



Call Ring Tones

The ring tone for e7-digit and admin calls will be changed during your PSAPs scheduled preventative 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 Response Assist (mapping software).



DISH Wireless L.L.C is going to be offering 5G services in the Commonwealth.

Any exigent circumstances requests for subscriber records or other information should be directed 24x7 to:

**Subsentio, LLC
Attn: Records Production
14900 Bogle Drive, Suite 101
Chantilly, VA 20151
Main: 877-510-4357 (option 1)
Fax: 703-953-3661**

The telephone number has been added to the Motorola Call Works (MCW) Special Services tab. DISHW is the company ID for Dish Wireless.

Updates from MassEDP

Belchertown Fair

On Friday, September 22, 2023, MassEDP Field Service Advisor (FSA) Marguerite Szczawinski, Systems Analyst Andy Holland, State 911 Department Training Specialist Tony Newell, State 911 Department interns Chris Flynn and Myesha Auguste along with our Department's Mobile PSAP unit attended the Belchertown Fair. Department staff spent the evening educating fair attendees on Text-to-911, the Silent Call Procedure, and about MassEDP. It was a great night had by all. Thank you to David Squires from Belchertown Police for inviting us!



Marion Council on Aging (COA) Fall Prevention Fair

On Tuesday, September 26, 2023, MassEDP Manager Grant Harrison, and State 911 Department interns Chris Flynn and Myesha Auguste attended the Fall Prevention Fair held at the Marion COA. The morning was spent speaking with the seniors in attendance. MassEDP applications and brochures, and Silent Call cards were distributed. Department Staff also educated on Text-to-911. The fair was a very well attended event and many good connections were made. Thank you to Linda of the Marion COA for inviting us to your center!



Congratulations!

CONGRATS!

The State 911 Department wishes to extend its congratulations to the FY 2024 PSAP Leadership Scholarship recipients. This year's recipients are:

Trina Deary, Oxford Dispatch

Brendan Gray, Acton Dispatch

Liberty Evans, Bourne Dispatch

Keenan Leonard-Solis, Georgetown Dispatch

Cameron Dunbar, MA State Police—Northampton

Congratulations to all!