

# Massachusetts State 911 Department December 2023 Newsletter



Issue 12

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*Season's Greetings!*

*On behalf of Executive Director Frank Pozniak and the Staff at the State 911 Department, we send our best wishes for your holiday season to be filled with happiness, friendly cheer, good health, wonderful memories, and the warmth of your closest family and friends.*

*THANK YOU for all that you do throughout the year. Enjoy & be well!*





# State 911 Department FA-LA-LA-LA-LA SPIRIT WEEK



# Update from our Programs Division

## Westfield Middle School Outreach Event!

On Friday, December 8, 2023, State 911 Department Programs Coordinator Katie Sylvia and Department Intern Chris Flynn joined forces with Dispatchers Berryman, Eak, and McDonald from the Westfield Regional Dispatch Center and spent the day educating over 700 seventh and eighth grade students at the Westfield Middle School on 9-1-1 in Massachusetts, the Silent Call Procedure, and Text-to-911.

THANK YOU to Principal McMillan for inviting us to present at your school. We had a great day. Your students are awesome!



## Massachusetts Telecommunicator Emergency Task Force (TERT) Program

The Massachusetts TERT Program will be reviewing new applications in January 2024. The MA TERT program is a team of certified and credentialed public safety telecommunicators who respond, relieve, assist, and/or augment PSAPs affected by manmade or natural disasters and other circumstances.

**In accordance with the TERT Grant Guidelines applications will be accepted only during open enrollment periods. The next open enrollment period is: JANUARY 2, 2024—JANUARY 31, 2024.** There will be a limited number of applications accepted.

In order to be eligible for membership applicants must have:

- A public safety background with a minimum of three (3) years of experience in dispatch operations.
- A signed letter from the agency director acknowledging/approving participation in TERT.
- Must have completed: ICS100, 144, 200, 700, and 800.
- Must have completed a Basic Telecommunicator Course.
- Must have a valid CPR Card.

For more information about the Program and TERT Grant Guidelines, please visit [www.mass.gov/TERT](http://www.mass.gov/TERT) or email [MA.TERT@mass.gov](mailto:MA.TERT@mass.gov).

# Update from our Programs Division—continued

## APCO Communications Training Officer (CTO) Training Opportunities



The State 911 Department is excited to announce we are back to offering APCO CTO classes. There has been an APCO CTO class added to our 2024 calendar for January, February and March. For an application, visit our website. [www.mass.gov/e911](http://www.mass.gov/e911).

- *January 22-24, 2024 ; Springfield*
- *February 21-23, 2024; Middleboro*
- *March 13-15, 2024; Milford*

## **PSAP Administrator NG91-1 Training “ADMIN TRAINING”**

The PSAP Administrator course provides comprehensive training to Massachusetts PSAP Administrators on the role and responsibilities for PSAP Administrators, the use of the NG9-1-1 system equipment and related reported tools, digital recording software, and best practices.

ADMIN TRAINING classes continue to be available upon request. **However, effective immediately, classes will now be held on site at your PSAP with no more than two students in attendance.** To schedule an ADMIN TRAINING class, or if you have questions please email [911training@mass.gov](mailto:911training@mass.gov).



## **The MA Roadmap for Behavioral Health Reform: System Updates**

A 2-hour virtual workshop being presented by representatives from the State 911 Department, 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. The workshop will discuss system changes, functionality, and reach of the new services. The workshop 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, January 9, 2024 at 1:00PM*
- *Tuesday, February 13, 2024 at 1:00PM*
- *Tuesday, March 12, 2024 at 10:00AM*
- *Tuesday, April 16, 2024 at 10:00AM*

The application to register to attend a workshop, can be found on our website [www.mass.gov/e911](http://www.mass.gov/e911) —> *Information for Call Centers* —> *View E9-1-1 Upcoming Classes*. Completed applications must be emailed to [911training@mass.gov](mailto:911training@mass.gov).

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



## December

Funding associated with **dispatching of mobile behavioral health crisis response services** is to be used for costs associated with PSAP operations as defined within the cost categories noted in the guidelines. This funding may not be utilized to support costs associated with the provision of behavioral health services but should be utilized for costs categories as approved on the grant award. PSAPs receive this additional funding to support its operations because they dispatch mobile behavioral health crisis services. Funding is not for the provision of said services.

**Maximize grant funding:** PSAPs should ensure costs are requested on the applicable grant to ensure proper and maximum use of grant funding. For example, for those PSAPs with a TERT grant, while on a deployment or attending a TERT training, those costs should not be submitted under the Support and Incentive or Training Grant, but such costs should be submitted under the TERT grant. Properly assigning costs will not only assist to ensure compliance with grant guidelines but will ensure that PSAPs maximize the use of awarded funding. Please contact Angela Pilling at [Angela.Pilling@mass.gov](mailto:Angela.Pilling@mass.gov) or 508-821-7305 should you have questions on eligibility.

**FY24 Scholarship Program:** The FY 2024 scholarship program has been successfully completed. Reimbursement requests for all costs associated with Scholarship recipients should be submitted on or before **January 31, 2024**.

**Coming Attractions:** FY 2024 – 2026 TERT Grant open enrollment period begins on January 2, 2024 and runs through January 31, 2024.

FY 2025 Regional Development Grant Guidelines and Applications will be released shortly.

FY 2025 Support and Incentive, Training (including the Scholarship) and Emergency Medical Dispatch Grant will be released in the February/March time frame.

All guidelines and applications will be available on our website ([www.mass.gov/e911](http://www.mass.gov/e911)).

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

“Classes of Service” including WPH1 and WPH2 are part of legacy E911. With technology development in handsets from Apple, Samsung, Google, and others, the caller’s location can be obtained from the handset; therefore the need to dip for location from third parties (aka Mobile Positioning Center (MPC) ) is unnecessary. In other words, location will be delivered with the call, which is faster and more accurate. T-Mobile is the first to connect to the Massachusetts NG9-1-1 system with this “i3” format. This is the first statewide deployment of “i3” connectivity in the United States. “i3” is a term to represent the NENA standard that governs much of NG9-1-1. This new format has many advantages but does not include class of service. Instead, we will be displaying more information about the “method” that was used to determine location. For dispatchers very little will change, you will notice the method token inside the icon within the incident tile. The caller’s location will mostly display like normal. See below for a table with the method and the designated icon that corresponds to the class of service.

NOTE: 2g phones are unable to use this network. T-Mobile will keep its i2 infrastructure available until the 2g devices have been replaced. For more information about 2g and 3g phase out by the Federal Communications Commission (FCC), please click [here](#).

Icon	Method used	Description of Method
	Cell, Sector	Location of the cellular radio antenna
	TOA	Network Based Time of Arrival
	A-GNSS	Assisted Global Navigation Satellite Systems
	AGPS	Assisted Global Positioning System
	DBH	Hybrid Device Based
	GNSS	Global Navigation Satellite Systems
	GPS	Global Positioning System
	Manual-RESA	Entered manually by an operator or user, e.g., based on subscriber billing or service location information

Please note, this change applies to Text-to-911 as well. Text sessions icons will now be displaying the same icons instead of the globe. (Text-to-911 also does not have a class of service).

The locations being received on T-Mobile calls is substantially better then locations derived by the MPC. The initial location provided by the MPC often had a radius of 50,000 meters. For context, Provincetown to Marshfield is only 32,000 meters. After T-Mobile’s conversion the largest circle has been less than 10,000 meters with the average initial circle size of 34 meters. T-Mobile calls went from being the most likely to misroute to the least likely.

## Z Axis

The FCC has required service providers to provide a vertical/altitude value with a 9-1-1 call. You can read about the FCC order on their website or by clicking [information](#). T-Mobile’s transition has increased the number of calls having “z-axis” or altitude. Not having a 3-D mapping software prevents displaying the height. To compensate for that, Response Assist will be displaying ellipses within the circle that is currently displayed. To validate the accuracy of that data we asked that our colleagues at MassGIS to conduct an accuracy assessment of the provided z-axis data. Their conclusion was that the information is not dispatchable. The most glaring example was that none of the calls from highway tunnels or subways showed the caller underground.

## *MassEDP is now offering the iPhone 13 Cellular Phone!*

*The cell phone comes pre-programmed with applications based on the applicant's disability.*

### Features

- Wireless device—black in color
  - Otter Box protective case
    - 128 GB Memory
- 6.1' diagonal all-screen LCD multi-touch display
  - Face ID unlocking
  - Siri-voice commands
- Charging block as well as wireless capabilities



*Please note, MassEDP **DOES NOT** provide the cellular service plan.*

### Community Outreach Events

Do you have an upcoming outreach event in your community? The State 911 Department and Mass EDP would love to join forces with you!

For more information or to schedule an outreach event, please contact State 911 Department Program's Coordinator, **Katelyn Sylvia** by email at [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).



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