

Massachusetts State 911 Department February 2024 Newsletter



Issue 2

Volume 12



9-1-1 Spotlight: Dispatcher Benjamin Grasso & Dispatcher Aaron Berry Sturbridge Police Department

On Sunday, December 17, 2023, Dispatcher Benjamin Grasso of the Sturbridge Police Department received a call on the Department's business line from one of their own police officer's wife stating the officer was unresponsive. Using the training he learned while attending the State 911 Department Public Safety Communications Academy and following EMD protocol, Dispatcher Grasso took control of the call and helped talk those on scene through CPR. Simultaneously within 30-seconds of the call coming in, Ben's partner,

Dispatcher Aaron Berry, dispatched first responders to the location of the emergency. Handling a medical emergency call is never easy. However, when it's one of your own officers that is in distress—it makes it that much harder.

WAY TO GO Dispatchers Grasso and Berry! Your professionalism, quick action, and compassion aided in saving the life of Sturbridge Police Officer Jeffrey Lavallee.



Pictured (L/R): Dispatcher Benjamin Grasso, Officer Jeffrey Lavallee, Dispatcher Aaron Berry

Job Well Done!

Update from our Programs Division

The State 911 Department Training Center in Maynard, is now closed. We have relocated to **31 Maple Street in Milford**, and training classes have resumed at this new location.



We are excited to showcase our new facility by offering our new hire trainings as well as other exciting training opportunities throughout the year. An open house date will be announced soon.

Please email 911training@mass.gov if you have questions.



*February 12, 2024
First Day of Classes at the Milford Training Center*

Language Service

The State 911 Department has contracted with a second interpreter service. As a result, a new soft button labeled “**Language Services**” (pictured right) will be added to all 9-1-1 positions at some point over the next few weeks during the overnight shift. The Comtech help desk will contact each PSAP upon deployment and ask that the dispatcher/call taker test the new number to ensure that it is connecting properly.



Things to know about the new service:

- When connected, you will be greeted by an auto attendant.
- You **DO NOT** have to provide your PSAP name or a pin #.
- There are six (6) language options (commonly requested and can be changed). You simply press the number for the language you are seeking, and you will be connected directly to an interpreter. **If you know the number for the language you do not have to wait for the auto-attendant.**
- If the language is not listed, press “0” and you will be connected directly to an operator that will connect you with an interpreter for the language that you need. The operator can also assist you with identifying the language that the caller is speaking.
- There is NO MUSIC ever.** Just simply a soft beep to let you know you are still connected.

We have created a job aid and will see that it is made available to each PSAP. Please make copies and share with each member of the call center.

Please email Director of Programs, Monna Wallace at monna.wallace@mass.gov if you have questions.

FEbruary

Gnome your dates!



- FY 2025 Development Grant application deadline is **March 7, 2024** by 5:00 PM.
- FY 2024 Budget Modifications are due on or before **March 31, 2024**.
- Development Grant extension requests are due on or before **March 31, 2024**.
- Good and Services under the FY 2024 shall be received on or before **June 30, 2024**.
- All FY 2024 Reimbursements must be submitted by **July 31, 2024**.

Be in the Gnome!



- Under the FY 2025 Training Grant, certified telecommunicators will be required to complete a minimum of 2 hours of behavioral health crisis training annually.
- Under the FY 2025 Support and Incentive Grant, those requesting funding associated with the dispatching of mobile behavioral health crisis response services shall provide a copy of its policy/procedure detailing the dispatching of such services.
- PSAPs are required to submit a copy of its COOP to the Department annually by the close of each fiscal year. Failure to submit a copy may delay reimbursements under the FY25 Grant programs.
- The FY 2025 Guidelines will be available on the Department's website (www.mass.gov/e911). There are several changes this year, please be sure to review the guidelines.

Gnome your stuff!



- New to the grant programs?** Attend our next grant application workshop on Monday, March 18, 2024. **Need help with reimbursements?** Attend our next reimbursement workshop on Wednesday, March 20, 2024. The workshops are virtual and begin at 11:00 AM. The workshops are an opportunity to get all your questions answered. E-mail 911Dept-Grants@mass.gov to register.

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

Updates from our Systems Division

9-1-1 was in the news last week because of the AT&T outage. It was reported by multiple news agencies that PSAPs were receiving many calls from AT&T subscribers wanting to confirm 9-1-1 was working or available. We encourage PSAPs to help educate the public **NOT** to make test calls to 9-1-1 directly.

What is a “dispatchable location?”

On August 1, 2019, the Federal Communications Commission adopted rules under Section 506 of RAY BAUM’s Act to ensure that “dispatchable location” information is conveyed with 9-1-1 calls so that first responders can more quickly locate the caller. Dispatchable location information includes the street address of the caller and additional information, such as room or floor number, necessary to adequately locate the caller. These rules apply to the following 9-1-1 capable services: fixed telephony, interconnected Voice over Internet Protocol (VoIP) services, Internet-based Telecommunications Relay Services (TRS), and mobile text service.

As APCO states, **“dispatchable location is well understood by public safety communications professionals to mean information sufficient for guiding first responders to the right door to kick down.”**

The State 911 Department standards at 560 CMR 2.00 Appendix A adopted similar language as shown below. As set forth in these standards a fixed device is defined as one “that cannot be readily moved from one location to another by the user.” For example, a desk phone or desktop computer.

The standards at 560 CMR 2.00 Appendix A, Section 3.3—Location Based Payload Routing and Dispatchable Location, Responsibilities of Communication Service Providers, states,

- The payload’s dispatchable location information shall be transmitted with the payload.
- Fixed on premises devices must automatically transmit:
 - The validated civic address of the building, structure, lot, or open space where the device initiating the 9-1-1 payload is located and
 - a building name or number, if more than one building or residential unit shares the validated civic address,
 - a floor number, name, or floor identifier if there is more than one floor in the building,
 - a room name or number or room identifier if the device initiating the 9-1-1 payload is in a sleeping room or residential unit in any structure other than a single-family residence.
 - Devices capable of initiating 9-1-1 payloads installed at swimming pools, athletic fields, beaches, parks, outdoor recreational facilities, and bike paths, etc. must transmit the validated civic address as well as supplemental location information sufficient to identify the specific location of the emergency at that address.
- Non-fixed devices used on-premises must automatically transmit the same location information required for fixed on-premises devices. If automatic transmission of the required location information is not technically feasible, then the device must be capable of being manually configured to provide the same location information required for fixed on premises devices.
- Non-fixed devices used off-premises must automatically transmit the same location information required for fixed on premise devices. If automatic transmission of the required location information is not technically feasible, then the device must be capable of being manually configured to provide the same location information required for fixed on premises devices, or failing that requirement, enhanced location information available, which may be co-ordinate based, consisting of the best available location that can be obtained from any available technology or combination of technologies, must be provided.

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.*



Camellia Gardens—Maynard, MA

On Thursday, February 15, 2024, MassEDP Field Service Advisor Chris Murphy participated in an outreach event at Camellia Gardens in Maynard. Chris Educated on MassEDP equipment, the Silent Call Procedure, and Text-to-911. It was a wonderful time! Thank you to the staff of the Gardens for having us!

Congratulations!

CONGRATS!

After almost 8 years of service as a State 911 Department instructor, Linda Murphy celebrated her last day with our Department on Friday, February 23, 2024.

Best Wishes Linda in your future endeavors.

Good Luck!