

Massachusetts State 911 Department

March 2024 Newsletter



Issue 3

Volume 12



9-1-1 Spotlight: Telecommunicator Bob Knott Barnstable County Sheriff's Office



Telecommunicator Bob Knott of the Barnstable County Sheriff's Office received a 9-1-1 call from a woman whose brakes were failing on her older model Buick. The women reported she was pressing the brake pedal but her vehicle continued down the highway. After high school, Telecommunicator Knott studied to be an auto mechanic. Because of this he was the perfect person to answer the phone. Using his prior knowledge and past experience he instructed her to shift to the lowest gear

possible and gradually depress the emergency brake. As she did just that, the vehicle slowed and eventually came to a complete stop. WAY TO GO Telecommunicator Knott. Your quick thinking surely aided in preventing a tragedy.

Job Well Done!

Update from our Programs Division

New Language Service is Fully DEPLOYED!

The State 911 Department has fully deployed a new interpreter services through CyraCom. The new soft button labeled “**Language Services**” (pictured right) has been added to all 9-1-1 positions. If you would like the location of the new button re-located, please contact the Help Desk.



APCO Communications Training Officer (CTO) Training Opportunities



The State 911 Department continues to offer APCO CTO classes. There has been an APCO CTO class added to our 2024 calendar for April, May, and June. To view course dates and for an application, visit our website.

www.mass.gov/e911.

**Reminder, APCO requires all students to have successfully completed a formal, instructor-led 40-hour basic telecommunicator training program in order to be eligible to become CTO certified.*

It's Compliance Time Again!

The FY2024 Annual Certification of Compliance Form is now available on our website at www.mass.gov/e911 under “Information for Call Centers” —> “FY2024 Annual Certification of Compliance Forms.”

The Form is due on or before July 31, 2024. As soon as your PSAP has completed all of the compliance requirements, submit your Form to expedite processing.

REMINDERS:

- Annual Certification of Compliance Forms are **NO LONGER** accepted electronically.
- Proof of CPR and Emergency Medical Dispatch (EMD) **must be included with the FY2024 submission for PSAPs that are providing EMD in-house and also for all certified EMD resources.**
- For PSAPs who provide EMD, **a detailed explanation and sample of documents used for EMD quality assurance must be included.**

For questions about the FY2024 Annual Certification of Compliance process, email Monna.Wallace@mass.gov.



Quincy High School Career Fair

On Thursday, March 21, 2024, State 911 Department Intern Chris Flynn attended the Quincy High School Criminal Justice Career Fair. Chris joined forces with a number of other public safety agencies from the Quincy area to educate a group of high school seniors on the different career path options in the public safety industry. Chris talked with the students on the important job of a 9-1-1 dispatcher. The students had great questions regarding the profession. It was a great afternoon had by all. THANK YOU to Quincy High's Criminal Justice teacher Zach Pearlstein for inviting us to attend your event.





welcome TO THE TEAM

Erica Adams has joined the Programs team!

Please welcome Erica Adams to the Programs team as the State 911 Department's new Public Education Coordinator. Erica can be reached at Erica.L.Adams@mass.gov.

Scholarship Opportunity!



PSAP Leadership Scholarship Program



About the Scholarship

The Massachusetts State 911 Department and the Massachusetts Communications Supervisors Association understand the crucial role that supervisors and managers play in the administration and operations of 911 centers. This scholarship aims to help further the knowledge and skill of emergency telecommunicators by awarding up to 5 people \$10,000 each to be used towards furthering their professional development in the following programs.

 CCM	 CPE	 Leadership Program
Fitch & Associates Communications Center Manager Program	APCO's Certified Public-Safety Executive Course	State 911 Department approved executive leadership program



Deadline to Apply is April 15, 2024
Apply at www.MA911.org

APPLY TODAY



THE 56TH PUBLIC SAFETY COMMUNICATIONS ACADEMY IN ACTION

THANK YOU to Captain Kwatcher of Department of Fire Services, Sgt. Rodriguez from the Massachusetts State Police Special Emergency Response Team, and Plymouth County Sheriff's Department Deputy Dennis Desroches and Deputy Tracey Manter—along with K9 dogs Starr, Rusty, and Metal for presenting to the students in our Academy!



Model Continuity of Operations Plan (COOP)

For PSAPs looking for guidance to prepare a COOP, the State 911 Department has a COOP template on our website: www.mass.gov/e911 —> *Information for Call Centers* —> *View Continuity of Operations Plan (COOP)*.

If you have questions, please email Monna.Wallace@mass.gov.



Interview with a Fiscal Specialist:



Q. How often should I submit my reimbursements?

A. In compliance with grant guidelines, reimbursements should be submitted within [30 days](#) of incurring the costs.

Q. Do I need to update my awarded application if I receive [new/updated quotes](#) from my vendors?

A. **Yes**, you should e-mail copies of updated quotes to 911DeptGrants@mass.gov to ensure that all costs on the quote are eligible expenses and ensures that reimbursements can be reconciled to a quote of file. Failing to provide the new/updated quote can lead to delays in processing a reimbursement and/or reductions.



Q. What [documentation](#) is needed to file a reimbursement request?

A. All reimbursement submissions should contain the completed State 911 Department's current year grant reimbursement [forms](#), [proof of payment](#) for the requested cost and where applicable, [vendor invoices](#) and proof of [course completion](#).

Q. What if a telecommunicator for whom I wish to seek reimbursement is not noted on the awarded application?

A. A PSAP may [add a certified enhanced 911 telecommunicator](#) following the award of the grant by submitting a request to 911DeptGrants@mass.gov. Said request shall contain the information noted on the Personnel Costs form contained in the Application Package. Such request shall be submitted by an authorized signatory.



Q. What is the submission deadline to file [budget modifications](#) under the FY24 Grants?

A. The [deadline](#) for filing FY24 budget modifications is [March 31, 2024](#).

Q. Is [training](#) available on the application and/or reimbursement process?

A. **Yes**, the Department hosts [virtual training](#) on the [application process](#) on the third Monday of every month and on the [reimbursement process](#) on the third Wednesday of every month. All sessions begin at 11:00 am. Register by e-mailing 911DeptGrants@mass.gov. One-on-one sessions can also be scheduled by contacting Angela.Pilling@mass.gov.

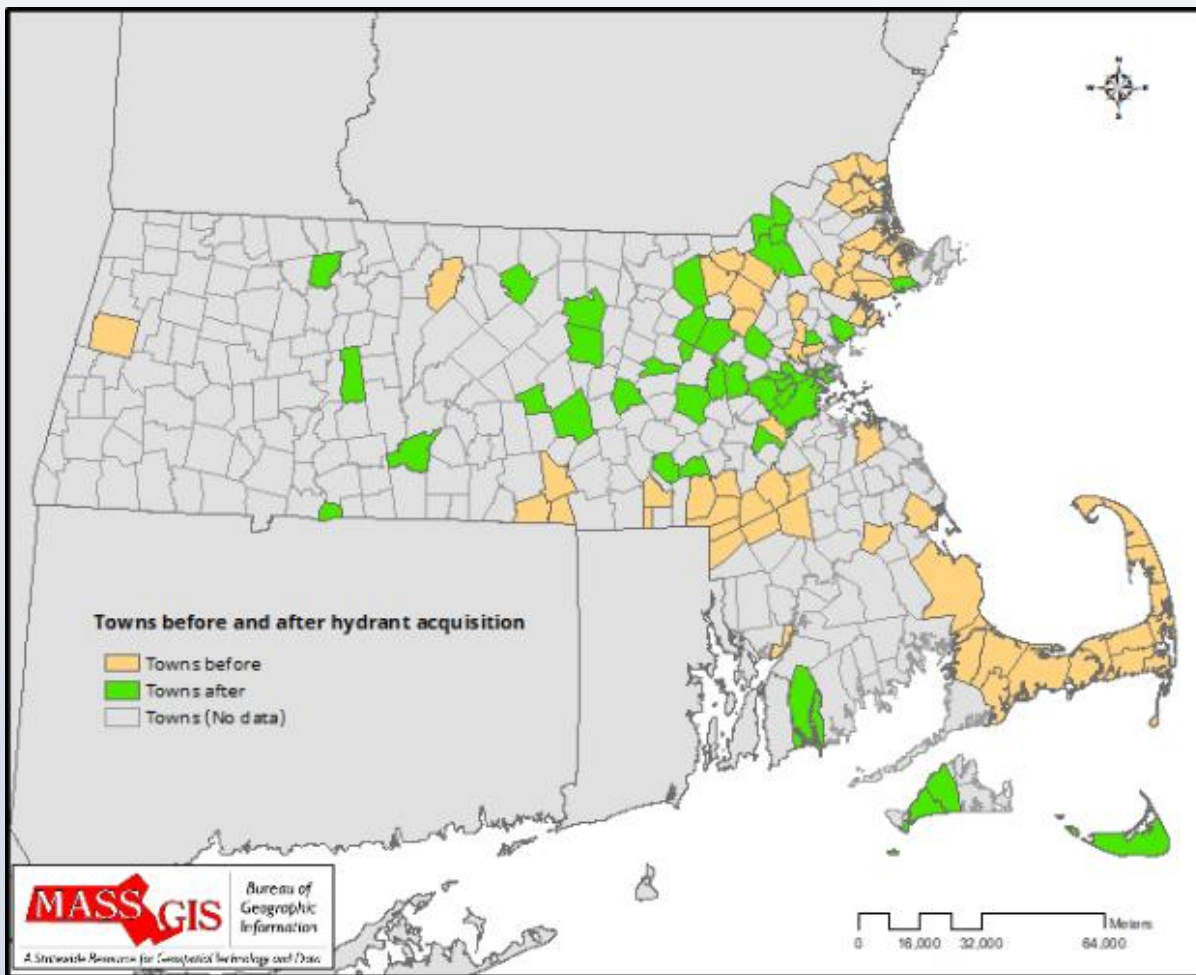


The [FY 2025 Grant Guidelines](#) are available on the Department website.
Application process is open for the [FY 2025 PSAP Leadership Scholarship Program](#).
Apply today at <https://ma911.org/2023-leadership-scholarship/>.
Application deadline for the Leadership Scholarship Program is April 15, 2024.

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

Fire Hydrant Locations

Starting in September 2023, MassGIS placed an active effort into compiling up-to-date hydrant data throughout the Commonwealth of Massachusetts. The locations of the hydrants were gathered through the ESRI ArcGIS Online geospatial database, town websites, fire departments, and municipal GIS offices. The individual hydrant datasets provided were appended into a single list to create this geospatial layer. It was then tested to ensure data quality, including the removal of duplicates. Suspected duplicates were those that were points that were within one meter of another hydrant. Additionally, the hydrants were cross referenced with areal imagery for geospatial accuracy. Thanks to the collaboration between fire chiefs, municipal governments, and GIS teams, the number of municipality data went from 63 to 108. See map below. There are a total of 126,751 hydrants in this layer. The dataset shall be updated quarterly, starting this month. Updates can be sent to Notify911Address@mass.gov with the subject "Hydrant Data".



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Visit our website!
www.mass.gov/e911



Updates from our Systems Division — continued

In the summer of 2022, every K-12 public school district and private school in the Commonwealth was mailed a letter with the following contents:

RE: Active Shooter Response

*There were more school-related shooting incidents in 2021 — **thirty-four** (34) — than in any year since at least 1999, the year of the Columbine tragedy, despite most students not attending school for the first two months of 2021. Two hundred and ninety-two thousand (292,000) children at three hundred and ten (310) schools have been impacted by school-related shooting incidents since 1999. Now, more than ever, it is important to ensure that schools have protocols in place to protect students and staff. **Access to 9-1-1 is critical** to making certain that students and staff can count on first responders arriving promptly in an active-shooter incident or other emergency. If a 9-1-1 call initiated from a school displays the address of the town hall instead of the school, or a call shows the administration building instead of the building, floor, and classroom where an active shooter is targeting students, the delay in emergency response time could have tragic consequences.*

It has come to our attention that the Multi-Line Telephone Systems (MLTS) serving many public and private schools do not comply with the Commonwealth of Massachusetts' MLTS Regulations as set forth in 560 CMR 4.00. Non-compliance potentially endangers students, staff, and the public. Please also note that on February 16, 2020, the FCC adopted new Federal Regulations (Kari's Law and Section 506 of the RAY BAUM's Act) that became effective per FCC Order FCC-19-76. Parts of the FCC Order have already been incorporated into the updated Commonwealth's MLTS Regulations. There is no waiver of systems for non-compliance.

As a result of non-compliance, many school districts and school systems have already been placed in our MLTS Compliance Program. Please follow the links below in order to determine whether your school district or school(s) is in compliance. Compliance with our MLTS regulations will provide the public, students and staff with prompt, accurate dispatchable location information for first responders in the event of an active shooter or other emergency. In order to help your school district or school (s) achieve compliance, the State 911 Department offers twice-monthly MLTS educational workshops that we would encourage you to participate in.

Please make it a priority to address this important public safety matter. Please respond to Joe Hickey via telephone at 774-218-3911 or via email at joe.hickey@mass.gov if you have any questions.

Recipients of the letter were advised to take a pro-active approach to school and public safety by reviewing the MLTS Regulations and related educational materials on our website. They were also invited to attend one of our online educational MLTS Workshops.

Since the letter was mailed, the following K-12 public school districts and private schools have completed the process of bringing their schools into compliance:

Acton-Boxborough Schools	Ashburnham Westminster Regional School District	Athol-Royalston Regional School District	Belchertown Public Schools	Bellingham Public Schools
Billerica School District	Easton Public Schools	Edgartown Schools	Greenfield Public Schools	Hadley Public School District
Lee Public School District	Mansfield Public Schools	Marblehead Public Schools	Medway Public Schools	Northbridge Public School District
Palmer Public School District	Pittsfield Public School District	Shrewsbury Public Schools	Wayland Public Schools	Whitinsville Christian School

Updates from our Systems Division — continued

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Congratulations to the administration of the schools that have successfully demonstrated compliance. Job well done!

Attention School Administrators, Public Safety Professionals, and PSAP Personnel: We urge you to take advantage of the MLTS materials available on our website at: [Multi-Line Telephone System \(MLTS\) Regulations Information and Resources | Mass.gov](#)

We also recommend that all stakeholders participate in one of our monthly online educational workshops dedicated to all things MLTS. Currently workshops are scheduled for April 17th and May 15th from 1 to 3PM. Anyone may register to participate in a workshop by filling out the form at: [download \(mass.gov\)](#)

The best way to contact our MLTS Compliance Team with any questions or comments is to email us at MLTS@mass.gov.

CONGRATULATIONS!

WESTCOMM Ground Breaking!

WESTCOMM broke ground on March 14, 2024 at the future home of its regional dispatch center.



Congratulations!



Tenant Association at Oxford Housing—West Springfield, MA

On Monday, March 11, 2024, MassEDP Field Service Advisor (FSA) Marguerite Szczawinski visited the Tenant Association at Oxford Housing located in West Springfield. She spent the afternoon speaking with several residents about MassEDP's application process and equipment, as well as the Silent Call Procedure and Text-to-911. Thank you to MaryAnne from the Tenant Association for having us!

Scituate Accessibility Awareness Fair

On Saturday, March 9, 2024, MassEDP FSA Chris Plant participated in the annual Scituate Accessibility Awareness Fair. The event is put on annually for residents, caregivers, friends, and families of those with disabilities to come and learn about a number of different resources that are available. Chris spent the morning educating on MassEDP and how the Program changes the lives of our clients. Thank you to the Town of Scituate for inviting us back this year. It was a wonderful morning!



Be Safe Event—Department of Developmental Services

On Friday, March 1, 2024, MassEDP FSA Chris Plant and State 911 Department Intern Myesha Auguste attended the BE SAFE event in Eastham hosted by the Department of Developmental Services. Chris and Myesha set up as a vendor table for attendees of the event to visit and learn about MassEDP and lifesaving features of 9-1-1 in Massachusetts. A number of connections were made and a great day was had by all!

THANK YOU!

On Tuesday, February 27, 2024, Madelyn Vaidya delivered a wonderful goody package to State 911 Department POD-1 telecommunicators. Madelyn's school, Our Lady of the Valley Regional in Uxbridge, had a class project in creating these packages as a way of saying 'thank you' to First Responders in the area.

THANK YOU Madelyn!



Dispatcher Stephanie Fuer , Madelyn Vaidya, and Supervisor Bobby Heipt