

# Congratulations



*57th Public Safety Communications Academy*

**Framingham PD**

Madison Anderson  
Kimberly Whelan

**Lynnfield PD**

Kevin Bleicher

**Bridgewater PD**

Cade Chiocca  
Ryan Conboy

**Cambridge ECC**

Thomas Fitzsimmons  
Alexander Gonzalez - Reyes

**Bedford PD**

Julia Ford

**Sterling Communications**

Ciara Kelly  
Clarissa Small

**Lexington PD**

Sydney Linden

**Metro North**

Kelsey Martin

**Haverhill PD**

Anthony McGrane  
Jameson Salomon  
Devin Sarfde  
Alec Valenti

**Newton PD**

Paige McLaughlin

**Norfolk County ECC**

Amanda Turini  
Aaron Myette

**SEMRECC**

Cameron Rankin

**Northern Middlesex RECC**

Cheryl Sarno

**Beverly PD**

Dominick Vaillancourt

**Metacomet ECC**

Alexa Vitale

**Arlington Communications**

Liam Kiernan

## 9-1-1 Spotlight

### Springfield Emergency Communications



**Left to Right: Samuel Spencer, Norma Reyes, Genesis Cruz, Stephanie Orta-Rodriguez, Laurie Preston, Charles Kaercher, Mariah Pendleton**

The Massachusetts State 911 Department honors and recognizes Mariah Pendleton, Norma Reyes, Samuel Spencer, Stephanie Orta-Rodriguez, Charles Kaercher, Laurie Preston, Genesis Cruz, and Rebecca Lee of the Springfield Emergency Communications team for the critical role that they played on June 6, 2024. At approximately 10:40pm, Detectives in the Springfield Police Firearms Investigation Unit came under fire by a passing vehicle. Within minutes while Detectives were trying to locate the vehicle, occupants of a second vehicle began firing at another unmarked cruiser with an AR-15 style rifle and other firearms striking the cruiser approximately 5 times. At that time, the shooters began firing upon an officer who had come across the shooting while on his way to work. The officer stopped his vehicle and notified dispatch by radio that he had just been shot in the face. The search for the suspect vehicles resulted in a vehicular pursuit, a foot pursuit on the highway, on the train tracks, and 6 different scenes spanning over several hours. The driver of the suspect vehicle struck two DOT workers, one of which was seriously injured.

Their actions, working tirelessly as a cohesive team, handling multiple complex scenes, and coordinating with multiple other agencies ensured that there was no further bloodshed that night. It was a tour de force of dispatch, with each team member communicating seamlessly with the others.

Such tenacity, perseverance and dedication was shown by every team member who battled on through the most difficult of nights, uplifting and encouraging each other to stay strong and keep going. It was a night never to be forgotten and we highly commend you for your outstanding service!



## Community Outreach Events

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

For more information or to schedule an outreach event, please contact State 911 Department Public Education Coordinator, **Erica Adams** by Email at [Erica.L.Adams@mass.gov](mailto:Erica.L.Adams@mass.gov)



## Dracut Public Safety Night

On Thursday June 27, 2024 Public Education Coordinator Erica Adams, and Intern Chris Flynn attended the Dracut Public Safety Night. The Mobile PSAP was deployed to the event, which gave the attendees the opportunity to explore the truck, and learn more about what goes on inside a PSAP. Chris and Erica were able to educate the attendees about the Silent Call Procedure, and Text-to-911. They also had 9-1-1 Trivia, and activity books to distribute to the kids. The event was a huge success! Thank you for having us!



## Attention All 9-1-1 Telecommunicators



USB ports located within the NG911 equipment present a security risk or damage to the 9-1-1 system if outside devices such as cellphone chargers and other devices are plugged into them. Telecommunicators staffing NG9-1-1 positions **are strictly prohibited** from plugging outside devices into the USB ports located within each 9-1-1 position.

## ***Have You Submitted your FY2024 Certification of Compliance Form?***

If you have not yet submitted yours, the form can be found on our website at [www.mass.gov/e911](http://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 FY 2024 submissions 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](mailto:Monna.Wallace@mass.gov).

## **Spotlight Your Dispatchers!**

Do you have a dispatcher who has gone above and beyond? One that was able to save a life? We want to feature their story! Each month our newsletter highlights the work that telecommunicators do every day. We want to spotlight a job well done, and also recognize important events such as dispatcher retirements, or other major events. The newsletter also highlights our Lifesaver Award, that is given to telecommunicators that successfully saved a life. If submitting for our lifesaver award, and EMD procedures are applicable, please include a recording with your submission.

All submissions can be sent to Public Education Coordinator,  
Erica Adams at [Erica.L.Adams@mass.gov](mailto:Erica.L.Adams@mass.gov)



## NEW! Location Reference Sheet (Job Aid)



### Location Reference Sheet

Motorola CallWorks and DDTi ResponseAssist



Map Icons:	Class of Service/ Location Method Token:	Description of Method Used to Obtain Location* <i>*Listed in the order of MOST reliable to least reliable.</i>	Device and Location Type**
	<b>RES</b> D <b>BUS</b> N <b>CEN</b> T <b>COIN</b>	Residential (Class of Service) - LDB validated Business (Class of Service) - LDB validated Centrex PBX; MLTS (Class of Service) - LDB validated Coin payphone (1 way or 2 way) (Class of Service) - LDB validated	Static/Fixed device Civic location
	<b>VOIP</b> <b>TLMA</b> <b>Manual-RES</b> D	Voice over IP device location (Class of Service) Telematics (Class of Service) Entered manually by an operator or user, e.g. subscriber billing or service location	Dynamic/Non-fixed device Geodetic location
	<b>WPH</b> 2 <b>A-GNSS</b> <b>AGPS</b> <b>GNSS</b> <b>GPS</b> <b>DBH</b>	Wireless Phase 2 device location (Class of Service) Assisted Global Navigation Satellite Systems device location Assisted Global Positioning Systems device location Global Navigation Satellite Systems device location Global Positioning Systems device location Device Based Hybrid (location of the handset, user entered location, or a wifi location)	Dynamic/Non-fixed device Geodetic location
	<b>SDXY</b>	RapidSOS; Supplemental Data (X,Y) (location of the handset, user entered location, or a wifi location)	Dynamic/Non-fixed device Geodetic location
	<b>WPH</b> 1 Cell, Sector <b>TOA</b>	Wireless Phase 1 cell tower location (Class of Service) Location of the cellular radio antenna Network Based Time of Arrival location	Dynamic/Non-fixed device Geodetic location
	<b>UNKNOWN</b>	Details of the location source or Class of Service are not known; However, the details provided may be an accurate representation of the handset/device's location.	Dynamic/Non-fixed device Geodetic location
<b>NA</b>	<b>WRLS</b>	Wireless telephone service - no location (Class of Service)	Dynamic/Non-fixed device Geodetic location

\*\* Devices generally fall into two categories: either **static/fixed** or **dynamic/non-fixed**. The type of location information available depends on the type of device, the service provider, and the database the requested location information is coming from. **Static/fixed devices** are like traditional phone technology and mostly available at a single, isolated location that tend to not move, providing a **civic location**. **Dynamic/non-fixed devices** are more portable in nature, with locations that may change, and may easily connect to wireless/cellular and Internet networks when available, providing a **geodetic location**.

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Page 1

With technology developments and the improvement of handset devices, the display of a caller or texter's location when contacting 9-1-1 are changing. As mentioned in previous newsletters, some of the technologies of legacy E911 systems are being enhanced. i3 format, which is the NENA standard that governs much of NG9-1-1, allows for location to be delivered from the handset directly, which is faster and more accurate.

**What does it mean for telecommunicators?** The location details for both voice calls and text sessions are moving to display more information about the "method" used to determine the location. The "Classes of Service", which are part of legacy E911, will hold true for more traditional telephony – from static/fixed devices that provide a civic location. However, the traditional "buckets" of location details we have seen in the past will expand as the i3 format expands, providing a more robust display of location details for dynamic/non-fixed devices.

The Programs Division has developed a new *Location Reference Sheet* for the NG9-1-1, two-day, new hire training and the NG9-1-1 equipment refresher courses and will begin distributing them this month. This reference sheet is designed to summarize the location details which can be displayed for incoming voice calls and text sessions.

If you would like a digital copy of the Location Reference Sheet job aid for your PSAP, please email [911training@mass.gov](mailto:911training@mass.gov).



As we close out another fiscal year, a few reminders for FY 2024 and suggestions for FY 2025.

Fiscal year 2024 reimbursements are due to the State 911 Department on or before **July 31, 2024**.

- Each reimbursement stands on its own. It is imperative that all supporting documentation (payroll reports, invoices, proof of course completion, contract deliverables, reimbursement forms) be included with the reimbursement to avoid reductions or returns.
- Be certain to use the proper fiscal year reimbursement forms that coincide with the costs being requested. The forms do change year to year and failure to utilize the proper form may result in reductions or returns.
- There are several changes to the FY 2025 guidelines, such as COOP requirements and requirements regarding signatures. Please be sure to review the guidelines to familiarize yourself with changes.
- Virtual workshops on the application process and reimbursement process are available monthly. The application workshop is held on the third Monday of the month and the reimbursement workshop is held on the third Wednesday of the month. Both begin at 11:00 am and run for approximately 1 ½ hours. Please email [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to register.
- Finally, when working with State 911 Department fiscal staff to address deficiencies in a reimbursement request, it is recommended that in addition to providing the fiscal staff with the necessary documentation, the PSAP's internal file should be updated as well. In this way when referring back to the PSAP file, a correct and complete copy of the reimbursement is available that will assist to avoid errors on future reimbursements.

The State 911 Department has not been spared from the staffing shortages being experienced by many. The fiscal staff is focused on the reconciliation of reimbursement requests and is working diligently to get payments processed. The Department, however, is unable to maintain the processing of reimbursement requests in all cases within the thirty (30) business days targeted in the grant guidelines. The State 911 Department issues receipt notification and payment notifications for all reimbursements received as a means of providing a status update. Please be sure to review these notifications.

## Updates from our Systems Division

MassGIS provides many datasets to the public in addition to the data they provide to the NG9-1-1 system and PSAP's CADs.

Starting in November 2023, MassGIS has been updating the STRUCTURES\_POLY layer of the map. The dataset consists of roofprints of every building larger than 250 square feet across Massachusetts. Using the latest aerial imagery from a contractor called Rolta and artificial intelligence based on ESRI technology, MassGIS juxtaposes the latest images with previous years' roof prints. MassGIS staff go through structures town by town. This, coupled with quality control criteria, enables the team to produce high quality updates. The benefits of STRUCTURES\_POLY is wide reaching. First, it provides opportunity for MassGIS and municipalities to have frequent communications about address and construction updates. Additionally, the dataset enables MassGIS to have at least one, up-to-date address for every primary structure within the state.

The 2023 STRUCTURE\_POLY update is anticipated for Summer 2024.



The dashed line above represents how the building looked previously, while the latest imagery shows redevelopment.





In Newsletters going forward, the Director of Special Projects Peter Kinnas and Regional PSAP Coordinator Christine Wingfield will be providing a section on 911 regionalization in an effort to promote the benefits of regionalization and assist agencies with exploring their options.



## FACTS

## MYTHS

### MYTHS ABOUT REGIONALIZATION

#### REGIONALIZATION DECREASES THE QUALITY OF SERVICE

By consolidating resources and streamlining operations, regionalization can actually improve the efficiency of emergency services, leading to faster response times and better outcomes for residents.

#### REGIONALIZATION CAUSES INEFFECTIVE COMMUNICATION

Regionalization can enhance communication between emergency responders and communities by standardizing protocols and technologies, leading to better coordination and understanding during crisis.

#### REGIONALIZATION IS A ONE-SIZE-FITS-ALL APPROACH

Contrary to the myth of a one-size-fits-all approach, regionalization allows for the customization of emergency response strategies to meet the specific needs and characteristics of each community within a region.



### LOOKING FOR MORE INFORMATION?

If your department is considering branching out into a regional center but are unsure of where to start, feel free to contact Peter Kinnas. Our team is ready to meet with you, discuss all possibilities, and provide guidance as you explore your options.

Peter Kinnas, Director of Special Projects  
Office: (508)821-7213  
[Peter.S.Kinnas@mass.gov](mailto:Peter.S.Kinnas@mass.gov)



## **East Bridgewater Health and Safety Fair**

On Thursday, June 6, 2024 Massachusetts Equipment Distribution Program (MassEDP) Field Service Advisor (FSA) Chris Plant and Public Education Coordinator Erica Adams attended the East Bridgewater Senior Health and Safety Fair. This event gave seniors the opportunity to meet with different agencies in the area whose goal is to help them live safe, independent lives. While there, Chris was able to speak about the adaptive telephones available through MassEDP, and the application process. Erica educated seniors on the Text-to-911, and the Silent Call Procedures. The seniors were thrilled to learn about these life-saving features. Thank you to the East Bridgewater Senior Center for hosting this event, a great day was had by all!

## **Epworth Arms - Pittsfield, MA**

On Monday, June 3, 2024, FSA Marguerite Szczawinski visited Epworth Arms, located in Pittsfield. The residents were educated on the different phones that MassEDP offers, the qualifications, and how to apply. Marguerite also educated the seniors on the Silent Call Procedure, and Text-to-911. Thank you to Epworth Arms for having us!



## **Freetown Health Fair - Freetown, MA**

On Thursday, June 27th, 2024 FSA Chris Plant, Public Education Coordinator Erica Adams, and Intern Myesha Auguste attended the Freetown Health Fair. Chris showcased the different phones available through MassEDP to the seniors. He was able to educate them on the program qualifications, and the application process. Erica and Myesha were able to educate the seniors on the Silent Call Procedure, and Text-to-911. The seniors were excited to learn about these life-saving features. Thank You to the Freetown Council on Aging for having us at this event!

