

Massachusetts State 911 Department

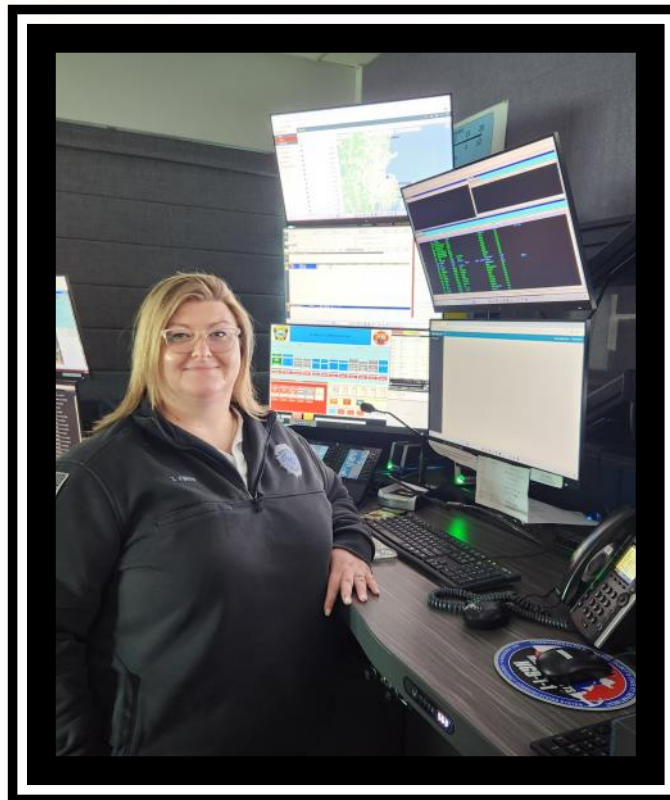
August 2024 Newsletter



Issue 8

Volume 12

9-1-1 Spotlight Sergeant Tammy Firth Plymouth County Sheriff's Department



On July 4, 2024 at approximately 6:15PM, Sergeant Tammy Firth of the Plymouth County Sheriff's Emergency Communication Center received a call from a 9-1-1 caller regarding an unconscious person. Tammy quickly determined that the person was unconscious with agonal respirations. Using Emergency Medical Dispatch (EMD) protocols Tammy confidently provided CPR instructions. Tammy remained on the phone with the caller until paramedics arrived. Paramedics intervened and thankfully the person made a full recovery.

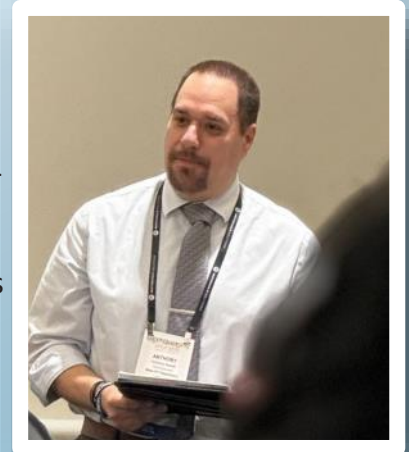
WAY TO GO Sergeant Firth! Your professionalism, quick action, and compassion aided in saving a life.

Job Well Done!

Updates from our Programs Division

Anthony Newell
Training Specialist
State 911 Department

On August 5, 2024 State 911 Department Training Specialist Anthony Newell was invited to be the guest speaker at the APCO 2024 Registered Public Safety Leader (RPL) Graduate Breakfast at this year's APCO Conference. Anthony has been an RPL since 2015. The RPL certification is one that is renewed every four years through a point system that includes components of course development/ facilitation, professional development, professional participation, and outreach. Anthony works diligently to aid in facilitating courses for students in the RPL online program as his schedule allows. Way to go Anthony!



Congratulations!

Attention all PSAPs

In the event of an issue with interpreter services, please contact the State 911 Department Training email at 911training@mass.gov or Monna Wallace at Monna.Wallace@mass.gov. Issues with Interpreter Services **should not** go through the Help Desk.

IMPORTANT

Attention 9-1-1 dispatchers: We are testing "Text-to-911"



State 911 Department trainers are currently traveling across the Commonwealth **testing** "Text-to-911".

At the beginning of the test, the State 911 Department trainer will immediately identify themselves and advise that they **do not have an emergency** and then ask what PSAP is receiving the text.

Trainers will follow up with a phone call to the two-way line at the PSAP if they send a text and it goes unanswered or if there appears to be difficulty with the text process.

Trainers can also visit the PSAP while they are in the area if the PSAP has questions or difficulties with the "Text" process and wishes to speak with the trainer in person.

Testing will continue throughout the Summer into the Fall.

PSAPs can print a copy of the "Text-to-911" job aid on our website.

Ring-All PSAPs click [HERE](#) to download.

Automatic Call Distributor (ACD) PSAPs click [HERE](#) to download.

Please email Monna.Wallace@mass.gov if you have any questions.



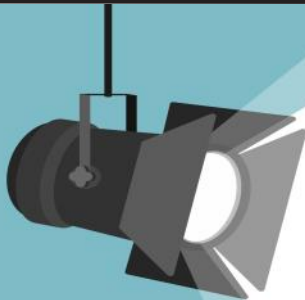
Seats are still available for our 58th Public Safety Communications Academy

The 58th Public Safety Communications Academy (PSCA) will be held September 16, 2024 - October 18, 2024 in our Milford location. The Public Safety Communications Academy gives students the opportunity to learn all facets of emergency communications, and gain hands on experience with a multitude of agencies throughout the Commonwealth.

PSAPs interested in enrolling students can click [HERE](#) to download an application, and return via email to 911training@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

Find us on Facebook!
Massachusetts State 911
@MAState911
Visit our website!
www.mass.gov/e911





Just planting the seed... the State 911 Department strongly encourages PSAPs to submit reimbursements monthly, at a minimum. In many cases, this will enable a PSAP to close out its grants well in advance of the close of the fiscal year.



All fiscal year 2024 reimbursement requests were due by July 31, 2024. The fiscal year 2025 reimbursement forms are available on our website. These forms have been updated. Please be sure to utilize the proper fiscal year forms when completing your reimbursements. For those Regional PSAPs and RECCs who received an extension under the Development Grant, please note that the fiscal year on the reimbursement form should agree with the fiscal year of the award.



The Department continues to host virtual application and/or reimbursement workshops. The application workshop is held on the third Monday of the month and covers the application process for all grants. The reimbursement workshop is hosted on the third Wednesday of the month and reviews the forms, documentation and process for the submission of reimbursements. Workshops begin at 11:00 AM and run approximately 1 hour. Register by e-mailing 911DeptGrants@mass.gov.



The Department continues to work diligently to reconcile reimbursements and process payments to our PSAPs. Staffing shortages have prevented our meeting the thirty business day timeline as noted in the grant guidelines. The Department is working to address the staffing shortages.

Multiline Telephone Systems



A multi-line telephone system, or MLTS, is a telephone system comprised of common control units, telephones, and controls providing local telephone service to multiple end-users. Many businesses, government agencies, hotels, and schools use these types of telephone systems. These entities:

Must Provide;

Callback number for the “station” calling, A redial will reach the 9-1-1 caller directly.

- Dispatchable Location.
- Validated Street Name and number.
- Building, Floor, and/or Unit Identifier.
- Room level identification if sleeping quarters.

Must Be Able To;

Directly dial 9-1-1 without the use of a prefix.

Attach a sticker in bold type with dialing instructions if the unit doesn’t allow the caller to directly dial 9-1-1 without the use of a prefix.

More information can be found at:

<https://www.mass.gov/service-details/multi-line-telephone-system-mlts-regulations-information-and-resources>

Questions and compliance issues can be sent to: mlts911@mass.gov

Did you know the Massachusetts Equipment Distribution Program offers the iPhone 13?

Features

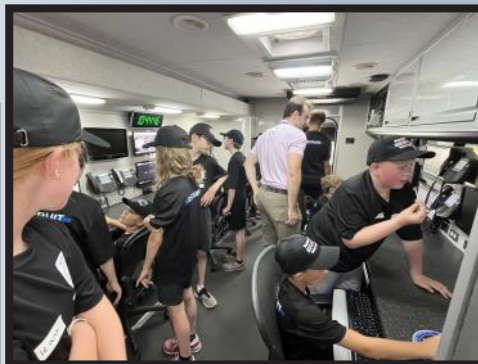
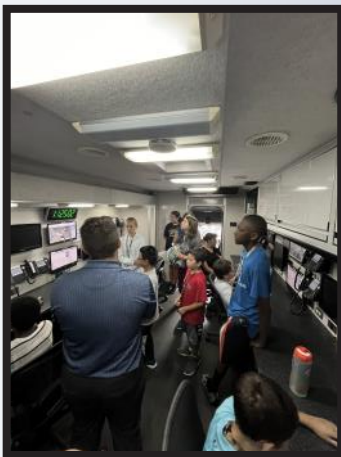
- Wireless device—black in color
- Otter Box protective case
- 128 GB Memory
- 6.1' diagonal all-screen LCD multi-touch display
- Face ID unlocking
- Siri-voice commands
- Charging block as well as wireless capabilities

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



Outreach

Maynard Boys and Girls Club - Maynard, MA



On Tuesday July 30, 2024, State 911 Department Public Education Coordinator Erica Adams and Interns Chris Flynn and Hector Aponte visited the Maynard Boys and Girls Club. During the event kids were able to tour the Mobile PSAP, ask questions, and learn more about the 9-1-1 system. Erica, Chris, and Hector were able to educate the kids on the Silent Call Procedure, and Text-to-911. It was a great morning for all!

Outreach - Continued



Springfield, MA



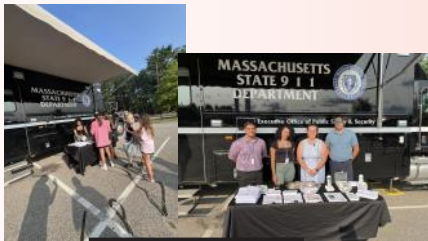
Burlington, MA



Charlton, MA

National Night Out Events

Throughout the month of August, State 911 Department Public Education Coordinator Erica Adams, interns Hector Aponte, Chris Flynn, and Myesha Auguste as well as Massachusetts Equipment Distribution Program (EDP) Field Service Advisors (FSA) Glenn Schultz, Chris Murphy, and Marguerite Szczawinski attended National Night Out events. These events give the public the opportunity to learn more about the Silent Call Procedure, and Text-to-911. Attendees were also able to tour the Mobile PSAP, and learn more about the 9-1-1 system. FSAs were able to showcase the adaptive telephones, and educate on what EDP offers. Thank you to all for hosting these important events! We look forward to attending again next year!



Kingston, MA



North Adams, MA



Northampton, MA



Community Outreach Events

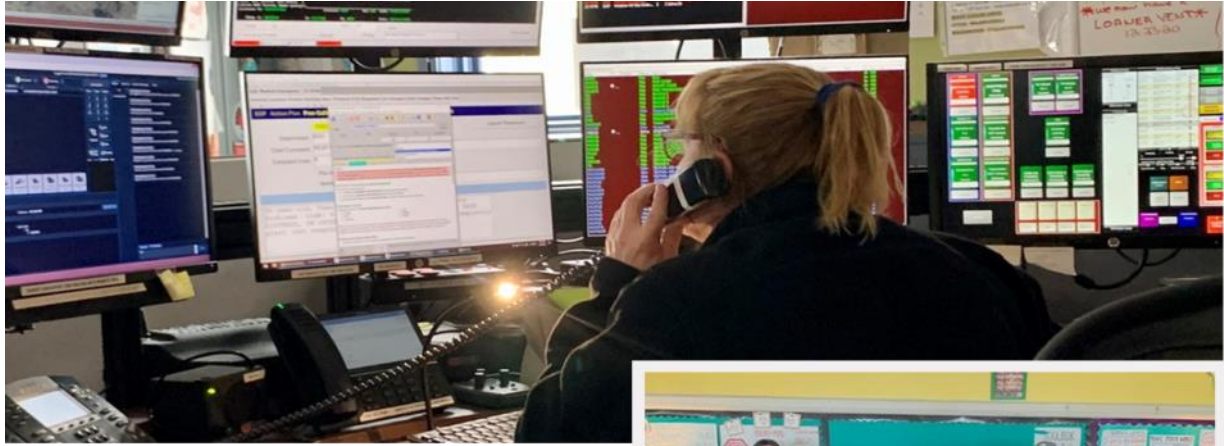
Do you have an upcoming outreach event in your community? The State 911 Department and its MassEDP team would love to join forces with you!

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



REGIONAL SPOTLIGHT

Westfield RECC



Dispatcher Kelly Garfield conducts EMD on a call

Westfield RECC dispatches for the Towns of Westfield and Southwick and opened in December 2022. Annually, staff handles 55,000 calls for service.

Southwick is known for hosting the Southwick National Pro Motocross Championship Races at their course, The Wick. For their small, mostly quiet town, this weekend event is held at the beginning of every summer and brings over 30,000 fans to watch the competitions!



Dispatchers Shae McDonald and Bob Eak talking at a local elementary school.



Dispatchers Jenn Bein, Frances Kibbe, and Juliette Berryman tap their inner Easter Bunny

Westfield is home to the Air National Guard Base, 104th Fighter Wing, and since the Westfield RECC is just to the west of their runway, they are serenaded by the sounds of the F15s taking off regularly!

Westfield RECC recently supported the ANG and Barnes Airport with local communications for the safe landing of Air Force Two and the security of Vice President Harris when she flew in to visit the Berkshires last month.

Valuable members of Westfield RECC who are not pictured: Dispatchers Ashley Sabonis, Emily Perron, Tausha Rocke, and Zach Girard

Regionalization Updates - Continued



Lead Dispatcher
Matt Hartmann



Lead Dispatcher Jailyne Rivera

The Westfield RECC is staffed with a minimum of 3 dispatchers between 8am and midnight and 2 dispatchers on the overnight shift. In total, the dispatchers process approximately 55,000 calls for service each year.

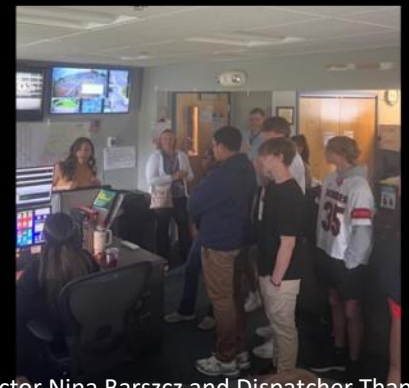
When the dispatchers are not staffing the RECC and working the console, they are busy in their communities' educating students of all ages on 9-1-1 (kindergarten through college), training with the public safety departments we serve, and doing fun activities on shift together!

The two Lead Dispatchers, Matt and Jailyne, are incredibly active in finding creative ways to increase morale in the RECC, sharing new information and materials to boost knowledge and skill, as well as overseeing all quality assurance programs in the RECC for every type of incident.

For more information on having your town join Westfield RECC, or if you're interested in employment opportunities, contact Director Nina Barszcz at nina.barszcz@cityofwestfield.org



Dispatcher Amber Garfield judges pizza during a monthly food contest.



Director Nina Barszcz and Dispatcher Thanh Nguyen give Westfield High School students a tour of the center



North Shore RECC has begun operations for Rowley!



Looking for more information? If your department is considering branching out into a regional dispatch center but are unsure of where to start, contact Peter Kinnas at Peter.S.Kinnas@mass.gov or (508)821-7213. Our team is ready to meet with you, discuss all possibilities, and provide guidance as you explore your options.

**In Honor of
John Aitchison
State 911 Department IT Administrator**



The State 911 Department is deeply saddened by the news that our own John Aitchison recently passed away. John has been with the State 911 Department for over 15 years, and was an invaluable member of our team. John was the go-to person for all things tech related, he approached every challenge with a thoughtful, and methodical mindset. Outside of work, John enjoyed playing video games, watching anime, and making his own sourdough bread. His reserved nature often concealed a witty sense of humor that delighted those fortunate enough to be on the receiving end. John leaves behind a legacy of professionalism, kindness, and a unique intelligence that will be deeply missed by his colleagues and friends. His absence creates a void that will be felt keenly by all who had the privilege of working alongside him. John's memory will forever remain in our hearts, and his impact on our team will be remembered with respect and affection.

~ Rest in Peace~