

# Massachusetts State 911 Department November 2024 Newsletter



Issue 11

Volume 12



*The State 911 Department sends our gratitude and warm wishes to everyone and their families for a wonderful Thanksgiving!*



## **Supervisor Paul Bowler** **Holbrook Regional Emergency Communications Center**

On Sunday October 13, 2024, Supervisor Paul Bowler received a 9-1-1 call reporting that a female had just given birth at home prematurely at only 29 weeks, and the newborn was not breathing. Following EMD protocols, Supervisor Bowler promptly began providing CPR instructions to the caller to pass along to a neighbor that was there assisting. Partway through the call, the baby could be heard crying as the first responders were arriving on scene. Supervisor Bowler maintained composure throughout the call and was a calming voice in a chaotic situation. Supervisor Bowler undoubtedly played a major role in the survival of this newborn boy.

Job well done Supervisor Bowler!



## **Dispatcher Bob Eak** **Westfield Regional Public Safety Communications Center**

On Tuesday October 1, 2024, Dispatcher Bob Eak received a call from a female reporting that her twenty-nine-year-old son texted her that he was going to end his life, and she believed that he was residing in Westfield. After a wellbeing check where the male was not present, police requested Dispatcher Eak to send out a BOLO to surrounding law enforcement agencies. At this point, dispatcher Eak began the process of a cellphone ping. The pinged location returned was invalid due to the large radius. The man's mother told officers that he is known to frequent a Southwick location. Police were dispatched to that location, where they found the subject's unoccupied vehicle. Southwick Fire and EMS began to stage at that location. Additional officers, and the K9 were brought in to search for the individual. Within 15 minutes, the individual was located alive, and was transported to the hospital. This call for service is an example of how regionalized dispatch saved this man's life. With Southwick and Westfield being dispatched by one communications agency, responders in two different communities were coordinated seamlessly, with no time wasted getting help to this individual. Great job dispatcher Eak!

Left to right: Dispatcher Bob Eak and His Daughter  
Annaliese Eak





Left to right: Joshua Graham, Alexander McKeon, Katrina Shamshak, Lee Ann Delp

### Joshua Graham

#### North Shore Regional 911 Center

On Tuesday, November 19, 2024 Telecommunicator Joshua Graham from The North Shore Regional 911 Center was named the Telecommunicator of the year at the APCO Atlantic Conference in Portland, Maine. This prestigious award recognizes the outstanding achievements of the recipient, and honors his dedication, skill, and commitment to excellence. In 2023, telecommunicator Graham was spotlighted in our newsletter, for an amazing save of a suicidal caller. Throughout the call his empathy and use of reflective feelings helped build a rapport with the caller, allowing Graham to communicate with the caller to get the information needed to get him help. Graham's unwavering passion and dedication to 9-1-1 surely saved a life. Congratulations telecommunicator Graham on your well deserved award!



### Dispatcher Stephanie Fuer

#### POD1

Dispatcher Stephanie Fuer of The State 911 Department's wireless PSAP in Milford (POD1) received a scholarship from 9-1-1 Wonderwoman in February to pursue her ENP certification. Recently, she passed the NENA ENP Exam! Dispatcher Fuer has been with POD 1 for five years, and worked for the Framingham Police Department for 13 years before she made the move to POD1. Stephanie is a graduate of the Public Safety Communications Academy in 2008. Congratulations Dispatcher Fuer!

### Executive Director Anne Camaro

#### Nashoba Valley Regional Emergency Communications

Anne Camaro, Executive Director of Nashoba Valley Regional Emergency Communications Center (NVRECC) was recently sworn in as the Atlantic APCO Chapter President at the APCO conference in Portland, Maine. Anne has been in the 9-1-1 communications field since 2007, and attended the 16th Public Safety Communications Academy. Anne began her career with the Framingham Police until 2014 when she began working for the town of Maynard. While there, Anne was tasked with combining their police and fire communications, training, and public outreach as well as managing their CAD networking systems. In 2015, Anne was hired by the City of Cambridge as the Assistant Director of Administration and Training. In 2021 Anne shifted into her role at NVRECC as Executive Director. Anne has been involved in the APCO Atlantic Chapter for many years, serving as the 1st Vice president in 2022, President Elect in 2023, and finally as the President in 2024. In her speech, Anne challenged Chapter members to join a committee, and be involved. Congratulations Anne on this amazing achievement!



## Location, Location, Location!

### ***What do enhanced locations mean for telecommunicators?***

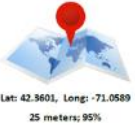
New technology has transformed emergency response by providing telecommunicators with more accurate, real-time location information for both voice calls and text sessions. The enhanced location displays, many in NENA i3 formats, offers telecommunicators more precise details to pinpoint the caller's/texter's location in complex areas such as densely populated urban settings and large buildings, where more obscure addresses are available such as highways and rural areas, as well as situations when the caller is unable to communicate the location clearly. In understanding the enhanced location details which may be provided, it can be reasonably assumed that the device is near the location. However, **the location provided when the payload is received, and that of the incident, 9-1-1 callers and texters, should be thoroughly questioned by telecommunicators to verify the location details and determine the best dispatchable location.**

### ***How do the devices and locations work exactly?***

Devices today fall into two categories: **fixed (static) or non-fixed (dynamic)**. The type of location information being displayed to 9-1-1 depends on the device type, the service provider, and the database or source used to retrieve the location information.



**Fixed (static) Devices** are like traditional phone technology and mostly available at a single location that tend to not move, providing a **civic location**.



**Non-fixed (dynamic) Devices** are more portable in nature, connecting to wireless/cellular and internet networks when available, most often providing a **geodetic location**. Geodetic locations consist of coordinates (latitude and longitude) as part of the location details. In addition, these devices can, on occasion, provide an interpreted civic location by the provider or allow the ability for a **user to manually enter the location to be used for 9-1-1.**

Locations can be **pre-validated, validated or calculated**. **Pre-validated** means that the address is checked for accuracy before a 9-1-1 call takes place. **Validated** are existing addresses, part of the master address database, which can be assigned to a particular phone number by the provider. **Calculated** locations are those which are GPS driven and offer a high level of confidence that the device/caller is likely there. It is important to note that if a valid address is assigned incorrectly, the call is at risk to be misrouted and may not represent the device's accurate location. This error is not always obvious and is why callers and texters should be thoroughly questioned about the location displayed to determine the best dispatchable location. When this error happens, PSAPs should file a discrepancy report, which will be sent back to the service provider to have the appropriate address assigned.

Some service providers can provide both fixed and non-fixed devices and **therefore could provide a civic or geodetic location** while still using a class of service for VoIP. If the service is from a provider, like a cable company who installs service, they may provide a civic location. If it is a more dynamic service provider, such as Vonage, they are more likely to have a geodetic location. **Wi-Fi locations may be either civic or geodetic.**

### ***What can telecommunicators expect to see on the NG9-1-1 screen?***

The Programs Division has updated the **Location Reference Sheet** to include the latest and all available location method tokens. This chart summarizes the map icons and location details available for voice calls and text sessions based on the originating device. Using the payload and carrier-provided data, ResponseAssist interprets the information to display a mapped location and Incident Tile with the relevant location details.

If you would like a digital copy of the Location Reference Sheet job aid (version 2.0) for your PSAP, please email [911training@mass.gov](mailto:911training@mass.gov).

## NEW Behavioral Health Training Now Available Presented by Parent Professional Advocacy League



The State 911 Department is hosting a new Behavioral Health training presented by Parent Professional Advocacy League (PPAL). PPAL understands the need to navigate support and have accurate real resources for both professionals and families. Partnering together offers more to families and to dispatchers/first responders. PPAL is dedicated to delivering a curriculum that was created in response to community needs and the misunderstanding of families and youth with mental health, trauma and lack of proper support in the community due to the challenge of navigating the maze to resources.

This training is based on the family experience, data that impacts mental health, behaviors of youth, mental health including autism, trauma, substance use, and suicide prevention. PPAL will give concrete ideas, data driven statistics and a clear learning experience on the needs of families with children with acute needs. There are two options for training, a 4-hour In Person Training: **Supporting Children's Mental Health for Dispatchers and First Responders**, or a 2-hour Virtual option through teams: **Navigating Children's Mental Health for Dispatchers and First Responders**. Both of these options have been approved for continuing education—Behavioral Health.

To find dates, learn more, or to get an application, click [HERE](#) to navigate to our website.



### 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)

Find us on Facebook!  
**Massachusetts State  
911**







Did you ‘gnome’ that requests for access to the NG911 systems and requests to add a telecommunicator are processed by two different divisions within the State 911 Department? Request for access to the NG911 system should be submitted to [911Training@MassMail.State.MA.US](mailto:911Training@MassMail.State.MA.US). Request to add a telecommunicator to your grants should be submitted to [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov)



Don’t “stuff” all eligible grant costs into one reimbursement submission. Grant guidelines recommend submission of reimbursement requests within 30 days of incurring the costs. Please keep in mind the State 911 Department supports 202 PSAPs, which results in approximately 600 contracts and 2,800 reimbursement requests. Frequent submission is recommended to ensure funding is received by the close of the fiscal year (which is only 7 short months away).



Make no “bones” about it, we are here to help! 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 [911Dept-Grants@mass.gov](mailto:911Dept-Grants@mass.gov).

*Wishing you and your loved ones a very Happy Thanksgiving!*

## Generator Test

We are coming up on power outage season. Please be sure to test your generator's functionality under **full load** to ensure it supplies power to the 9-1-1 equipment as well as the PSAP. This requires cutting street power and thus using the generator exclusively. This test not only verifies the proper sizing of the generator, it also validates the proper operation of the transfer switch. Following these recommendations helps to ensure your PSAP's operation is not affected when utility power is lost. Please note that the 9-1-1 equipment is protected by a UPS which supplies power for minimum of 30 minutes. Should the generator fail to supply power to the 9-1-1 equipment, Comtech will route your calls to your alternate PSAP. **Please notify the Help Desk before doing this test so that they are ready to assist should the need arise.**



## Regionalization Updates



South Worcester County Communication Center  
Director Gregory Lynskey

### South Worcester County Communications Center 10 Year Anniversary Celebration

The South Worcester County Communications Center (SWCCC) is a Regional Emergency Communications Center formed in 2014 serving the Towns of Dudley and Webster in South Central Massachusetts. The SWCCC dispatches Police, Fire, and EMS for both communities and is also the primary contact point for Animal Control services in both communities. With an authorized complement of one Communications Center Director, eleven full-time Public Safety Telecommunicators, and six per-diem Public Safety Telecommunicators, the SWCCC staffs a minimum of two dispatchers around the clock. All evening shifts and several days shifts each week are scheduled with three dispatchers. Per-diem dispatchers assist by filling in the schedule when scheduled staffing drops to a minimum of two. Two of the full-time dispatchers also serve as line supervisors on the evening and overnight shifts. Some unique challenges the SWCCC experiences include having Nichols College in Dudley and Lake Chargoggagoggmanchauggagoggchaubunagungamaugg in Webster, the largest natural body of water in Massachusetts. Nearly 10,000 9-1-1 calls are handled per year, along with over 35,000 calls for service. On Friday, November 15, 2024, SWCCC celebrated its 10 year anniversary. For a decade, they have been the unsung heroes behind the scenes, ensuring that emergency calls are answered swiftly, responders are dispatched efficiently, and the residents of Webster, and Dudley are safe when every second counts. Thank you for your unwavering dedication to 9-1-1!



South Worcester County Communications Center  
Telecommunicators

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](mailto: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.

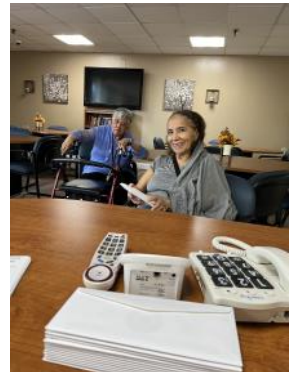
## Colony Retirement Home Resource Fair—Worcester, MA



On October 22, 2024, Field Service Advisor (FSA) Chris Murphy of the Equipment Distribution Program (EDP) attended the Colony Retirement Home Resource Fair in Worcester. At this event, Chris was able to interact with the seniors, and educate them on the equipment distribution Program, and what it has to offer. Chris showcased a few of the different phone options available to them, and handed out program applications. He was also able to educate attendees on the Silent Call, and Text-to-911 procedures. A great day was had by all!

## Appleton Housing—Holyoke, MA

On Wednesday October 5, 2024, FSA Margeurite Szczawinski went to the Appleton Housing in Holyoke, to educate the residents on EDP. Margeurite was able to speak to the residents, about the program, how it works, and how they can apply. Margeurite had a few examples of some of the adaptive phones offered by the program to showcase. She left residents with applications, and instructions on how they can obtain an adaptive telephone!



## Cedar Brook Village - Ware, MA

On Friday, October 8, 2024, FSA Margueurite Szczawinski traveled to Cedar Brook Village in Ware, where she gave a presentation to the residents, educating them on EDP. Residents were thrilled to learn about EDP and see some of the telephones available to them. Margeurite was also able to educate the residents on Text-to-911 and the Silent Call procedure. Thank you to Cedarbrook Village for having us!



## Community Outreach Events

Do you have an upcoming outreach event in your community? The State 911 Department and its Massachusetts Equipment Distribution Program (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)





## Did you know the Massachusetts Equipment Distribution Program offers the iPhone 14?

### 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.



## ATTENTION: Location Change for Massachusetts Equipment Distribution Program Applications

# IMPORTANT

All applications for the Massachusetts Equipment Distribution Program (EDP) should now be mailed to our Middleborough office at 151 Campanelli Dr. Suite A, Middleborough, MA 02346.

Applications mailed to the Massachusetts Commission for the Blind, or the Massachusetts Commission for the Deaf and Hard of Hearing will be forwarded to our Middleborough Office.

If you have any questions about this change, please reach out to the MassEDP Program Manager Grant Harrison at [Grant.Harrison@mass.gov](mailto:Grant.Harrison@mass.gov)