

Massachusetts State 911 Department February 2025 Newsletter



Issue 12

Volume 2



Public Education Coordinator Erica Adams
and Penny Orwig



Public Education Coordinator Erica Adams
and Dispatcher Tess Corkery

On Wednesday, January 22, 2025, around 3:00 PM Regional Old Colony Communications Center Dispatcher Tess Corkery answered a call from 10-year-old Penny Orwig reporting that her grandfather was falling asleep at the wheel. After asking the caller pertinent questions Dispatcher Corkery acted swiftly, recognizing that the man was experiencing a medical emergency. Dispatcher Corkery quickly entered the call into the CAD system, enabling a rapid response from Duxbury Police and Fire. Dispatcher Corkery demonstrated remarkable skill in keeping Penny calm and focused while gathering critical details to assist the responding units. Thanks to their quick thinking and effective teamwork, Penny's grandfather was transported to a local hospital, where he is now recovering. Without Dispatcher Corkery's decisive actions, the outcome could have been far more serious.

Belmont Police Department



Sr. Communications Officer David Jones

On Monday January 27, 2025, Sr. Communications Officer David Jones and Operations Manager Tom O'Brien were awarded Belmont Police Department's lifesaving award for their quick thinking and collaboration on a difficult call. This call was transferred to the South Shore Regional Emergency Communications Center from the Behavioral Health Help Line (BHHL) with that Center requesting assistance from other PSAPs, including the Belmont PSAP, in locating a suicidal male. The caller had made statements to the BHHL that he had a plan to harm himself. After an extensive search, and persistence in connecting to this individual via his cell service, Belmont 9-1-1 members found the individual in the parking lot of the local duck pond, with clear intentions of self harm. The individual was assisted by the medical personnel and brought to the hospital. The cooperation of both 9-1-1 Centers resulted in the best outcome. Both members were nationally recognized by the Kyle Plush Answer the Call Foundation.

Job Well done Telecommunicator Jones, and Operations Manager O'Brien!

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! From National Night Out to your Local Citizens Academies, we want to join!

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



Calling on all 9-1-1 PSAPs: Share Your Photos!

We plan to honor our Massachusetts dispatchers from across the Commonwealth. As part of this celebration, we are looking for photos of your 9-1-1 dispatchers, whether they're hard at work or gathered for a group shot.

How to Participate:

- Submit photos of your team in action or as a group.
- Please include names of everyone in the photo.

Your contributions will help us showcase the vital role dispatchers play everyday.



Please send your submissions to Erica Adams at erica.l.adams@mass.gov.

Send us your Job Openings

**HELP
WANTED**

Our Telecommunicator Certification Program (TCP) continues to certify civilians interested in becoming a dispatcher. Once these civilians are certified in APCO PST and Next Generation 911 (NG911), many find themselves looking for job openings within a PSAP. If you are looking to fill a vacancy at your PSAP please send the job posting to Public Education Coordinator, Erica Adams at Erica.L.Adams@mass.gov. Jobs will be posted on our website, and sent to all TCP students via email blast.

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

What's in your 9-1-1 Telecommunicator Toolbox?

ResponseAssist Search Tools



The **Search tools** within the ResponseAssist application are valuable when a caller/texter provides a location that is different from the location being displayed for the call/text. They are also helpful tools when searching for landmarks mentioned or you need a clearer view of the coordinates received. We recommend practicing regularly with these tools to become familiar with their functionality and how to navigate the search results. If a 9-1-1 call/text is received while using these tools, and it is answered at the (Next Generation 911 (NG911) position, the location associated with the call/text will take priority of manual tools you were using.

Search Options Available

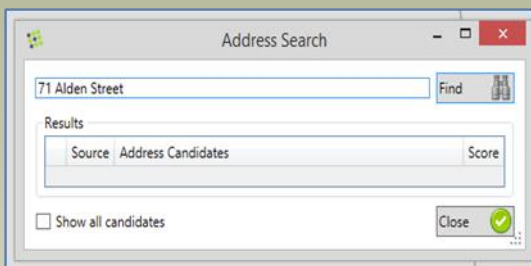
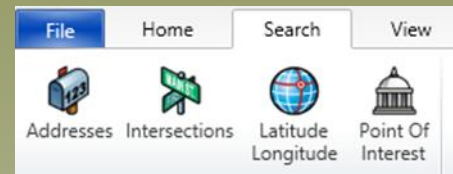
The Search tab (pictured right) contains the following search choices:

Addresses—select this option to perform an address search.

Intersections—select this option to look up street intersection locations.

Point of Interest—select this option to search for landmark features such as recreational parks, or the locations of private business and government facilities

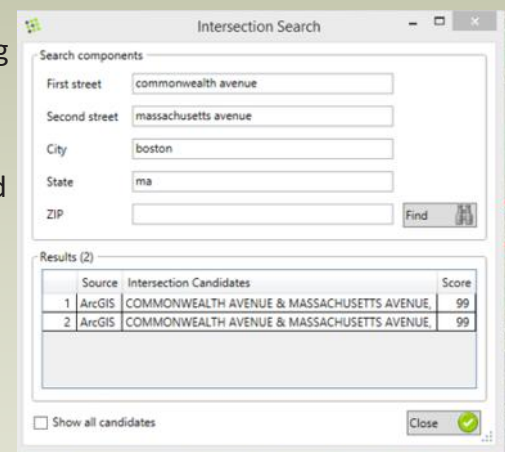
Latitude Longitude—select this option to locate coordinate pairs on the map.



To Search for an Address: Using the Address Search dialog box (pictured left) displayed when the button is selected, you will enter the street address and city (***E.g. 65 NW Main Street, Anytown, MA***) and press Find. The results which best match will be displayed.

To Search for an Intersection: Using the Intersection Search dialog box

(pictured right) displayed when the button is selected, you will enter a **minimum of two** street addresses in the first street and second street fields, and a city (***E.g. Commonwealth Avenue and Massachusetts Avenue, Boston MA***) and press Find. The results which best match will be displayed.



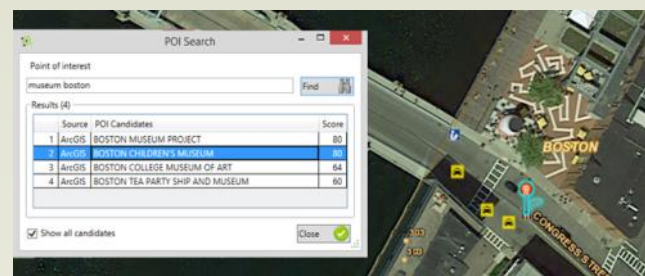
Didn't get the results you expected?

By selecting the **Show all candidates** checkbox at the bottom of the dialog box and pressing Find again, you can expand the search results.

To Search for a Point of Interest (POI):

Using the POI Search dialog box, you will enter the feature name (landmark, recreational park, a private business, government facility, etc.) into the text field (***E.g. Museum, Boston***) and press Find.

If the search information entered is broad, expect multiple POI search results to display. By entering more specific location information, your POI search results can be better narrowed down (e.g. city/town name, specific landmark name).



Updates from our Programs Division - Continued

To Search Latitude and Longitude Coordinates:

Using the Latitude Longitude (Lat/Long) Search dialog box, you will enter the latitude and longitude coordinates in **one of three coordinate format search options** available.

Degrees, Minutes, Seconds

(e.g., N 42° 16' 58.716", W 71° 12' 59.853")

Degrees and Decimal Minutes

(e.g., 42° 16.979', -71° 12.998')

Decimal Degrees (e.g., 42.28297659°, -71.21662578°)

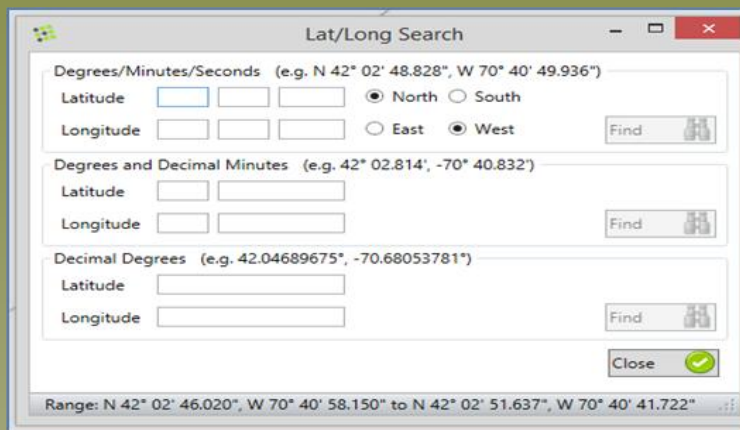
Most common format for non-fixed device locations.

This search tool can be helpful when provided with

coordinates of a device. *Some examples could include*

coordinates given as part of the Wireless Call Trace; the location of a texter being relayed to you from another PSAP; location of incident from a Telematics carrier, or coordinates of a first responder in the field working to locate a missing party.

If you would like refresher training on the NG911 system and ResponseAssist, or additional training resources please email 911training@mass.gov.



Updates from our Systems Division

Is your CAD ready for the Next Generation of Call Handling?

“CAD Spill” means a serial data connection that spills ALI from e911 systems to CAD systems. NG911 (NENA’s i3 standard) doesn’t reference a CAD spill. The exchange of data between the elements of the NG911 system (i.e. the ‘spill’) is partly defined under NENA-STA-043.1-2021. CAD, DLR, and QA software are all different elements of the NG911 system and ultimately need to ‘talk’ to each other.

With the concept of an Emergency Incident Data Exchange (EIDX), NENA has evolved the CAD spill. While the concept of a “CAD spill” is not going away, the actual format and data exchange is changing dramatically.

PSAPs using the CAD spill should make plans with their CAD vendor to support the transition to the EIDX.

Resources:

[NENA-STA-024](#) "NENA Standard for the Conveyance of Emergency Incident Data Objects (EIDOs) between Next Generation (NG911) Systems and Applications"

[NENA-STA-021.1a-2021](#) "NENA Standard for Emergency Incident Data Object (EIDO)"

[NENA-STA-010](#), NENA i3 Standard for NG911

The PIDF (Presence Information Data Format) is specified in IETF [RFC 3863](#) and IETF [RFC 7852](#). It provides a common presence data format for Presence protocols, and defines a new media type. A presence protocol is a protocol for providing a presence service over the Internet or any IP network.

[CLDXF](#) (Civic Location Data Exchange Format) is a United States profile of [PIDFLO](#) that defines a set of standard data elements that describe detailed street address information. [RFC 6848](#), Specifying Civic Address Extensions in the Presence Information Data Format Location Object (PIDF-LO) .

FEBRUARY



Information for Development Grant Recipients:

- Development Grant awardees should begin reviewing their open awards and coordinating with their vendors for the delivery of goods and/or service on or before June 30, 2025.
- Should the project experience delays, in compliance with grant guidelines, extension requests should be submitted no later than March 31, 2025. Said requests should provide a detailed narrative explaining delays and provide an updated project timeline.
- Budget modifications under the Development Grants should be submitted on or before April 30, 2025.
- Quarterly reporting is a condition of award and required for all award recipients. Failure to comply with this reporting may impact the Department's ability to extend and/or award funding under this program. Reminders are issued to recipients regarding filing deadlines and/or deficient filing status. The next quarterly report is due on or before April 15, 2025.
- **FY 2026 Applications are due on or before 5:00 PM on March 6, 2025.**



Friendly Fiscal Reminders:

- 30 Days: Reimbursements should be submitted to the State 911 Department within 30 days of costs being incurred.
- March 31, 2025: Deadline for submission of FY 2025 budget modifications.
- June 30, 2025: Final date for receipt of goods and services under the FY 2025 Grant Programs.
- July 31, 2025: Filing deadline of reimbursements under the FY 2025 Grant Programs.
- Under the FY 2025 Training Grant, PSAPs are eligible to apply for costs associated with a maximum of sixteen (16) hours of continuing education, **of which a minimum of two (2) hours shall be dedicated to the identification and response to callers experiencing behavioral health crisis**, for its certified enhanced 911 telecommunicators for the fiscal year.



Grant Workshops:

New to the grant programs? Attend our next grant application workshop on Monday, March 17, 2025. Need help with reimbursements? Attend our next reimbursement workshop on Wednesday, March 19, 2025. The workshops are virtual and begin at 11:00 AM. The workshops are an opportunity to get all your questions answered. E-mail 911Deptgrants@mass.gov to register

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

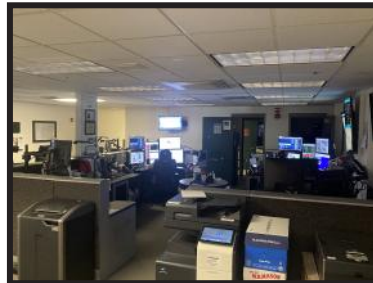
Berkshire Regional Emergency Communications Center: A History of Growth and Innovation Information provided by Tom Grady, Berkshire County Sheriff's Department Assistant Deputy Superintendent

The origins of emergency radio services in Berkshire County date back to the 1970s with the "Fire Alarm" service, housed at the Pittsfield Fire Department/Emergency Management building on Tyler Street. In those early days, dispatchers monitored radio traffic and received calls from fire alarm boxes installed throughout local communities.

The Evolution of Countywide Dispatch In the 1980s, the County Commissioners took steps toward a centralized dispatch system. This informal county dispatch system provided a single telephone number for participating communities to request emergency assistance. However, many towns continued relying on local switchboard operators to handle calls for help. Those communities that opted into the county dispatch system had their calls directed to the Berkshire County Sheriff's Office, where a dedicated operator handled emergency communications. With the advent of enhanced 9-1-1 services in the 1990s, the County Commissioners relocated dispatch operations to the basement of the Berkshire County Courthouse. This marked the beginning of a full-time regional communications center for Berkshire County. Some municipalities chose to participate, while others continued to operate independent dispatch centers. During this time, the county also invested in a network of radio towers strategically placed in central, northern, and southern Berkshire County to improve mobile radio communications for first responders.

Modernization and Relocation In 2004, recognizing the need for a more secure and modern facility, the Berkshire County Police Chiefs petitioned the Executive Office of Public Safety and Security (EOPSS) for funding. EOPSS Secretary Haas approved the request, and the Sheriff allocated space within the newly built Berkshire County Sheriff's Office, which opened in 2001. By 2006, the regional communications center had officially moved into this state-of-the-art facility, where it continues operations today.

A Growing Operation In December 2024, at the request of Berkshire County Sheriff Thomas Bowler, Governor Healy passed legislation that transferred the operation of the center to the State 911 Department. This transfer allows the Sheriff's Department to concentrate on its core mission and allows for expanded opportunities for the RECC, member communities, and emergency telecommunicators. Peter Kinnas was installed as the Interim Director of PSAP Operations Division - West, which incorporates Berkshire RECC. In February 2025, Donald Tryon was selected as the permanent director. Director Tryon comes to Berkshire RECC with over 20 years of experience in public safety, most recently serving as the DIII Center Supervisor at MSP Shelburne Control. What began as a single-person dispatch operation has evolved into a robust, full-time regional emergency communications center. Today, Berkshire RECC employs 10 certified 911 Telecommunicators who provide dispatch services to 26 communities across three counties. With continued investment in technology, infrastructure, and training, Berkshire RECC remains at the forefront of emergency communications, ensuring the highest level of service for residents and first responders alike.



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.

Notes from the Field Service Advisor

One of my favorite aspects of my job is meeting interesting people. Over my twenty years serving people with disabilities I've had the pleasure of working with thousands of fascinating folks from all walks of life. Recently I had the privilege to provide our services to a man who we all owe a debt of gratitude to. The notes for the appointment simply said, "customer is blind and 101, please teach iPhone." Obviously, I entered the situation with some skepticism. When I entered his room he was asleep and I felt bad having to wake him. "Hello sir, I'm Chris and I'm here to teach you the iPhone" I said. To which he replied, "I know how to use the phone I just need you to add this list of contacts for me." With great relief I happily entered his contacts. While doing this busy work I noticed a metal model of an airplane. I mentioned it to him and he proceeded to tell me the amazing tale of his past.

He was a B-17 pilot in World War II and had survived many raids over Germany. The model in his room was made by a mechanic at his airfield. It was fashioned out of wreckage from planes that had been damaged beyond repair. At the time I was watching the series Masters of the Air, I mentioned how much respect I had for what he and his fellow corpsman had gone through. "That show is about my friends," he said. He had been part of their squadron. I was speechless. We spoke a bit longer about some of his experiences, when it was time for me to go all I could do was thank him for his service, but it felt hollow to me knowing what those men went through. I had the honor of serving a true hero. As I left I overheard him say, "Siri keep playing Masters of the Air." This man, aged 101 listening to a podcast about what he did when he was 20. Legend.

Chris Plant

MassEDP Field Service Advisor



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*

