

Massachusetts State 911 Department August 2025 Newsletter



Issue 12

Volume 8



Worcester



Natick



Carver



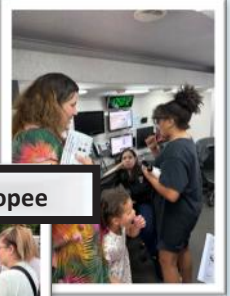
Kingston



Charlton



Chicopee



Middleborough



Northampton



What's in your



TTY Feature Hints and Tips to Remember

TTY calls can arrive in one of two ways: ***Announced or Silent.***

Announced calls, which generate an audible "tweedle" from the Baudot tones sent by the TTY.

Silent Calls with no one verbally communicating, and the TTY user did not announce TTY (so no tweedle is heard).

You will not hear any Baudot tone (tweedle) in your handset/headset when you send ANY TTY messages. CallStation has a "silent send" for TTY messages.

Once connected, if the presence of Baudot tone (tweedle) is detected, the call indicator light in the Softphone will turn **purple**.

If Baudot is **NOT** detected, the indicator light will NOT illuminate until a message is sent from the TTY user and it is detected.

ALL SILENT CALLS MUST BE checked for TTY as part of the Silent Call Procedure.

When using the Silent Call Procedure, you only need to send the TTY greeting ONCE.

Then, wait at least SIX SECONDS before moving to sending any other messages OR continuing with the Silent Call Procedure. Sending it more than once will result in a longer transmission to the TTY user and no opportunity for them to respond.

The TTY greeting takes approximately SIX SECONDS to send entirely.

Sending or typing subsequent before it finishes messages will result in the TTY user receiving garbled messages or garbled characters.

If you hear a tweedle in your handset/headset – don't do anything.

Typing when you hear the tweedle can result in the TTY user receiving garbled messages or garbled characters. Remember, the tweedle is then sending a message NOT you.

Remember the conversational rules of TTY etiquette.

Slow down – these calls will take longer to complete. Ask one question at a time. Use the letter "Q" to ask a question. **Do not use punctuation.** Use "GA" to indicate turn taking. Use the code "SK" to indicate you are finished and are ready to release the call. **The caller must respond with "SK" before you can hang up.**

You can review a TTY conversation once disconnected.

*From the Call Logs tab, select the **My In or Group In tab**. Then, right-click the appropriate **Callback (ANI)** and select **Call Review** from the menu. The conversation will appear in the Events tab.*

ALI Discrepancy Reporting

In your role as telecommunicator, it is important to report on location data issues or discrepancies when identified so that they can be investigated and corrected. There are two types of discrepancies that can be filed: ALI (Automatic Location Information) Discrepancies and Map Discrepancies.

ALI Discrepancies: are used when you discover a problem with information displayed on Call screen. When you submit an ALI discrepancy report, you are requesting an update to the record that was displayed at the time a 9-1-1 call was received.

To submit an ALI Discrepancy:

From the call logs tab, select the **My In** or **Group In** tab.

Right click the appropriate call or ANI from the table for the ALI record that contains an error or has information that needs to be reported.

Select **Call Review** from the menu. *The ANI and ALI information associated with the call will populate the fields of the ALI results.*

Select the **ALI Discrepancy** button from within the Call screen. The ALI Discrepancy Form displays. (*Pictured below*). Complete the form by filling in the fields that require an update, based on the confirmed information from the caller.

Complete the comments section to explain the reason for the requested change.

Select the **Create ALI Discrepancy Record** checkbox, then click the **SAVE** button to submit the ALI discrepancy.

Close the ALI Discrepancy form by clicking the “X” located on the discrepancy tab.

Note, there is an ALI Discrepancy Form also available on our Department website located [here](#). The completed form is to be scanned and emailed to LDBSupport@DDTI.net.

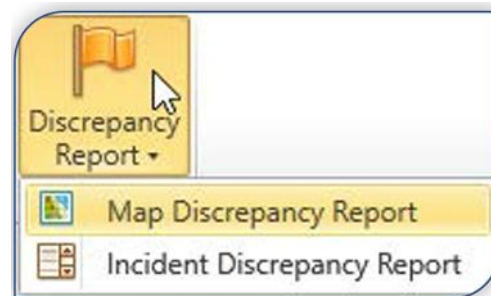
Mapping Discrepancies: are used when you discover a problem with information displayed on the mapping screen or information from a call is mapped incorrectly. When you submit a Discrepancy Report, you are requesting an update to the mapping data contained within the GIS data.

Map Discrepancy Report:

- Used to report errors on the visible map. *Ex: new GIS information, missing streets or address points, new businesses or landmarks.*

Incident Discrepancy Report:

- Used to request attributes related to the call location. *Ex: incorrect address, mislabeled address points or street, incorrectly placed landmarks.*



Questions can be emailed to 911training@mass.gov.

Public Education Email Address Change!

Public Education Coordinator Erica Crawford's Email has changed! For all outreach, material, and mobile PSAP requests moving forward please Email Erica Crawford at Erica.Crawford@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 Crawford at Erica.Crawford@mass.gov

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 Crawford by Email at Erica.Crawford@mass.gov



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www.mass.gov/e911



WiFi Calls

Sometimes you get a call with location X but the call is in city Y, miles away. Before you file a discrepancy consider the call maybe a Wi-Fi call. The problem is that there is no class of service called Wi-Fi.

What dispatchers need to know about Wi-Fi calls:

- ◇ You will not know that it is Wi-Fi...
- ◇ The location may be wrong...
- ◇ It is not just cell phones...

There is no class of service for WiFi:

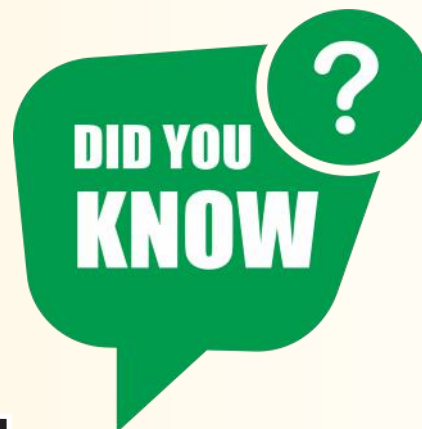
- ◇ MLTS i.e., laptops using Microsoft Teams, Zoom, or others... will present as VoIP. There will be little to no indication they are Wi-Fi.
- ◇ VoIP will also be used when an app on a tablet is connected to 911.
- ◇ Cell phones will have a 'method' that indicates 'Wi-Fi' in limited circumstances.
- ◇ Cell phones are more likely to present a DBH (device-based hybrid) when connected via WiFi.

The location may be wrong:

- ◇ By using a class of service of VoIP, the calls will appear on the map with a blue phone icon. There will not be an area of uncertainty. The device calling can be anywhere within the range of the Wi-Fi access point.
- ◇ We have encouraged MLTS operators to display "Wi-Fi" in the supplemental location information. This will be the only indication to a dispatcher that the location shown on the screen may not be where the caller is.
- ◇ DBH includes user entered address. If you have a smartphone and enabled Wi-Fi dialing, you have probably entered your home address into it. Do you change it when you travel? Neither does anyone else....
- ◇ DBH will have an uncertainty and Response Assist will show a circle. However, this uncertainty is not calculated, or representative of where the caller is.

How to spot a Wi-Fi call:

- ◇ You see Wi-Fi in the location information or as the method.
- ◇ The DBH location from the Communication Service Provider and RapidSOS plot exactly on an address point. This is an indication that the user entered address was reverse geocoded...
- ◇ If the address point is a residence, and you end up transferring the call to another PSAP... VERY likely to be Wi-Fi...





Don't just "wing it"!

What you need to know about reimbursements of costs for attendance at conferences.

- ◇ Only conference registration fees (for those conferences named in the Training Grant or otherwise approved) are eligible for reimbursement under the Training Grant.
- ◇ If requesting the vendor fee, proof of attendance is required and should include attendee's name, conference name, and dates of the conference.
- ◇ Personnel costs associated with conference attendance are NOT eligible under any of the State 911 Department's grant programs.

What you need to know about providing proof of payment.

- ◇ Reports detailing the information (payor name, vendor name, check date, check number, amount) are an acceptable form of proof of payment.
- ◇ Copies of cancelled checks are an acceptable form of proof of payment. However, if the check amount is greater than the amount being requested then a breakout of that payment is required.

What you need to know about the FY 2026 grant programs.

- ◇ The filing deadline to request funding under the FY 2026 Training, EMD and Support and Incentive Grants is Tuesday, December 30, 2025. Don't wait. Apply Today!
- ◇ Grant awards cannot be made without compliance with annual filing of Certificate of Compliance, Continuity of Operations Plan (COOP), and MassGIS information.
- ◇ Reimbursement requests should be submitted within 30 days from the date the costs were incurred, provided all other grant requirements have been met.
- ◇ FY 2026 reimbursement forms are available on the Department's website. Please be sure to use the proper fiscal year forms.

BENEFITS OF JOINING A REGIONAL EMERGENCY COMMUNICATIONS CENTER

Standardized
Procedures

Additional Staff
Development
Opportunities

Improved
Staffing Models

Cost Savings

Resource
Sharing

Staff Career Growth

Streamlined
Call Handling

Additional
Grant Access

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.

A Message from Field Service Advisor Glen Schultz

As a Field Service Representative for MassEDP (Massachusetts Equipment Distribution Program), I recently visited a client that was hard of hearing to show her our amplified phones. I traveled to her home with multiple versions of the amplified phone to see which model would best suit her. When I arrived at her home and knowing that she was a hard of hearing client, I began speaking to her loud and slowly. She looked at me as if I was being too loud, I instantly apologized for my loud voice. She proceeded to hug me and said that I was the first person to speak to her in a way that she was able to understand every word I said.

As we went over a few versions of the amplified phone, I noticed that she was continuously poking her hearing aid. It turned out that she hadn't worn it for about 6 years until her hearing went downhill. Ear canals change as people age, causing older hearing aids to squeal or whistle in the ear. Since she had not had her hearing aids refitted in years, this was the problem that she was encountering.

As we did a test call on one of our amplified phone, she couldn't make out what I was saying so I asked her to take off her hearing aid. We tried a different amplified phone and her face immediately lit up. She was in shock because she could understand every word I said! The amplified telephone not only gave this client connectivity to her family and friends, it gave her a sense of safety and security knowing that she could contact 9-1-1 in an emergency.

At the end of the appointment, she thanked me profusely and let me know that she planned to tell her church friends about how MassEDP changed her life, and how thankful she was for our program. This is why I love my job!

**For more information, or to contact the Massachusetts Equipment Distribution Program
by Phone or TTY: (800)300-5658**

