

Massachusetts State 911 Department Monthly Newsletter



Issue 4

Volume 8

April 2020

MASSACHUSETTS DISPATCHERS ARE STARS!



On behalf of Executive Director Frank Pozniak and the entire Staff at the State 911 Department we would like to extend our sincere gratitude and say THANK YOU to each and every Massachusetts Dispatcher. Your outstanding service is appreciated, especially during these trying times. As always, our Department appreciates all of your hard work & dedication.

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*To celebrate 911, we are
spotlighting our dispatchers
for the entire month of April.
See our Massachusetts State
911 Facebook! [@MAstate911](https://www.facebook.com/MAstate911)*






LATEST

NEWS

Updates from our Programs Division

Your Map Icons have changed!

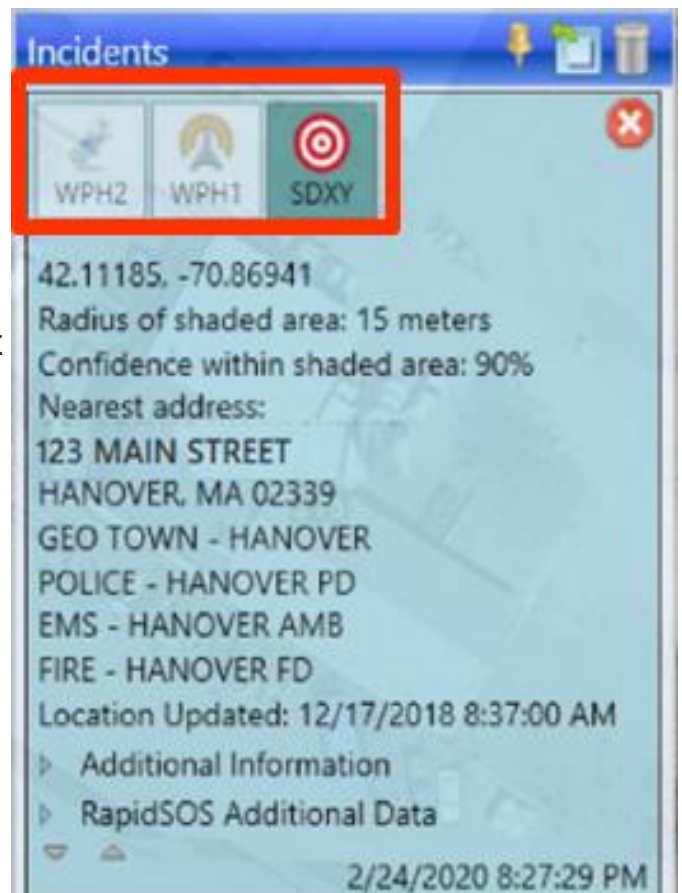
In the March 2020 Newsletter, we announced that a new ResponseAssist icon was now showing on your map identifying the supplemental location information received from RapidSOS. **Additional map icon changes have also been added.** The chart below identifies the incident location map icons that are based on the call received.

Incident Location Map Icons:	
 Landline	 Wireless Phase 1 (WPH1)
 Voice Over IP (VOIP)	 Wireless Phase 2 (WPH2)
	 RapidSOS

RapidSOS!

RapidSOS supplemental location information has the possibility to show up with any geodetic locations (latitude and longitude) that are made available from a wireless device.

Remember, to navigate between the incident location data displayed, you simply click the map icons within the Incident Tile. This will toggle the data within the Incident Tile and reposition the map around the selected data set. The red box in this images outlines the map icon toggle buttons.



Updates from our Programs Division (continued)

Text-to-911 Quality Assurance Testing

The State 911 Department strongly recommends that PSAPs develop and administer an in-house quality assurance program to ensure that each person working in your call center is maintaining their skills for communicating with people that Text to 9-1-1 in emergencies.

We encourage PSAPs to regularly perform TEST text sessions with all call center personnel, which will help with maintaining skills both on the technology and the protocol for handling text sessions. When performing a TEST text messages, please remember that the message should have the following wording as the initial message “This is (identify yourself) testing the Text to 9-1-1 feature. What PSAP is receiving this message?”

If your PSAP has questions about text or would like a refresher on the text feature, please contact Program Coordinators, Venus Wheeler and Cathy Rodriguez, by email at 911training@massmail.state.ma.us and they can coordinate a call with a member of our training team to assist you.

Compliance Deadline Change

The State 911 Department recognizes that COVID-19 has had a significant impact on PSAPs ability to train and certify and re-certify its telecommunicators. Please note, due to this PSAPs have until August 31, 2020 to complete their sixteen (16) hours of continuing education and until September 14, 2020 to submit the Annual Certification of Compliance Form for the Year 2020.



***IMPORTANT
NOTICE***

Continuity of Operations Plan (COOP)

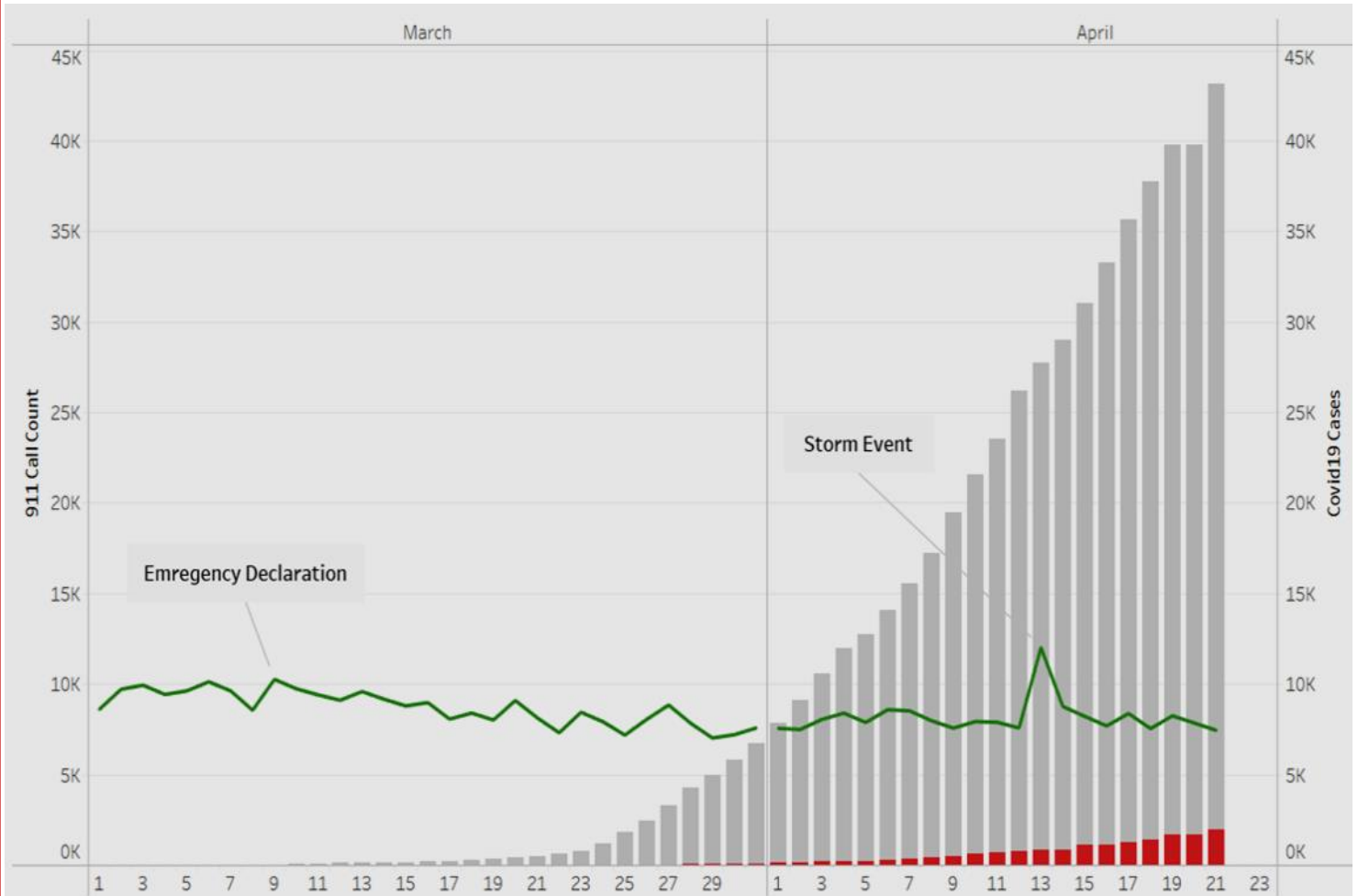
A Continuity of Operations Plan (COOP) identifies mission-critical organizational functions that must continue when normal operations are, or may be disrupted, and provides a framework for the continued operation of these mission essential functions under all threats and conditions. If you have any questions, please contact Monna Wallace, State 911 Department Programs Director, at Monna.Wallace@Mass.gov.

To view a model COOP, please visit:

<https://www.mass.gov/lists/continuity-of-operations-plan-coop>.

Updates from our Systems Division

A Statewide View of Call Volume during the COVID-19 Emergency Declaration



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@MAstate911

Follow us on Twitter!
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Visit our website!
www.mass.gov/e911



Updates from our Fiscal Division

APRIL



REMINDER: MAY 4, 2020 5:00 PM is the filing deadline for applications under the FY 2021 Regional Development Grant Program. All applications must be mailed or hand-delivered. Please do not send applications certified mail. If the US postal service is unable to obtain a signature, they will not leave the package.



PSAPs are reminded to check the approved personnel listings on their FY20 grants to ensure all certified telecommunicators for whom the PSAP may request costs are included on that approved list. If a certified telecommunicator is not on that list, the authorized signatory may submit a request to have this individual added. The authorized signatory need only e-mail the name and rates (straight and overtime) to 911DeptGrants@mass.gov and ask that the individual be added to the grant(s).



PSAPs are also reminded that proof of course completion is needed when seeking reimbursement under the Training Grant for vendor fees and/or personnel. Keep in mind that personnel costs (straight time or overtime) associated with the participant is eligible.



The State 911 Department's fiscal staff is working diligently to ensure reimbursement requests are reconciled and payment processed timely. In the current COVID-19 situation staff does have access to e-mail and voicemail and will respond to all inquiries. We are committed to doing our part to ensure funding is returned to your PSAPs as expeditiously as possible. At this time, it is recommended that PSAPs refrain from sending certified mail. Again, if the US postal service is unable to obtain a signature, they will not leave the package.



The State 911 Department expects the release of the FY 2021 grant guidelines and applications during the first week of May. PSAPs should monitor our website (www.mass.gov/e911) for this release.

Thank you for all you do! Stay Safe!! Stay Well!!!

If you have questions or require assistance, please contact
Karen Robitaille at 508-821-7221 or email at karen.robitaille@mass.gov

Updates from Mass EDP

The Massachusetts Equipment Distribution Program (Mass EDP), remains in operation under a limited capacity as a result of the COVID-19 virus. Home visits have been suspended as well as all outreach events until further notice. We are still communicating with our clients by telephone and email, and are processing applications as they are received. When possible we are drop shipping telephones to our clients to better assist them.

This process will remain in place until we are able to resume normal operations.

If you have questions or concerns, please call EDP Manager Grant Harrison at 508-821-7234 or email him at grant.harrison@mass.gov.



To speak with a customer service representative, call **1-800-300-5658 Voice/TTY**.

911 Spotlight:

North Shore Regional 911 Center

After two years of working to revamp their training program, North Shore Regional 911 Center located in Middleton, Massachusetts recently completed the requirements for APCO Agency Training Program Certification, a Project 33© Initiative! The center submitted its training curriculum to APCO, which was then evaluated and reviewed to ensure that it would provide future trainees with the required content as well as focus on the demonstration and psychomotor skills cited within the standards.

The curriculum was approved and is now certified as meeting APCO's Minimum Training Standards for Public Safety Telecommunicators. It also qualified to carry "APCO International's Agency Training Program Certification" designation. Shout out to Training Coordinator, Supervisor Katrina Shamshak for all her work in rebuilding the agency's training program. Great work North Shore Regional 911 Center!

Job Well Done! Congratulations!