

Massachusetts State 911 Department Monthly Newsletter



Issue 7 | Volume 8 | July 2020

July is National Picnic Month!



Summer picnics are a great way to get outdoors and enjoy the weather, as well as each others company while maintaining social distancing. Our great Commonwealth of Massachusetts is filled with beautiful parks and beaches that serve as perfect picnic spots. Visit <https://www.visit-massachusetts.com/state/state-and-local-parks/> to learn about some of the best picnic spots located around the Commonwealth.

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**The State 911 Department
has recently revised &
published new
MLTS Regulations!**

See page 3 for more details!

LATEST

NEWS

Updates from our Programs Division



The Programs Division continues to fine-tune a virtual classroom that will offer classes necessary to assist PSAPs and new telecommunicators with achieving their 911 certifications. The virtual classroom offering is expected to include the minimum training requirements:

- APCO 40-hour Public Safety Telecommunicator
- New Hire Next Generation 9-1-1 2-day equipment training

In addition, we are looking to expand the offering beyond the certification requirements and use our virtual classroom platform, WebEx, to offer additional courses as we continue the programs. This may include, but is not limited to:

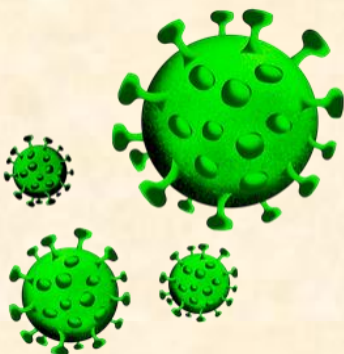
- Training for PSAP Administrators, including report running, DLR training and DLR QA classes
- Additional APCO classes in the future

Stay tuned for much more!

Temporarily Waved Certifications Due to COVID-19

REMINDER:

Telecommunicators certified under the “In-house Next Generation 9-1-1 equipment training” due to COVID-19, will be required to complete the temporarily waived, 40 hour Basic Telecommunicator certification and the temporarily waived EMD certification **on or before June 30, 2021.**



It is highly recommended that PSAPs begin researching online opportunities for EMD offered by their EMD vendor at this time.

To determine eligibility under the Grant Program, please email 911deptgrants@mass.gov.

National Night Out 2020

What are our PSAPs doing to Celebrate National Night Out, Tuesday, August 4, 2020 COVID-19 style? If you plan to celebrate please send pictures to Public Education Coordinator, Katelyn Sylvia at Katelyn.A.Sylvia@mass.gov!

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Massachusetts State 911
@MAstate911

Follow us on Twitter!
@MAstate911

Visit our website!
www.mass.gov/e911



Updates from our Systems Division

STATE 911 DEPARTMENT ANNOUNCES MLTS COMPLIANCE PROGRAM

The FCC Report and Order regarding Kari's Law and The RAY BAUM'S Act took effect in February 2020. As a result, the State 911 Department has recently revised and published new MLTS Regulations (560 CMR 4.00). Failure to comply with the requirements of Kari's Law, The RAY BAUM'S Act and 560 CMR 4.00 endangers the lives and safety of employees, customers and visitors to facilities that operate MLTS systems. The State 911 Department will be checking with our PSAPs and receiving other reports as to organizations that are not in compliance. Further, the State 911 Department strongly suggests that MLTS operators contact their local PSAP as soon as possible to either test their system, or come into compliance. It is important to contact the PSAPs business lines to schedule a test call and not dial 911 to perform a test. Because of the diversity of the locations and capabilities of MLTS across the Commonwealth, it is critical that MLTS operators work directly with local PSAPs to ensure compliance.

The goals of the MLTS Compliance Program are education and enforcement. The first goal of the MLTS Compliance Program is to educate organizations that have deployed MLTS as to what is required and how to achieve compliance. The second goal is to enforce compliance with the 560 CMR 4.00 regulations by communicating directly with organizations that are non-compliant with follow up on-site testing and MLTS audits.

Please visit the link below to learn more about the State 911 Department MLTS Compliance Program.

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

Updates from our Systems Division (continued)

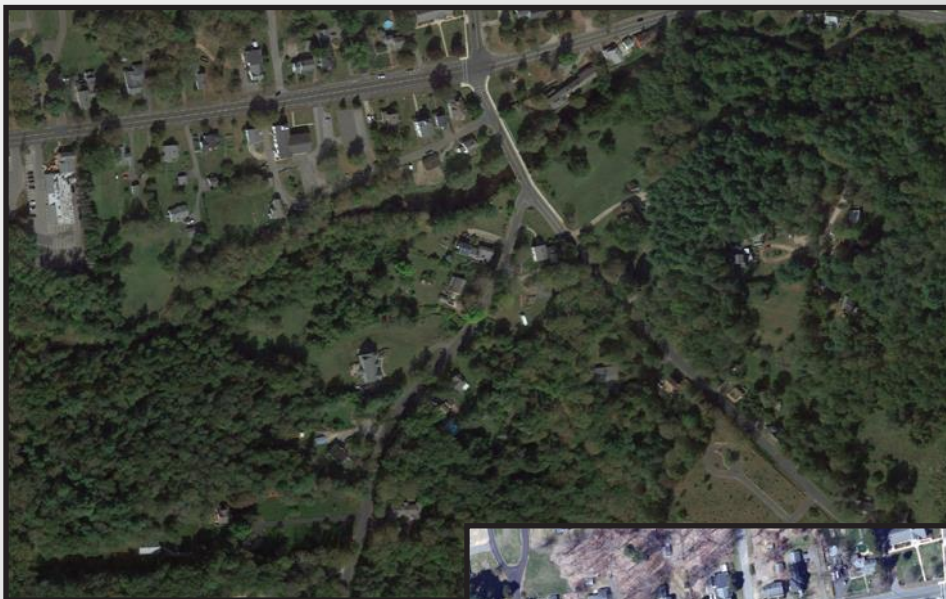
Imagery Update for the Mapping Application

2019 leaf-off color imagery is now available and will soon be replacing the old imagery within the 911 mapping application (Response Assist). Currently, the imagery used in Response Assist is a mosaic of imagery from Google dating from 2015 to 2018.

MassGIS, the Commonwealth's mapping agency, partnered with the U.S. Geological Survey for statewide, 15 cm resolution, 16-bit, 4-band (RGB-IR) digital orthophotos from Digital Globe. These images are the highest resolution orthoimagery ever made available for public use and distribution by MassGIS for the entire Commonwealth.

In addition to updating the map, the imagery is also available to the public. MassGIS created one seamless, "natural color" (RGB) cached web tile service for fast display in Oliver, ArcMap, ArcGIS Pro, ArcGIS Online, QGIS, and clients and apps that use OGC protocols such as WMTS. For those who need the imagery in local or offline applications, MassGIS is distributing the images as 8-bit, 4-band JPEG 2000 files.

Below are a pair of images, the one on the top is a Google image from 2017, the one below from the newer 2019 dataset. Because the Google image is 'leaf-on' it obscures a significant amount of the detail that is visible in the 2019 data.

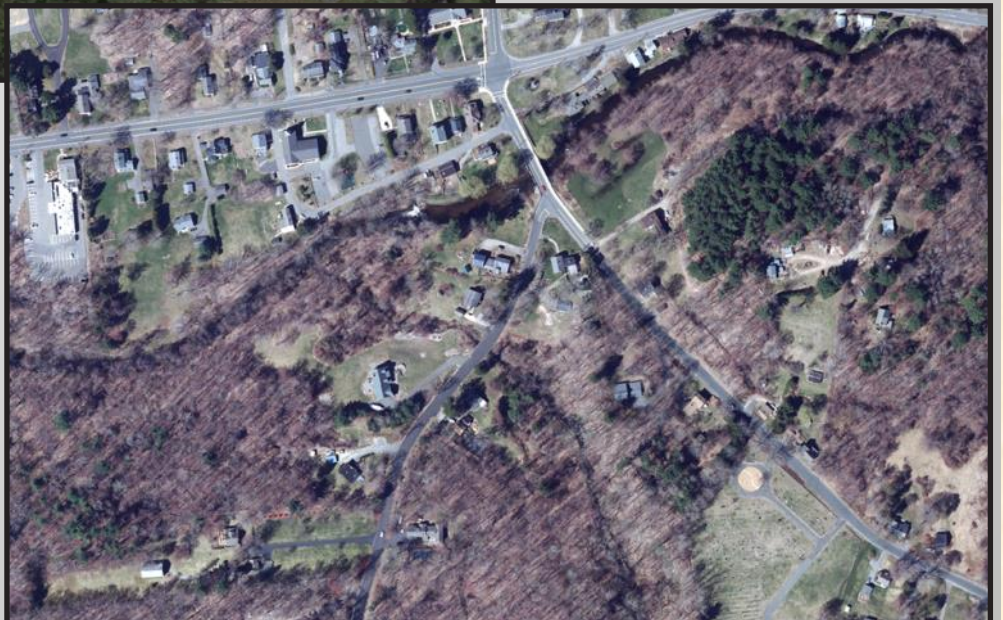


For full metadata and links to access the web service and download the JPEG 2000 images, please see:

<https://docs.digital.mass.gov/dataset/massgis-data-usgs-color-ortho-imagery-2019>.

Above:
2017 Google leaf on *
Leaf-on imagery only accounts for a portion of the statewide dataset

To the right:
2019 Google leaf off



Updates from our Fiscal Division



Just a reminder: When submitting reimbursements for a pay period that includes dates outside of the contract start/end date, additional supporting documentation, such as schedules/timesheets, are needed to allow for reconciliation of the reimbursement request.

Understanding filing deadlines:

Reimbursements:

- FY20 Support and Incentive and EMD: August 30, 2020
- FY20 Training Grant with a contract end date of 6/30/2020: August 30, 2020
- Development Grant with a contract end date of 6/30/2020: August 30, 2020
- FY20 Training Grant with a contract end date of 8/31/2020: October 31, 2020

Applications:

- FY21 Support & Incentive Grant: December 30, 2020
- FY21 Emergency Medical Dispatch Grant: December 30, 2020
- FY21 Training Grant: December 30, 2020
(Please note: PSAPs with extensions under the FY20 Training Grant will be eligible for a contract start date under the FY21 Training grant beginning on or after September 1, 2020.)

All applications and reimbursement forms are available on our website (www.mass.gov/e911).

Lending a hand: The State 911 Department's fiscal staff remains available to assist with the application and/or reimbursement process.

Please e-mail Karen.Robitaille@mass.gov to request assistance.

Year End: The State 911 Department's fiscal staff continues to work diligently to process all reimbursement requests within the thirty business days allotted in the grant guidelines. However, there may be a delay in payment as fiscal staff is working remotely and the "passing" of documents cannot happen daily. The adjustments needed to address the pandemic may impact our ability to meet this target. To assist your community in properly closing its fiscal year, it is recommended that PSAPs file FY20 reimbursements requests immediately.

Coming Soon!

The State 911 Department anticipates awards under the FY 2021 Development Grant program will be announced by mid-August.

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. However, we have some exciting news to share that the MassEDP team is working diligently in hopes to provide virtual outreach opportunities through the online platform WebEx in the near future. We will continue to update you on our progress as we move forward. As for now, 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 MassEDP 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:

Barnstable County Sheriff's Communications Center

Sgt. Lisa Havens

On Friday, July 3, 2020 in the mid-afternoon, Sgt. Lisa Havens at the Barnstable County Sheriff's Office Communications Center received a 911 call for an overturned boat off of the north spit of Chatham. The caller was one of the four parties whom were in the water. Sgt. Havens quickly transferred the caller to the Chatham Fire Department while remaining on the line for the duration of the call to assist, provide map coordinates and update information. The Chatham Fire Department initiated a response and notified the Chatham Harbormaster and the Coastguard. Within 21 minutes of the call the Chatham Fire Department had all four parties rescued and on land at the town pier being evaluated. Thank you to Sgt. Lisa Havens – your timely response and quick thinking played a vital role in saving the lives of the parties involved. Way to go!

Job Well Done!