

Massachusetts State 911 Department Monthly Newsletter



Issue 8 | Volume 8 | August 2020

#MaskUpMA



While we are all very much aware that the COVID-19 Pandemic is still underway and ongoing, we would like to remind you that it is critical to wear a mask at all times **when social distancing is not possible** to do your part in slowing the spread of the virus. In addition to doing your part and wearing a mask, the Massachusetts Department of Health (DPH) would like you to join in on in the “Mask Up, MA” social media campaign by posting a picture or video of yourself wearing a mask and use the hashtag **#MaskUpMA**. Wearing a face covering shows that you care about yourself, those around you, and slowing the spread of COVID-19. The campaign launched with videos in early August by Governor Baker, DPH Commissioner Bharel, and the Red Sox, Celtics, Patriots, and Bruins. For more information, and to see pictures of those who have participated in the campaign — visit [Mass.Gov/MaskUp](https://www.mass.gov/maskup).

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*The State 911 Department
Programs Division participated
in the #MaskUpMA social
media campaign.
See the picture on page 3!*

LATEST

NEWS

Updates from our Programs Division

9-1-1 For Kids Program, Educating our Children on 9-1-1

Summer months are winding down and many of our schools are preparing to go back in session using a virtual platform due to the ongoing COVID-19 Pandemic. Because of this, the Massachusetts State 911 Department would like to share our “9-1-1 for Kids Program”. The Program’s materials serve as a perfect fit to an informative and interactive virtual lesson for educating children in Kindergarten through the 4th grade on the proper use of calling 9-1-1 in emergencies. It is our hope that Massachusetts teachers, parents and others looking for online education resources will take advantage and share this valuable and important information with children K-4.



Please visit our website to print or share electronically all materials for this campaign:

www.mass.gov/e911

> Information for the Public >
Public Education —
Kids Campaign Materials.

For more information, or questions regarding the Program please reach out to the Department's Public Education Coordinator, Katelyn Sylvia by email at: Katelyn.A.Sylvia@mass.gov.

IMPORTANT

Interpreter Services through the Next Generation 9-1-1 System

Please be reminded that the State 911 Department's funded interpreter service that is part of the Next Generation 9-1-1 System is only to be used to communicate with **911 CALLERS**.

PSAP staff are reminded that the interpreter service number **must not** be shared for conducting interviews, investigations or for booking prisoners. Local agencies or departments interested in contracting with an interpreter service for other business can contact Programs Director, Monna Wallace at monna.wallace@mass.gov for assistance.

Updates from our Programs Division (continued)

It's Compliance Time!

The FY 2020 Annual Certification of Compliance form is available on our website at www.mass.gov/e911, under the Information for Call Centers section. Forms are available for both PSAPs/RECCs, as well as Certified EMD Resources.

The completed form must be submitted on or before September 14, 2020.

If your PSAP has completed all of the compliance requirements, **submit your form now to expedite processing.**

As a reminder, in order to maintain certification, each certified enhanced 911 telecommunicator shall successfully complete sixteen (16) hours of Department approved continuing education annually. **This year, the 16 hours must be completed no later than August 31, 2020.** If a person fails to comply with this requirement, or is not listed, their User Login ID will be made inactive, and they will lose their ability to log into the Next Generation 9-1-1 system.

For questions about the FY 2020 Annual Certification of Compliance process, email **Monna Wallace** at monna.wallace@mass.gov.

COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance



During their weekly virtual staff meeting, members of the State 911 Department's Programs Division participated in the **#MaskUpMA** social media campaign.

Pictured above (L/R): Kristen Vaidya, Katelyn Sylvia, John Brunelli, Monna Wallace, Kevin Lewis, Tim Buckley, and Venus Wheeler.

Updates from our State 911 Department PSAPs

Massachusetts State 911 PSAP Operations Division (POD-1) at Framingham & North Shore Regional 911 Center

Good to Know!

Did you know that while operating as a wireless PSAP, the Massachusetts State 911 PSAP Operations Division (POD-1) in Framingham also serves as the Default 9-1-1 PSAP for the Commonwealth. As a Default PSAP, they receive calls that the 9-1-1 system cannot route properly either due to missing information or for other technical reasons taking place inside of Massachusetts. Dispatchers staffing POD-1, are experienced at handling these types of calls and work diligently to get the caller the assistance that they need as quickly and efficiently as possible. This also includes calls that come in from out of state, either directly to the Default PSAP or from dispatchers working in a Massachusetts PSAP looking for assistance with an out of state caller.

NENAs Enhanced Public Safety Answering Point (PSAP) Registry and Census (EPRC)

Tool for Processing 911 Calls for Another City or State

Has there ever been a time in your career where you have received a 9-1-1 call from someone in your community looking to report an emergency that was taking place in another city or state? How did you handle the call? If the call was for another city or town here in the Commonwealth your best practice would be to use the PSAP Directory available to you in the Next Generation 9-1-1 System to transfer the call to the appropriate PSAP based on the location of the emergency, to announce yourself and where you are transferring from, and then to give the caller the go-ahead to talk directly to the other dispatcher on the line. However, if the caller was looking to report an emergency taking place in a state other than Massachusetts the best resource available for you to utilize is **NENAs Enhanced Public Safety Answering Point (PSAP) Registry and Census (EPRC)**. The EPRC database is a map-based, FREE to use tool containing essential information allowing users to search and locate the PSAP that has jurisdiction for any location throughout the United States. To access the EPRC and create an account, visit <http://eprc-ena.hub.arcgis.com/>.

Do you, or your PSAP have something interesting or exciting that you would like to share in next month's State 911 Department newsletter? Please email all entries to State 911 Departments Public Education Coordinator, Katelyn Sylvia at Katelyn.A.Sylvia@mass.gov.

**The deadline to submit an entry is Tuesday,
September 22, 2020.**



Updates from our Systems Division

T-Mobile and Sprint Merger

T-Mobile has begun the process of combining the Sprint and T-Mobile networks. Handsets that are capable of LTE will likely be handled on the T-Mobile network. CDMA phones will likely be handled by Sprint. It is possible for the company ID to change in the middle of a call, this is especially true if the caller is moving.

pANI only calls... What are they?

The pANI is used to request the location of a caller from the carrier. If the carrier doesn't respond fast enough (or at all) a PSAP will see the pANI only with no call back number or location.

What should I do?

A manual "retransmit" (or the automatic retransmit that occurs 30 seconds into the call) will send another request to the carrier, and the carrier may provide a location on the second request. If no location is received and an exigent circumstance exists, you should preform a call trace as outlined in the Wireless Call Handling Protocol section 7 on page 7. To view the Wireless Call Handling Protocol, please visit <https://www.mass.gov/doc/wireless-9-1-1-call-handling-protocol/download>.

Should they be reported to the Help Desk?

Calls that only contain a pANI or provide no location should be called into the NOC at 855-626-4911. This can be done after the exigent circumstance has been handled.

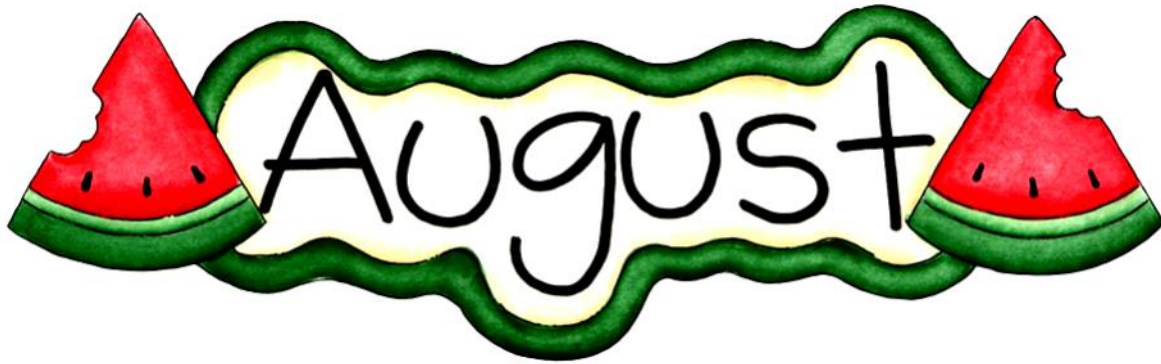
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Visit our website!
www.mass.gov/e911



Updates from our Fiscal Division



The State 911 Department is pleased to announce that seventeen (17) awards totaling eighteen (18) million dollars were made under the FY 2021 Regional Development Grant. The following Regional PSAPs and RECCs were awarded funding:

- Ayer RECC
- Barnstable County Regional PSAP
- Berkshire County RECC
- Dukes County RECC
- Metacomet RECC
- Metro North RECC
- Nashoba Valley RDD
- Norfolk County Control Regional PSAP
- Northern Middlesex RECC
- Patriot RECC
- Regional Old Colony Communications Center
- Rutland RECC
- South Shore RECC
- Southeastern Mass RECC
- Wachusett RECC
- WestComm
- Worcester RECC



The State 911 Department strives to maintain the processing of reimbursements with the timeframe (30 business days) noted in the guidelines. The work environment implemented as result of the pandemic has, however, impacted our ability to do so. The Department's Fiscal Division continues to review and adjust its processes to process reimbursements as expeditiously as possible.



The FY 2021 Support and Incentive, Training and Emergency Medical Dispatch Grant applications are available at www.mass.gov/e911. Applications may be submitted on or before 5:00 PM on Wednesday, December 30, 2020. **Don't delay....Apply today!!!**

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:

Stoughton Dispatch Supervisor Carl Fischer

The State 911 Department is saddened by the news of the passing of Stoughton Dispatch Communications Supervisor, Carl Fischer. Early on in his 9-1-1 Communications career, Carl was an instructor for the State 911 Department during the time that he was with the Avon Police Department. His contagious laugh and friendly nature made him a friend to all and led the way to his success as the Communications Supervisor at Stoughton PD. Carl dedicated many years and endless hard work to the world of 9-1-1 and for that — we spotlight his legacy and his impressive 9-1-1 Communications career. We wholeheartedly thank him for his service and send our deepest sympathies to his wife, his twin boys, and his Avon and Stoughton 9-1-1 families.

Rest in Peace Sir.

We've got the watch from here.