

Massachusetts State 911 Department Monthly Newsletter



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Fall arrived quickly this year with cooler temperatures and lots of opportunity for apple picking, hiking and preparing for the winter ahead. When preparing for winter, the State 911 Department reminds everyone that September is Emergency Preparedness Month and to plan ahead so that you are prepared for the unforeseen. Visit, <https://www.mass.gov/be-prepared-for-emergencies> for a list of ideas on how to help you and others stay safe. In addition, always be sure that everyone in your family and those around you know how to call or text 9-1-1 if ever faced with an emergency. For information about calling or texting 9-1-1, please visit our website at www.mass.gov/e911. **CALL IF YOU CAN—TEXT IF YOU CAN'T!**

▶ HELLO FALL.....	1
▶ PROGRAMS UPDATE.....	2
▶ STATE 911 PSAPs UPDATE.....	4
▶ SYSTEMS UPDATE.....	5
▶ FISCAL UPDATE.....	6
▶ MASS EDP UPDATE.....	7
▶ 9-1-1 SPOTLIGHT.....	8

**Virtual training
courses coming soon!**
See page 2 for more details!

LATEST

NEWS

Updates from our Programs Division



Workshop



Virtual Courses



In-house Learning

The State 911 Department is pleased to announce the upcoming availability of our virtual learning environment to assist PSAPs with certifying personnel remotely. There are two components of our new virtual learning environment:

- **Participation in a Train the Trainer Workshop** to assist PSAPs in understanding the new virtual learning environment. These workshops are designed for PSAP Administrators, PSAP Supervisors and designated PSAP In-house Trainers. The workshop is two hours long, and attendance is strongly encouraged by anyone who will be assisting with in-house PSAP learning. **Workshops will begin in mid-October and dates available will be listed on our website at www.mass.gov/e911.**
- **New virtual courses** will begin in November 2020. In order to meet the minimum training requirements set forth in the State 911 Department's CMRs, the Department will begin hosting the following classes through a virtual platform:
 - * Basic Public Safety Telecommunicator course (APCO PST 7th edition).
 - * A two-day, NG9-1-1 New Hire Equipment Training course.

Available course dates will be listed on our website at www.mass.gov/e911.

What is a Designated PSAP In-house Trainer?

A designated PSAP In-house Trainer is a certified E9-1-1 telecommunicator, selected by the PSAP, to fulfill the role as an agency instructor. The purpose of the PSAP In-house Trainer is to assist the State 911 Department with certifying prospective PSAP personnel as enhanced 9-1-1 telecommunicator(s).

Using the tools provided by the Programs Division, the designated PSAP In-house Trainer(s) will assist with hands-on equipment demonstration and simulation activities related to the NG9-1-1 equipment training, and aid the Programs Division with administration of the equipment exams and basic public safety telecommunicator exams from the PSAP.

The designated PSAP In-house Trainer should have a skillset that makes that person stand out from others when working with newly hired personnel.

(continued on page 3)

Updates from our Programs Division (continued)

(continued from page 2)

The PSAP In-House Trainer should have experience as a 9-1-1 telecommunicator with a clear understanding of the features and functionality of the NG 9-1-1 system, and should possess quality communications skills.

In becoming a designated PSAP In-house Trainer, a person must:

- Attend Day 1, at minimum one time, of the virtual NG9-1-1 New Hire Equipment Training course, **and**
- Review and agree to the items listed on the designated PSAP In-house Trainer agreement, in upholding the integrity of the State 911 Department's training programs.

ECaTS Training

ECaTS is the new, web-based Emergency Call Tracking System being made available to Massachusetts PSAPs.

The System is actively collecting data from 9-1-1 call handling equipment, to provide actionable information on data like answer times, call transfer details, and more.

ECaTS is a support based portal, and is available for Massachusetts PSAP supervisors, PSAP managers and PSAP Administrators.

These trainings are web-based, and are conducted every Tuesday from 10am-12pm. If you are interested in accessing the system for your PSAP, please visit the training calendar on our website: www.mass.gov/e911. Dates of available trainings will be posted in the beginning of October.

Please note that each individual must register for the webinar, regardless of your PSAP or physical location at the time of training.

At the completion of the webinar, you will receive an email from ECaTS with your login information, that can be used if you are eligible for reimbursement through the State 911 Department Fiscal Division.

If you have questions please contact the ECaTs Service Desk by phone (855)-333-0287, by email Support@ECaTS911.com, or email the State 911 Department Programs Director, Monna Wallace, at Monna.Wallace@mass.gov.



Updates from our State 911 Department PSAPs

Massachusetts State 911 PSAP Operations Division (POD-1)

Many 911 calls that can't route directly to a PSAP for one reason or another continue to route to our State 911 Operations Center. Some calls sent by the carriers may have a large radius overlapping several jurisdictions. Others may have no mapping at all, or other ANI/ALI information may be missing or incorrect.

As a result, our dispatchers have to work harder to get the accurate location and the nature of the emergency, often under difficult circumstances, before they are able to connect the call to the correct PSAP or public safety agency/department to prompt a quick and proper public safety response.

If you, or a member of your team, would like to visit the State 911 Operations Center in Framingham to observe our operation, ask questions, or just experience the "first part" of the call, it can be an excellent way to understand how many calls flow from start to finish, and the efforts being made a part of providing the best possible 9-1-1 service to the public even with difficult calls.

For more information or to schedule a visit, please contact Kristina Morin, Deputy Director, PSAP Operations-Framingham, at Kristina.Morin@mass.gov. “

North Shore Regional 911 Center

Mindful vs Mind-full

Mindfulness is the ability to focus on what is going on around you in the present moment. In the opposite direction, being a **mind-full** person means your mind is full and messy, you are overwhelmed and focusing more on living in the future rather than the “now.” In the life of a 9-1-1 telecommunicator it is critical to your health to be able to effectively practice mindfulness as well as have strong coping skills and the ability to leave your home life at the door at the start of each shift. Training yourself to become mindful is not an easy task; however, it is very attainable. Some steps you can take to help you achieve this task is to: train your mind and practice being mindful during your everyday routine, be brief in your practicing – don't overexert yourself. Other helpful steps you can take is to relax your mind with meditation, improve relationships you have outside of your work life, and listen carefully when others are talking. Improve your health, attitude, and overall wellbeing – start your journey to becoming mindful today!

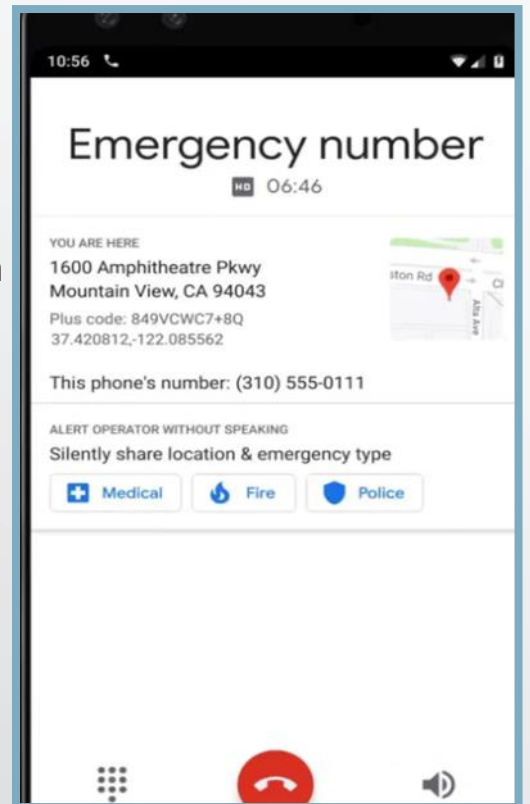


Updates from our Systems Division

Consumer Alert

Google's Pixel 4a shows the 9-1-1 caller their location on the screen. This appears to be the first cell phone with this capability.

For more information please visit,
<https://support.google.com/pixelphone/answer/7055029?hl=en>.



Generator Test

We're coming up on power outage season. Please be sure to test your generator's functionality under **full load** to ensure it supplies power to the 9-1-1 equipment as well as the PSAP. This requires cutting street power and thus using the generator exclusively. This test not only verifies the proper sizing of the generator, it also validates the proper operation of the transfer switch. Following these recommendations helps to ensure your PSAP's operation is not affected when utility power is lost. Please note that the 9-1-1 equipment is protected by a UPS which supplies power for minimum of 30 minutes. Should the generator fail to supply power to the 9-1-1 equipment, Comtech will route your calls to your alternate PSAP. Please notify the Help Desk before doing this test so that they're ready to assist should the need arise.

Protect your PSAP from Ransomware

The Cybersecurity & Infrastructure Security Agency has published a poster explaining many ways bad actors attack PSAPs. PSAPs are high value targets because of their role in public safety.

You may download the poster at <https://www.cisa.gov/publication/next-generation-911>.



What is important to you?

Please help us provide you with content that is of relevance and interest to you. Feel free to send us ideas or questions to shahri.moin@mass.gov or charles.ashworth@mass.gov.

Updates from our Fiscal Division

SEPTEMBER



The State 911 Department is pleased to announce the **FY 2021 PSAP Leadership Scholarship Grant**. This grant will be coordinated through the Massachusetts Communications Supervisors Association. The guidelines and application will be posted on www.Ma911.org.



Please be sure to include all supporting documentation with each reimbursement submission, including but not limited to a **detailed invoice**. Quotes or reference to a quote on the invoice are not acceptable when seeking reimbursement. Please remember each reimbursement stands on its own and is reviewed utilizing the documentation submitted with that reimbursement, and 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.



PSAPs are reminded that the annual certificate of compliance was due on September 14, 2020. PSAPs will now be required to have an approved certificate of compliance on file prior to being awarded a grant under the FY 2021 programs. All PSAPs awarded a grant prior to that date are advised that reimbursements will now be held until such time as the PSAP has complied with the filing of the annual certificate of compliance.



The State 911 Department is working diligently to reconcile reimbursement requests. The Department has, however, been unable to maintain the processing of these payments within the thirty business days allotted under the guidelines. In an effort to support the close of FY 2020, the Department has been in communication with the Department of Revenue's local services division and advised of the delays currently being experienced as a result of the pandemic.



The State 911 Department remains available to provide instruction on the application process and/or the reimbursement process. Please call or e-mail Karen Robitaille @ 508-821-7221 or Karen.Robitaille@mass.gov to schedule a training session.

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

Updates from MassEDP

The Massachusetts Equipment Distribution Program (MassEDP), 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**.

MassEDP Phone Spotlight ~ Panasonic 450S



This portable phone provides powerful amplification 50DB, talking caller ID, and a visual ringer. It has 6 voice tone settings for increased clarity and a full duplex speaker phone for hands free use.

Features:

- Brushed Silver Finish Base Unit and Handset
 - Expandable to 6 Handsets
- 6-Level and Custom Voice Tone Settings
 - Voice Volume Booster to 50 dB
 - Speech Booster
 - Slow Talk Control
- Ringer Volume up to 112 dB
 - 15 Ring Tone Settings
 - Ringer Off Key
 - Noise Reduction
- Battery Power Backup
 - 13 Hours Talk Time
 - 9 Days Standby Time
- Talking Caller ID (English and Spanish)
 - Talking Keypad and Phonebook
 - White Backlit LCD on Handset
 - Speakerphone
 - Call Waiting and Intercom
 - 250 Call Block Database
 - 17 Minutes Voice Messaging
 - Bright Red LED Visual Ringer



911 Spotlight

State 911 Department Trainer John Brunelli

Homes For Our Troops (HFOT) is a publicly funded nonprofit organization that builds and donates specially built homes nationwide for severely injured post 9/11 Veterans. Earlier this month, State 911 Department Trainer John Brunelli participated in the “4X4X48 Challenge” presented by HFOT. John ran four miles, at the top of every four hours, for 48 hours. The end result of the challenge resulted in him running a total of 48 miles over the course of 48 hours. In addition, John fundraised over \$1,900.00 to be donated to the program.

Job Well Done!

Congratulations!



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@MAstate911

Visit our website!

www.mass.gov/e911

