

## October is National Crime Prevention Month



In celebration of National Crime Prevention Month, the National Crime Prevention Council asks you to join in on their rally to “Take a Bite Out of Crime.” Safer neighborhoods are the result of law enforcement equally partnering with residents to do their part. Civilians can play an important role in keeping themselves, their families, and their communities safe by locking all windows and doors, being aware of surroundings, changing passwords often, and reporting crime. In the event you are a victim of or a witness to a crime immediately connect with 9-1-1 for help. Remember, **CALL IF YOU CAN —TEXT IF YOU CAN’T!**

For more information on National Crime Prevention Month and for additional tips on how you can do your part, please visit:

<https://www.ncpc.org/programs/crime-prevention-month>

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**State 911 Department training  
will resume online beginning  
in November!  
See page 2 for details!**

**LATEST**

**NEWS**

## Updates from our Programs Division

### Important Information for Training Newly Hired Telecommunicators

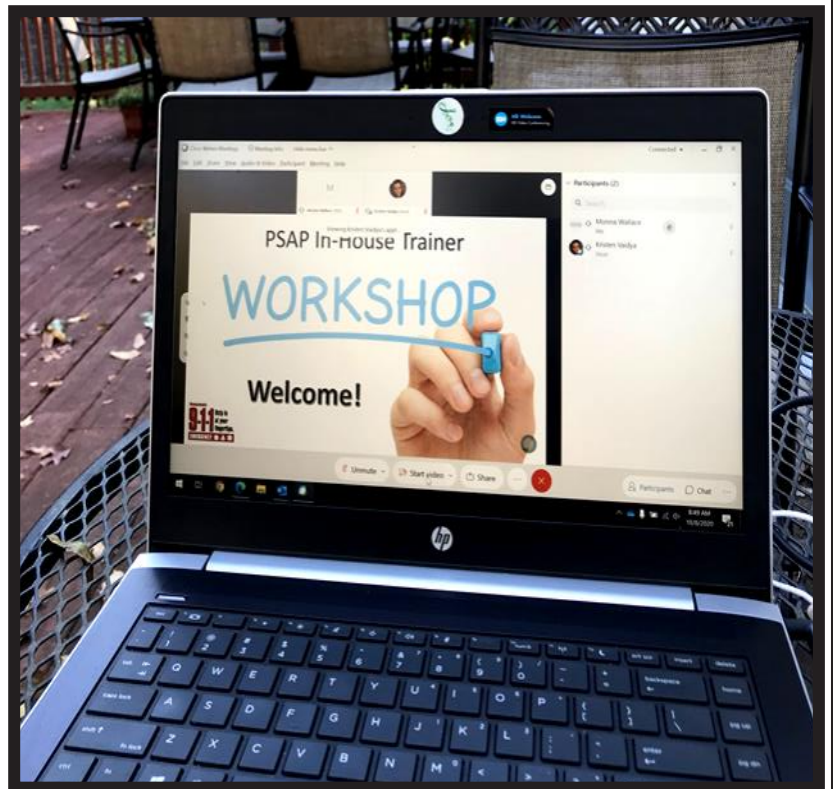
Effective 11/2/2020, the State 911 Department will resume (on-line) regular training hours for the five-day, APCO Public Safety Telecommunicator certification and the two-day, NG9-1-1 Equipment certification. Class dates are now posted to the training schedule located on our website.

The training will take place on a **WebEx virtual platform** using State 911 Department trainers and PSAP in-house trainers. Please note: the PSAP in-house trainer will be a **necessary component** in order for newly hired staff to complete both certifications.

### Informational Workshop for PSAP In-House Trainers

Each week on Monday and Thursday, from 9am-11am the State 911 Department will host a two (2) hour workshop to educate PSAP in-house trainers and PSAP managers on how the new on-line virtual training will be conducted. It is VERY IMPORTANT that PSAPs preparing to hire new telecommunicators participate in the workshop in order to begin the new hire training.

New applications for the PSAP in-house trainer workshops, the APCO Public Safety Telecommunicator and the NG9-1-1 training are available on our website at [www.mass.gov/e911](http://www.mass.gov/e911).



**Please Note:** Telecommunicators that were certified using the 4-hour, in house certification program due to COVID-19, which temporality waived EMD, CPR, and a 40-hour basic telecommunicator certification, should be working on obtaining those certifications as soon as possible. All required certifications must be obtained prior to June 30, 2021.





B e P r e p a r e d

### A message to our PSAPs:

As we move into the month of November with Presidential elections on November 3rd and winter weather for the months ahead, the State 911 Department reminds our PSAPs to be prepared and staff appropriately for increased call volumes. This is also a good time to visit our website at <https://www.mass.gov/lists/continuity-of-operations-plan-coop> to check out a model Continuity of Operations Plan (COOP) that can be used for preparing your PSAP for unforeseen emergencies.

### Un-initialized Cell Phones/NSI Phones Reminder

Cell phones with no service plan are referred to as un-initialized phones or NSI phones. Though these phones have no active data plan, they are able to be used to call 9-1-1. When this happens, the area code will show up on the NG9-1-1 System as "911". These types of phones are **NOT ABLE** to be called back by the telecommunicator. If you are a telecommunicator that attempts to call back an un-initialized phone with no active service plan you will be greeted with the audio:  
"unable to call back an un-initialized phone."

Find us on Facebook!  
**Massachusetts State 911**  
**@MAstate911**  
Visit our website!  
[www.mass.gov/e911](http://www.mass.gov/e911)



# Updates from our State 911 Department PSAPs

## North Shore Regional 911 Center



*Struggling to staff your PSAP?*

*Curious about regional dispatch?*

*Wondering if it's right for your community?*

**Join us for an informational session to learn about:**

- Onboarding process
- Quality of service
- State-of-the-art technology
- Increased interoperability
- Financial savings

**North Shore Regional 911 Center**

**Tuesday, November 17<sup>th</sup>**

presentations at

**2:00PM and 6:00PM**



**RSVP to Director Alyson Dell Isola**  
[adellisola@ecrecc.org](mailto:adellisola@ecrecc.org)  
**978-801-4913**

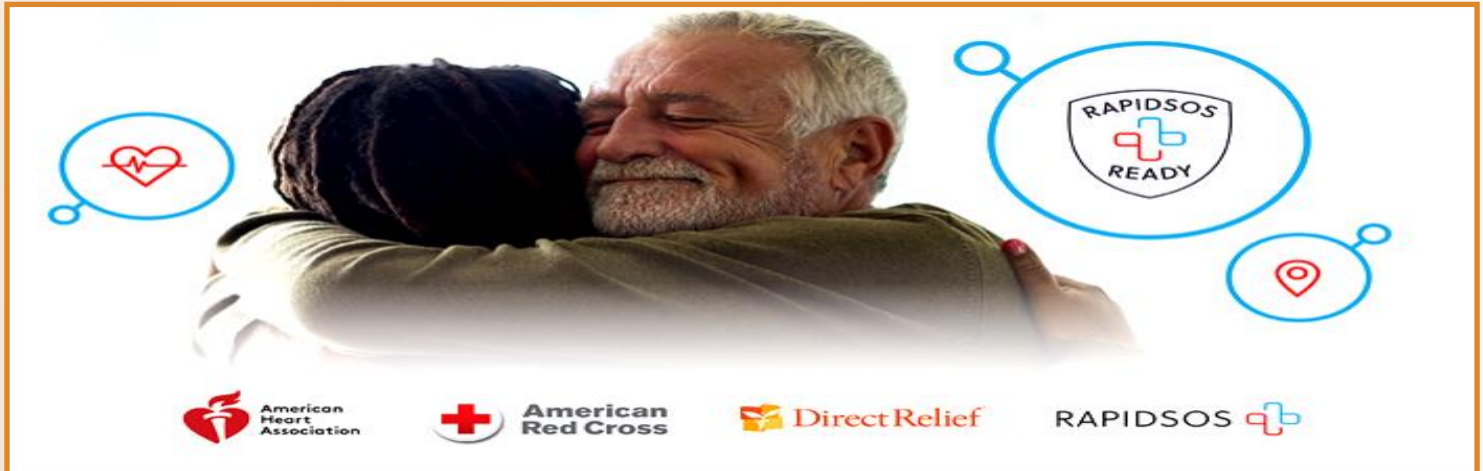
**\*Due to COVID-19 safety protocols, these sessions will be virtual.**

**Log-in information will be provided to respondents.**



## Updates from our State 911 Department PSAPs (continued)

### North Shore Regional 911 Center



### Residents Can Create a Free RapidSOS-Portal Ready Emergency Health Profile to Share Critical Health Data with 911 in an Emergency

Is your PSAP utilizing the free RapidSOS portal? Residents now have the ability to create a free Emergency Health Profile at [emergencyprofile.org](https://emergencyprofile.org) to share opt-in medical information with 9-1-1 telecommunicators through the RapidSOS portal in the case of an emergency. Emergency technology company RapidSOS teamed up with the American Heart Association, The American Red Cross, and Direct Relief to launch this initiative in an effort to get first responders vital information in an emergency, particularly during the COVID-19 pandemic.

The nation's 9-1-1 infrastructure was built in the 1960s for landline phones, requiring individuals to verbally speak critical data to responders in an emergency. To address this challenge, RapidSOS's emergency response data platform links real-time health and location information from connected devices, apps, and profiles with 9-1-1, providing context beyond what the caller in crisis is able to convey. If a caller has completed a profile with their information and your PSAP is a customer of the RapidSOS portal, this data will display on the portal for the telecommunicator when the caller dials 9-1-1.

People can create their free RapidSOS Ready Emergency Health Profile at [emergencyprofile.org](https://emergencyprofile.org) & enter pertinent medical and profile information, such as:

- **Name, DOB, and address**
- **Pre-existing conditions**
  - Allergies
  - Medical notes
- **COVID-19 symptoms**
- **Emergency contacts**

To ensure data privacy, information is associated with an individual's phone number and is only made available to first responders when a 9-1-1 call is placed from the associated phone number. To learn more and create a free emergency profile, visit

[www.emergencyprofile.org](https://www.emergencyprofile.org).

## Updates from our Systems Division

### Massachusetts Highway Exit Numbers are Changing!

Effective October 18, 2020, MassDOT began the process of renumbering exits on major roads.

MassDOT has created an interactive map for this project <https://www.newmassexits.com>.

MassGIS will be updating the ResponseAssist map on quarterly basis. Each exit will have the new and the old number and will look similar to the image to the right.



### T-Mobile/Sprint Merger

T-Mobile is having challenges integrating Sprint into their network. There has been several instances of lack of location and/or erroneous callback numbers. They are aware of the issues and are working to remediate. To validate their work, they will be making test calls during overnight hours or between 1000 and 1400.

### Testing 9-1-1

From time to time we get requests from businesses with a new phone system to schedule a 9-1-1 test call. When we receive such requests, we advise the entity to conduct their test between the hours of 1000 and 1400, Monday thru Friday. As we all know, with the new Massachusetts MLTS regulation as well as federal regulations for providing accurate location, it is important to accommodate such tests. Please notify your staff and Thank You in advance for your cooperation.

### **A reminder to our PSAPs ALWAYS REPORT NG9-1-1 SYSTEM ISSUES TO THE HELP DESK AT 855-626-4911.**

If you experience any type of issue with your 9-1-1 system including power outages with positions, monitors, red screens, etc., please do not try and fix it at your local level. The Comtech HELP DESK must be notified immediately so that they can begin addressing the issue. When reporting an issue, always ask the HELP DESK staff person to provide you with a ticket number for future reference.



# October Happenings



The clock is ticking. There are only two months remaining to apply under the State 911 Department's FY 2021 Support and Incentive, Training and Emergency Medical Dispatch grants. Guidelines and applications are available on our website ([www.mass.gov/e911](http://www.mass.gov/e911)). Please e-mail [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) should you have any questions or require assistance.

## **APPLICATION DEADLINE IS DECEMBER 30, 2020.**



PSAPs are reminded that all supporting documentation (such as payroll, proof of course completion, invoices) is required for each reimbursement. In addition, reimbursements should be signed by an authorized signatory. If the authorized signatory is no longer available to sign FY 2020 reimbursement requests, requests should then be signed by the Town Official (i.e. Mayor, Town Administrator, Chairperson of the Board). To update authorized signatories for the FY 2021 grant programs please contact [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov).



The State 911 Department's fiscal staff is working diligently to ensure grant awards and reimbursements are processed timely. Please keep in mind, however, that fiscal staff is working remotely and timelines have been impacted. The State 911 Department consistently reviews its processes and strives to meet the timelines noted in the grant guidelines. Please contact Karen Robitaille at [Karen.Robitaille@mass.gov](mailto:Karen.Robitaille@mass.gov) should you have any questions or concerns.

If you have questions or require assistance, please contact Karen Robitaille at 508-821-7221 or email at [karen.robaille@mass.gov](mailto:karen.robaille@mass.gov).

## Updates from MassEDP

The Massachusetts Equipment Distribution Program (MassEDP) continues to remain in operation during the ongoing COVID-19 pandemic. While home visits have been temporarily suspended, we are still communicating with and providing customer service for our clients by telephone and email as well as processing new applications as they are received. This process will remain in place until we are able to resume normal operations. In addition, the MassEDP team would like to share that we are working diligently in hopes to provide virtual outreach opportunities through a virtual platform in the near future. We will continue to update you on our progress as we move forward.

**If you have questions or concerns, please call MassEDP Manager Grant Harrison at 508-821-7234 or email him at [grant.harrison@mass.gov](mailto:grant.harrison@mass.gov).**



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

### MassEDP Phone Spotlight ~ Clarity XLC 3.4 Plus



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

#### Features:

- Adjustable receiving volume control up to 50dB
- 4 tone control settings
- Adjustable ringer volume up to 95dB
- Adjustable tone
- Bright visual ringer indicator
- Amplifies outgoing speech
- Loud and clear speakerphone
- High contrast caller ID with large font
- Talking caller ID
- Talking dial pad
- Can be wall-mounted
- Belt clip for hands free capability
- Dual battery backup which allows for making calls when power is out
- Expandable for up to 3 headsets





## 9-1-1 Spotlight:

### Breast Cancer Warriors!

This month, to honor Breast Cancer Awareness Month, the State 911 Department would like to spotlight all those whom have been impacted by the horrific disease of Breast Cancer.

This includes those currently fighting, those that are survivors, and those whom have lost their life fighting the disease. Our Department sends comforting thoughts, well wishes, and powerful strength.

**“Optimism is the faith that leads to achievement.  
Nothing can be done without hope  
and confidence.”**

*~Helen Keller*

## Report Suspicious Activity.

If you

**SEE**

something,



then

**SAY**

something.