

Massachusetts State 911 Department Monthly Newsletter



Issue 12 | Volume 8 | December 2020



sales clerks cashiers
auto supply stores airline personnel
distribution center staff administrative government
electricians service industry animal service workers
EMERGENCY MEDICAL SERVICES border security
veterinary offices staff **9-1-1 DISPATCHERS**
midwives factory workers gas station attendants farmers
food production housing shelters staff utility workers
security guards **HEROES** hospital staff
social workers janitors
care workers road crews
warehouse workers postal workers drivers
FIRE & RESCUE PERSONNEL plumbers
food bank workers warehouse workers auto repair
nursing home workers bank employees teachers
assisted living staff funeral home staff
POLICE OFFICERS doctors
pharmacy employees
food distribution
testing centers
nurses

On behalf of Executive Director Frank Pozniak and the Staff at the State 911 Department, thank you to each and every front-line and essential worker that has remained strong and worked tirelessly to help get us through the ongoing global COVID-19 Pandemic. May your holiday season be filled with relaxation, good health, & the warmth of your close family & friends. Season's Greetings & be well!

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The State 911 Department has released the FY 2022 Regional Development Grant Guidelines and Applications.

See page 5 for more details!

LATEST

NEWS

Updates from our Programs Division

Virtual Training Program

The State 911 Department is successfully providing the 5-day APCO PST certification and the NG9-1-1 New Hire Equipment Training certification via a virtual training platform. The on-line training has been developed to align with the same classroom hours that were in place prior to COVID-19.

This training replaces the 4-hour in-house training that was used to assist our PSAPs with staffing their call centers at the beginning of the COVID-19 pandemic. Telecommunicators that were certified in-house using the 4-hour training program are certified and will not need to go through any further equipment training. However, EMD certifications, CPR and the 5-day Basic Telecommunicator certifications should be obtained as soon as possible and must be obtained prior to June 30, 2021.

Going forward, PSAP supervisors and PSAP In-House Trainers are being asked to participate in a two-hour workshop prior to registering newly hired staff for training. The “PSAP In-house Trainer workshops” are held each Monday and Thursday from 9am to 11am.

The PSAP In-house Trainer role is a critical component of the virtual training program and requires a partnership between the State 911 Department and the PSAP in certifying newly hired personnel.

In the workshop, we discuss and give the PSAP In-house Trainers a chance to ask questions related to:

- The platform and composition of the virtual classes, and the technology needed for students to participate;
- What is necessary to become a PSAP In-house Trainer, and the roles and responsibilities the PSAP In-house Trainer play in the new virtual learning environment;
- Materials the PSAP In-house Trainer will receive and use to conduct the training;
- Testing guidelines and process for administering the written and practical exams; and
- Documentation that will need to be processed for new personnel to be certified.

The available dates and applications through the month of February for the PSAP In-house Trainer Workshops, as well as both the virtual APCO PST and NG9-1-1 New Hire Training virtual courses can be found on the State 911 Department website at www.mass.gov/e911.

Interpreter Services Reminder!

When calling interpreter services to request translation, to prevent creating a delay in service please **provide the operator with your PSAP name and the language you are requesting ONLY**. Please note, **no PSAP ID or pin is required**.



reminder

Updates from our State 911 Department PSAPs

Massachusetts State 911 PSAP Operations Division (POD-1)

As we near the end of 2020, an eventful year to say the least, it's a time not just to look forward, but to reflect on the things we've been able to accomplish together, despite the incredible challenges that we have all had to face.

Our dispatchers will process nearly 400,000 calls this year from POD-1 in Framingham. Some mundane, many others miraculous, lifesaving, and life changing. Some with cause to celebrate, and sadly others with cause to mourn.

Each and every day our members work with nearly 100 different jurisdictions and state police patrol areas! You are those agencies. Our partnership with you, and your people, is what makes all of this possible. We continue to strive for success in service to the public and to you, our partner agencies.

I'm taking this opportunity on behalf of our entire Framingham PSAP Operations Division members, to thank you for your continued dedication to this profession, for your partnership, and for all the work you've done with us in 2020! Here's to a healthy, prosperous, and productive 2021! Happy Holidays!

-Richard Fiske, Director, State 911 PSAP Operations Division-Framingham.



Updates from our Systems Division

Currently, Intrado is unable to provide MSAG valid addresses. This has caused misrouted calls and calls that display on the map poorly. Intrado provides “MSAG validation” for a large number of service providers including Comcast, Century Link, AT&T, Bandwidth, Qwest, Paetec, Time Warner Cable, Verizon Business (MCI), Vonage, and Magicjack (Ymax). Please continue submitting ALI discrepancies for any problems with ALI.

Reverse 9-1-1 & Robo Calls

As you are likely aware, the Federal Communications Commission (“FCC”) recently issued rules requiring voice service providers to reduce unwanted and fraudulent robocalling. In compliance with the FCC’s directives, carriers are beginning to block certain calls that are associated with illegal robocalling activity, including calls having invalid telephone numbers, non-dial able telephone numbers, or no calling number at all (e.g., showing “unknown” or “private” to the called party).

The FCC recognized that some PSAPs are using invalid telephone numbers in the calling number field of certain telephone calls, and strongly encouraged PSAPs to make sure they are not using numbers the FCC permitted voice service providers to block.

We are sharing this information because many PSAPs use “reverse 9-1-1” systems to notify residents of events relevant to their community. If you use such a system, ensure that you are using a valid telephone number for caller ID.

Multi-line Telephone Systems (MLTS)

A multi-line telephone system, or MLTS, is a telephone system comprised of common control units, telephones, and controls providing local telephone service to multiple end-users. Many businesses, government agencies, hotels, and schools use these types of telephone systems.

Must Provide:

- Callback number for the “station” calling, A redial will reach the 911 caller directly.
- Dispatchable location:
 - Validated street name and number.
 - Building, floor, and/or unit identifier.
 - Room level identification if sleeping quarters.

Must Be Able To:

- Directly dial 911 without the use of a prefix.
- Provide notification (that a 9-1-1 call has been originated on the MLTS) to a central location (at the facility where the system is installed or to another person or organization regardless of location) and this Notification must be generated contemporaneously with the call.

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

Questions and compliance issues can be sent to: mlts911@mass.gov.

Updates from our Fiscal Division



The deadline for filing the FY 2021 Support and Incentive Grant, Training Grant and Emergency Medical Dispatch Grant is **Wednesday, December 30, 2020**. Don't miss out on this funding opportunity.



PSAPs participating in the State 911 Department hosted trainings need not submit a copy of the roster with its Training Grant reimbursement request. The State 911 Department rosters are retained and made available to the Fiscal Division for use with reimbursement reconciliation. Just a reminder to PSAPS seeking reimbursement for instructor time for day 2 of the NG9-1-1 training and day 5 of the PST training, the instruction **MUST** be a certified telecommunicator to be eligible for reimbursement.



PSAPs are encouraged to submit reimbursements under the FY 2021 grant programs frequently. This will not only assist with the management of the grant programs but will assist your community in the reconciliation of its accounts.



The State 911 Department has contracts with APCO, Healthy Dispatcher, Municipal Police Institute, PowerPhone, and Priority Dispatch. Reimbursement for courses on these contracts is limited to the price quoted by the vendor under those contracts. Remember to check the price list on our website before processing payment to ensure the vendor's charges are accurate. This will eliminate the need to request a refund from the vendor. Please note the costs should be based on the total number of students in the class not the number of students a PSAP has in attendance.



The State 911 Department has released the FY 2022 Regional Development Grant guidelines and applications. The application deadline is **Thursday, March 4, 2021**. All documents are available on our website at www.mass.gov/e911. The State 911 Department will host a virtual workshop on **Wednesday, February 10, 2021** beginning at 10:30 am. Please e-mail 911DeptGrants@mass.gov to register.

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.



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

MassEDP Phone Spotlight ~ iPhone XR

Features:

- Wireless device, black in color
 - 64GB memory
- 6.1' diagonal all-screen LCD multi-touch display
 - Liquid retina HD display
 - Face ID
 - Long lasting battery
- Wireless Charging Capability



MassEDP is pleased to announce that we now offer the iPhone XR as the Program's first ever wireless device choice for our clients. The cell phone is pre-programmed with applications based on the applicant's disability.

Please note, MassEDP DOES NOT provide the cellular data plan.



9-1-1 Spotlight:

FY 2020 Recipients of the PSAP Leadership Scholarship Program

The State 911 Department extends its congratulations to the following individuals who were selected as the FY 2020 recipients of the PSAP Leadership Scholarship Program.

- ◆ Lauren Bock – Belchertown Police Department
- ◆ Johnathan Danek – Wilbraham Public Safety Communications
- ◆ Amanda de los Santos – Massachusetts State Police, Shelburne Falls
- ◆ Joshua Himelrick – Regional Old Colony Communications Center
- ◆ Katrina Shamshak – State 911 Department, North Shore Regional 911 Center

Congratulations to all!

Find us on Facebook!
Massachusetts State 911
@MAstate911
Visit our website!
www.mass.gov/e911

