

Massachusetts State 911 Department Monthly Newsletter



Issue 1 | Volume 8 | January 2020

HAPPY NEW YEAR!
2020

▶ HAPPY NEW YEAR.....	1
▶ PROGRAMS UPDATE.....	2
▶ STATE 911 PSAP UPDATE.....	3
▶ SYSTEMS UPDATE.....	4
▶ FISCAL UPDATE.....	5
▶ MASS EDP UPDATE.....	6
▶ 9-1-1 SPOTLIGHT.....	7

REMINDER:
**The 51st Public Safety
Communications Academy
begins February 10, 2020!**

LATEST

NEWS

Updates from our Programs Division

It's a New Decade — Lets Get Healthy!

The “New Year” is always a great time to set goals for our health and wellness...keeping our physical and mental wellbeing in mind. It's an industry fact, dispatchers have **sedentary jobs**. Seldom do they have the opportunity to leave the room for a quick walk or to even have meals away from the console. These circumstances make it easy to pick up some bad and not so healthy habits. Simple changes can make a huge difference.

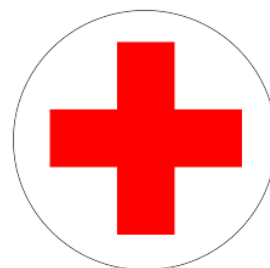
Start by choosing a few from the list below:

- Make an effort to stand up and stretch whenever possible.
- If you can, do the job from a standing position.
- Practice breathing exercises to help with stress.
- Pack a healthy lunch and bring healthy snacks to work with you.
- Hydrate-Hydrate-Hydrate! Drinking lots of water and less coffee and soda is a great start.
- Flu season is upon us! *Sanitize! Sanitize! Sanitize!* Do your part and don't spread germs, sanitize your 911 position at the start and end of your shift.

We would love to hear about your “on the job” good health tips so that we can share them with others. Email them to Katelyn.A.Sylvia@mass.gov.

American Red Cross

The Red Cross Disaster Team provides basic emergency needs for families and individuals that are affected by fire, flood, or other disaster. Red Cross can help to provide food, shelter, clothing, mental health, and assistance with medication replacement.



When should a PSAP call Red Cross?

When a family has been displaced from their home due to some sort of disaster and they need assistance with basic emergency needs. Instances when a PSAP may need to call Red Cross are: single house fires, apartment building fires, weather events, transportation disasters, mass casualty events, and terrorist events.

The sooner the PSAP notifies Red Cross to respond, the quicker they will be on scene to advocate for the victims that are being displaced.

EARLY NOTIFICATION IS BEST.

How to contact Red Cross from your PSAP:

By phone: **1-800-564-1234**. The answering operator will ask you all questions necessary to dispatch Red Cross. Some of these questions will include the type of incident, the address of the incident, and the number of people/families being displaced. Once Red Cross has been contacted, the operator will pass all information collected on to the Disaster Team dispatcher who will then dispatch the Red Cross volunteers. The Disaster Team dispatcher will call the PSAP back within 15 minutes to confirm their ETA.

Red Cross is an amazing and a beneficial tool we have to assist in times of need.

Please use it!

ANNOUNCEMENT

Effective now, in Massachusetts -
calling *77, *SP or *MSP will **NO LONGER** connect you to
EMERGENCY SERVICES.

To report an emergency in Massachusetts:

ALWAYS USE 911

CALL if you can - **TEXT** if you can't

Updates from PSAP Operations Division — Framingham

Silent Call Procedure in Action!

Recently, Ellen Konigsberg, Dispatcher I, State 911 Operations in Framingham, received a wireless 911 call with no one speaking on the other end. During the open line,

the call was mapping in a moving vehicle on I-95 southbound in Westwood.

She immediately began the silent call procedure, which is policy with every "silent" call we receive.

The caller responded to her using this procedure, indicating that they were in a vehicle travelling on the highway, and they were possibly being held against their will.

Dispatcher Konigsberg remained on the line and quickly conferenced in the State Police barracks with jurisdiction in that area.

Using a combination of the mapping tools, and the silent call procedure, Dispatcher Konigsberg was able to communicate and relay all pertinent information to responders, and the vehicle was successfully located and stopped. The situation resolved with no further incident.

A job well done by Ellen and the responding Troopers resulting in this successful outcome!

The Silent Call Procedure

If you need to call 9-1-1 and you are unable to speak for any reason, once the call is answered:

Press

#1

If you need police



#2

If you need fire



#3

If you need an ambulance



If the 9-1-1 dispatcher asks questions, press

#4

For YES



#5

For NO



Source: MA State 911 Department and the Executive Office of Public Safety and Security

www.mass.gov/e911

Updates from our Systems Division

2019 Fun Facts!

- **25.1 calls** — Was the average number of all calls processed by the Next Generation 911 System during any one hour period.
 - **207 calls** — Was the maximum number of all calls processed by the Next Generation 911 System in any one hour period.
 - There were **32 hour periods** with more than **100 calls**!

Pictured below is a chart of the maximum hour period by day of week and hour for 2019.

Hour of Day	Day of Week						
	Sunday	Monday	Tuesday	Wednesd..	Thursday	Friday	Saturday
0	75	205	75	73	86	78	85
1	77	193	73	77	86	84	80
2	75	207	64	79	86	83	82
3	80	184	57	70	83	75	69
4	85	51	66	67	61	67	80
5	94	52	59	61	50	58	61
6	111	44	63	55	67	54	57
7	101	43	54	54	62	48	52
8	109	34	52	49	43	46	52
9	107	47	53	44	46	55	54
10	120	42	56	49	51	62	61
11	130	55	74	58	63	62	65
12	152	57	73	61	61	71	100
13	154	69	84	68	63	68	83
14	159	57	79	72	66	84	91
15	192	75	81	76	86	78	116
16	185	67	86	94	75	73	102
17	184	75	79	102	80	75	101
18	192	77	88	103	93	77	106
19	192	88	91	101	90	92	92
20	194	80	83	109	85	93	81
21	197	77	93	117	86	87	90
22	193	76	84	98	87	81	89
23	206	83	78	89	82	96	77

“Unable to call back an un-initialized phone.”

Are you a telecommunicator that has heard the above statement?

Cell phones with no service plan are able to call 911 but cannot be called back by the telecommunicator. When this type of cell phone calls 911, the area code will show up as 911. Additionally, the audio listed above *“unable to call back an un-initialized phone”* is played if a telecommunicator tries to call back a cell phone with no active service plan.

January



As we roll into the third quarter of fiscal year 2020, this is a good time to review your grant awards to ensure that all certified telecommunicators for whom you wish to request reimbursement are included on your approved grant, that needed budget modification(s) have been filed, and to check in with your vendors to ensure grant funded projects are on track for delivery of goods and services on or before June 30, 2020.



The State 911 Department, as a courtesy, has been reaching out to PSAPs with deficiency(ies) in reimbursement submissions in an effort to correct the deficiency(ies) rather than reducing or returning the request. Please note, as the inventory of reimbursement requests increases, Department staff may not have ample time to continue this practice. PSAPs should review reimbursement requests prior to submission to ensure all required documentation is include. This will assist to eliminate reductions or returns.



Entities interested in the State 911 Department FY 2021 Regional Development Grant program (July 1, 2020 – June 30, 2021) should monitor the Department's website (www.mass.gov/e911) for information on its release. The Department is targeting early February for release of these guidelines.



Current Development grant awardees are reminded that quarterly reports for the period ending December 31, 2019 are now due.

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

On Monday, January 13, 2020, Massachusetts Equipment Distribution Program (MassEDP) Field Service Advisor, Melanie DaRosa, and State 911 Department's Public Education Coordinator, Katelyn Sylvia, visited the Buttonwood Senior Center located in New Bedford. Joining Melanie and Katelyn, were MassRelay Representatives Courtenay St. Germain and Tommye Campbell. The ladies had the honor to spend the morning presenting on the adaptive telephone equipment MassEDP and MassRelay have to offer, as well as educating on the Silent Call Procedure and the Text-to-911 feature. The seniors who were in attendance at the senior center that morning were happy to hear about the programs and shared interest by asking questions and taking home brochures.

Thank you to the staff at the Buttonwood Senior Center for inviting us to visit your facility to speak with your members. We enjoyed the morning!



To request a member of Mass EDP to participate in an outreach event in your community, or for more information on the Mass EDP application process and equipment available, please contact **Grant Harrison** by email at grant.harrison@mass.gov.

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

For outreach events, please contact **Katelyn Sylvia** by email at katelyn.a.sylvia@mass.gov.



911 Spotlight:

South Shore Regional Emergency Communications Center

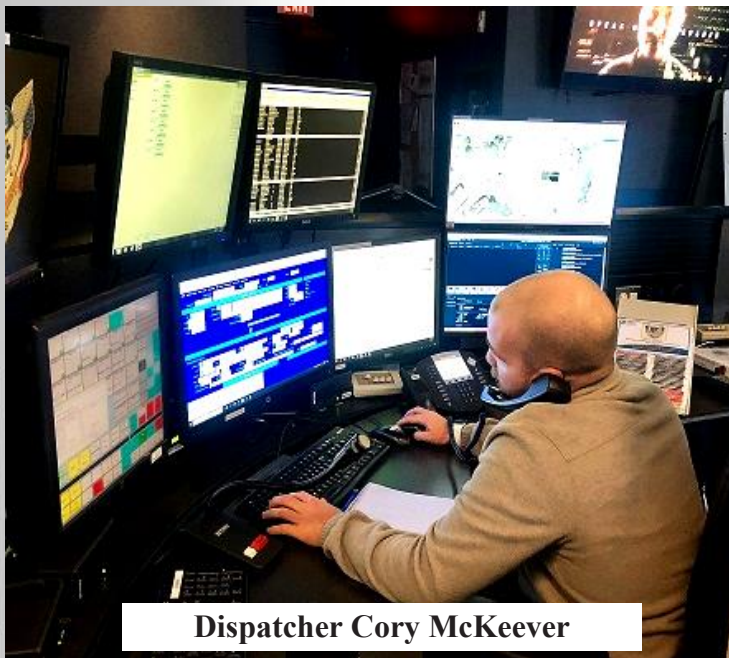
This month the State 911 Department proudly spotlights the South Shore Regional Emergency Communications Center (SSRECC).

The regional PSAP is located in Hingham MA and provides 911 service for the towns of: Cohasset, Hingham, Hull and Norwell. The center is staffed with 5 supervisors, 17 dispatchers and is under the management of Executive Director Laurie Croke and Deputy Director Aaron Smith.

Executive Director Croke and Assistant Director Smith told us that along with the hard work of their employees, they attribute the success of their PSAP to monthly meetings with Police Chiefs, Fire Chiefs and EMS personnel from each community that they serve. The meetings allow for the opportunity to share feedback about the operations of the center and to discuss other important matters.

The SSRECC receives in total approximately 21,000 calls per year.

The State 911 Department would like to say THANK YOU to the South Shore Regional Emergency Communications Center!



Dispatcher Cory McKeever



(L/R): Assistant Director Aaron Smith, Dispatcher Cory McKeever, Executive Director Laurie Croke