

# Massachusetts State 911 Department Monthly Newsletter



Issue 1

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# 2021

year of  
**H O P E**

Beginning earlier this month, the Commonwealth began phase one its three phased approach in distributing the FDA-approved COVID-19 vaccine. In late December of 2020, The Executive Office of Public Safety and Security and the State 911 Department were advised that Massachusetts 9-1-1 dispatcher employees would have the opportunity to receive the COVID-19 vaccine in Phase I along with police, fire and EMS personnel. We are excited and thankful for this opportunity, and we encourage all dispatch employees to take advantage and do your part in stopping the spread by getting the COVID-19 vaccine.

For all first responder personnel that wish to be vaccinated and have not yet done so, please visit, <https://www.mass.gov/info-details/covid-19-vaccine-locations-for-first-responders> for eligibility requirements, sign-up information, appointment availability, and more additional information. Here is to a better 2021: a year of **hope**, a year of **change**, a year of **new beginnings**, and the year **normalcy returns**. Do your part in stopping the spread: wear your mask, wash your hands often, stay home when you are feeling sick, maintain social distancing, limit social gatherings, and when it is your turn—**get vaccinated**.

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PSAP In-House Trainer  
Workshop dates have been  
posted on [www.mass.gov/e911](https://www.mass.gov/e911)  
through the month of March!

**LATEST**

**NEWS**

## Updates from our Programs Division

### FY2021 Annual Certification of Compliance



reminder

Now is the time to begin reviewing training records for your PSAP staff to ensure that they will obtain 16 hours of approved continuing education for FY2021. Only State 911 Department approved training taking place between July 1, 2020 and June 30, 2021 can be utilized for meeting the requirement.

The State 911 Department plans to post the FY2021 Annual Certification of Compliance form on our website at [www.mass.gov/e911](http://www.mass.gov/e911) at the beginning of April making it available to all PSAPs and Certified EMD Resources. Forms will be due into the State 911 Department office on or before July 31, 2021.

### COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance

### PSAP In-House Trainer Workshops

Effective February 4, 2021 PSAP In-House Trainer Workshops will be held on Thursdays only each week from 9:00am-11:00am. PSAPs that are expecting to train newly hired staff and have not attended a workshop, should register to attend as soon as possible. The PSAP In-House Trainer application and schedule can be located on our website along with our other scheduled trainings.



### Update Regarding Temporarily Waived Certifications Due to COVID-19

Because of the COVID-19 pandemic, in March of 2020, the State 911 Department **temporarily** waived EMD, CPR, and the 5 day Basic Telecommunicator course for PSAPs that needed to certify new staff. These certifications are no longer waived, as they can now be obtained on-line from specific EMD vendors, CPR vendors and also State 911 Department certification courses for NG9-1-1 Equipment and the APCO Public Safety Telecommunicator. Telecommunicators that were certified under the temporary conditions must now obtain all waived certifications and provide the State 911 Department with certificates to show that the waived certifications have been obtained.



IMPORTANT MESSAGE

## Updates from our State 911 Department PSAPs

### Massachusetts State 911 PSAP Operations Division (POD-1)

*Do you use skills assessments as part of evaluating new dispatcher candidates?*

There aren't too many PSAPs who can say they are "fully staffed" and don't need any more help. Everyone experiences turnover. Sorting through cover letters and resumes often leads to a pile of candidates that at one point or another all blend together, with very few standing out.

What criteria should you use to determine who would make a "great dispatcher?" Depending on who you ask, and where they are from, you'll get different answers, but one common response will be "someone who can multi-task." That's a hard skill to demonstrate on a cover letter or on a resume.

Using a uniform preset skills assessment that evaluates candidates on the skills that your agency has determined are important is a great start. Our Division, and many other agencies from all over the country that have committed themselves to and invested in this process, have reported great success narrowing down a good list of candidates, allowing them to demonstrate some of their skills and abilities in different aspects of the position, even before an interview.

This assessment can range from short and simple, to a longer, more complex process tailored by your agency, using commercially available programs, or an "in-house" process.

Each agency is different, so consultation with your human resource hiring managers and adherence to any applicable department policies and agreements is necessary.

Any questions on how we use these assessments as part of our dispatcher candidate screening in our State 911 PSAP Operations Division in Framingham can be directed to Richard Fiske, Director, at [Richard.Fiske@mass.gov](mailto:Richard.Fiske@mass.gov).

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**@MAstate911**  
Visit our website!  
[www.mass.gov/e911](http://www.mass.gov/e911)





# 2020 in the Rear View

## *Did you know?*

- There were 6 new PSAP building/relocations and 8 dispatch renovations.
- The total number of 9-1-1 calls processed in the NG9-1-1 system: **3,217,315**.
  - Landline calls: **695,167**
  - Wireless calls: **2,522,148**.

- The 10 PSAPS with the highest call volume in the year 2020 can be seen in the image to the right: →

Barnstable County Sheriff	44,935
Fall River Police	50,739
New Bedford Police	54,827
Brockton Police	59,048
Worcester RECC	100,160
Springfield Police	107,158
Northampton State Police	140,658
North Shore Regional Wireless	207,691
Framingham-POD01	353,991
Boston Police	531,394

- The average call duration in our Massachusetts PSAPs was **117.7 seconds**.
- The statewide average of calls per day: **9,602**.
- Statewide highest call volume was October 7, 2020 with **20,324** calls—due to a storm.
- Second highest was July 4, 2020 with **19,215** calls.
- Statewide lowest call volume was April 26, 2020 with **6,791** calls.
- **Friday** was the busiest day and **Sunday** was the quietest.
- The most common street name in the Commonwealth: **Pleasant St**.
- The longest street name in the Commonwealth: **Lieutenant Walter E Fuller Memorial**.



**REMINDER:** The State 911 Department will host a virtual workshop on the FY 2022 Regional Development Grant Program on **February 10, 2021 at 10:30 a.m.** Please e-mail [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to register. Grant Applications are due on or before **5:00 p.m. Thursday, March 4, 2021.**



**ELIGIBILITY:** PSAP in-house instructor hours for participation/proctoring day 5 of the Department's public safety telecommunicator course and day 2 of the next generation 911 equipment class may be eligible for reimbursement under the State 911 Department Training Grant, provided the instructor is a certified telecommunicator and all other grant requirements have been met. In addition, day 1 of the next generation 911 equipment training will be eligible for reimbursement for the instructor once. These hours for day 1 will count as continuing education hours for that instructor and will be eligible under the FY21 Training Grant provided all other grant requirements have been met.



**REVIEW:** As we roll into the third quarter of fiscal year 2021, 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 reimbursements are being filed timely, 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, 2021.



**QUARTERLY REPORTS:** Current Development Grant awardees are reminded that quarterly reports for the period ending December 31, 2020 are now due.

If you have questions or require assistance, please contact  
**Karen Robitaille at 508-821-7221 or email at [karen.robitalle@mass.gov](mailto:karen.robitalle@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 ~ Serene HD40P

#### Features:

- *9 large and easy to set up photo memory buttons for quick one touch dialing*
- *90+dB super loud ringer with adjustable ringing volume and tone controls*
- *Amplifies incoming sound up to 20 times (over 26+dB), the most powerful in its class*
- *Hearing aid compatible*
- *Two (front and side) visual ring flashers*







## **9-1-1 Spotlight: State 911 Department Training Specialist John Brunelli**

After working six years as a Massachusetts State 911 Department Training Specialist John Brunelli has moved on to a new position in the world of 9-1-1. John is the new Communications Administrator at the Stoughton Police Department. When asked about his time working for the Commonwealth he said, "I enjoyed my time. I was privileged to work with professionals that are passionate about 9-1-1 and the Commonwealth's telecommunicators." John went on to say he will take the attributes he has learned during his time working for the State 911 Department and apply them daily in his new position.

Thank you John, for six years of hard work and dedication to the telecommunicators of the Commonwealth. You will be missed in the classroom by both your coworkers and the students. We look forward to continuing to work with you in a different aspect and wish you continued success in your new position!



## ***Congratulations!***

### **Report Suspicious Activity.**

If you

# **SEE**

something,



then

# **SAY**

something.