

Massachusetts State 911 Department Monthly Newsletter



Issue 2 | Volume 8 | February 2020

CONGRATULATIONS!



The State 911 PSAP Operations Division - Framingham held their first annual dispatcher awards/recognition ceremony on February 5. Ten awards were issued to Division members recognizing their excellent performance in several different categories for the 2019 calendar year. Richard Fiske, Director of PSAP Operations Division —Framingham, who lead the ceremony said, “Our dispatchers processed more than 580,000 calls from our center last year, and each of these calls has a story. 911 Dispatchers everywhere do incredible life saving work and deserve to be recognized, and this is one small way we can do that for our incredible team.”

Executive Director Frank Pozniak, Deputy Director Norm Fournier, and the entire staff at the State 911 Department would like to congratulate all recipients and say thank you for your service!

Pictured above (L/R): Disp. II Emily Wheatley, Disp. II Nicholas Waleszczyk, Disp. I Jeff Scafidi, Disp. I James Slater IV, Disp. II Erin Lydon, Disp. I Kristina Polakoff, Quality Assurance Supervisor Nichole Annunziata, Disp. II Michael Maxwell, Disp. I Erin Loftus, Disp. I Manvir Singh, Disp. I Shannon Bourret, Director of PSAP Operations Richard Fiske, Deputy Director of PSAP Operations Kristina Morin, Dispatcher III Francisco Gomes, Disp. I Lily Taylor, and Disp. II Robert Heipt .

► CONGRATULATIONS.....	1
► PROGRAMS UPDATE.....	3
► SYSTEMS UPDATE.....	3
► FISCAL UPDATE.....	4
► MASS EDP UPDATE.....	5
► 9-1-1 SPOTLIGHT.....	6

**The 52nd Public Safety
Communications Academy
will run May 11 — June 12,
2020! For an application,
please visit mass.gov/e911!**

LATEST

NEWS

Dispatcher Recognition Ceremony

PSAP Operations Division - Framingham



Updates from our Programs Division

In March, the State 911 Department will hold two "Telecommunicator Certification Workshops" (TCP) for citizens that are interested in learning more about how to become a certified telecommunicator in Massachusetts. Locations and times are listed below.

March 23, 2020
March 24, 2020

Devens, MA
Reading, MA

1:00PM — 3:00PM
1:00PM—3:00PM

Parties interested in the TCP should email their name, the town that they live in, and their telephone number to 911training@mass.gov to register for the workshop.

A confirmation email indicating that a seat has been reserved along with the exact address of the workshop will be emailed back.

Hands Free Law

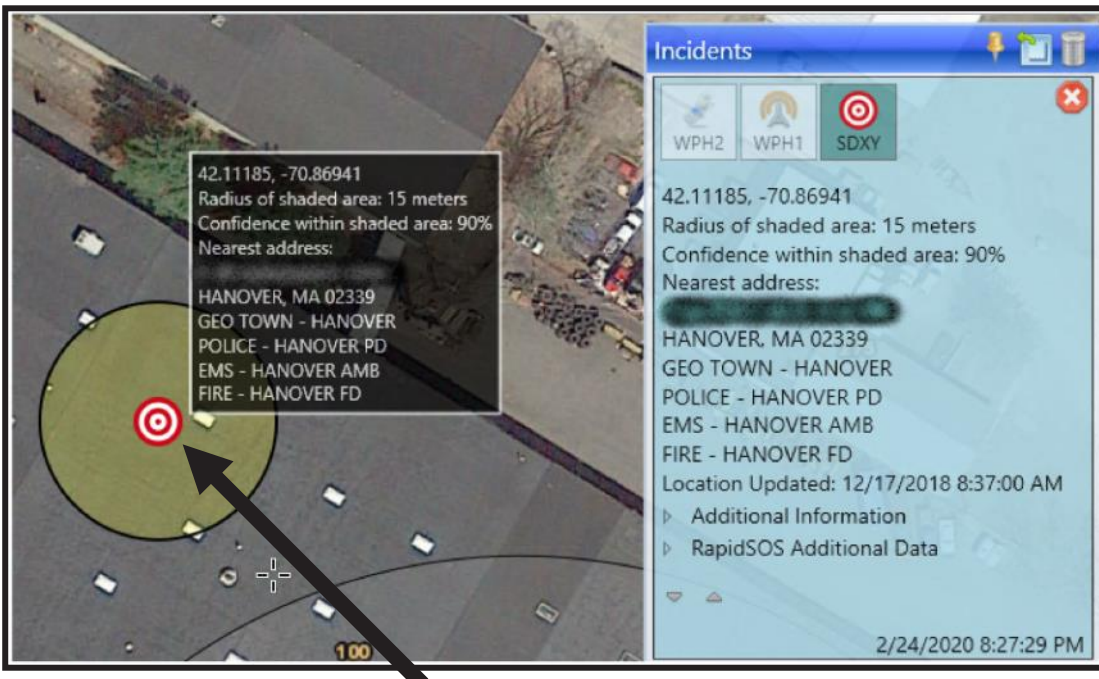
For those traveling the roadways in Massachusetts, be advised that on **February 23, 2020**, the "Hands-free" law went into effect in Massachusetts. Please take a few minutes and watch the message from Colonel Christopher Mason Superintendent, Massachusetts State Police.

<https://www.youtube.com/watch?v=D6HAAJGA0sw>



Updates from our Systems Division

Rapid SOS Icon Change



After many requests from our PSAPs, In March 2020, a new icon will appear on the Response Assist map plotting the Rapid SOS location. The icon looks like a red and white bullseye and is designed to make it easier to see.

The screen shot to the left shows the new icon.



PSAPs utilizing a third party resource for compliance with quality assurance of emergency medical dispatch (EMD) are advised that the following information is required for each submission under the EMD Grant:

- Dates when the EMD calls were received;
- Total number of EMD calls for the dates noted;
- Total number of EMD calls for which quality assurance was conducted;
- Date(s) when the EMD calls were reviewed; and
- Cost per call.

It is recommended that PSAPs work with their vendors to ensure this information is contained on all invoices. If the vendor is unable to include this information on its invoice, the PSAP must ensure the information is contained on the reimbursement forms.

- IMPORTANT DATES -

- **March 27, 2020:** Deadline for submission of FY20 Support and Incentive Grant budget modifications.
- **March 31, 2020:** Filing date for Regional Development Grant awardees requiring a contract extension.
- **April 3, 2020:** Deadline for filing of applications under the FY21 Regional Development Grant program.
- **April 15, 2020:** Quarterly reports under the Regional Development Grant program are due.
- **April 30, 2020:** Deadline for submission of budget modifications under the Regional Development Grants.
- **June 30, 2020:** Final date for receipt of goods and services under the FY20 Grant Programs and Development Grant awards with an end date of June 30, 2020.

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 Thursday, February 6, 2020, Massachusetts Equipment Distribution Program (MassEDP) Field Service Advisor Chris Plant, and State 911 Department's Public Education Coordinator Katelyn Sylvia, along with Tommye Campbell from MassRelay, had the honor to visit two different elderly housing facilities in Stoughton, Massachusetts: LaCivita Apartments and Stoughton Memorial Village. Chris, Katelyn, and Tommye provided the attendees with presentations on the equipment MassEDP has to offer, information about the text-to-911 feature, information on the silent call procedure, as well as CapTel phone equipment offered through MassRelay. Those in attendance shared interest by asking questions and taking home brochures. One attendee took a few extras of the MassEDP brochure to pass along to her neighbors whom she thought could benefit from the program but were not in attendance. Thank you to the staff from Stoughton housing authority who invited us to visit two of your facilities. We enjoyed talking with your residents, and look forward to coming back in the future!



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:

Berkshire County Sheriff Regional Emergency Communications Center

This month the State 911 Department proudly spotlights the Berkshire County Regional Emergency Communications Center (Berkshire RECC).

The Berkshire RECC is located in Pittsfield MA and provides 911 police, fire, and ambulance service, as well as non-emergency communications for 27 different communities in Berkshire, Hampden, and Hampshire counties.

To emphasize on the job well done by Berkshire RECC each and everyday, on Thursday, January 23, 2020, the Berkshire RECC had a surprise visit from Devonshire Estates, which is an independent senior living facility located in Lenox, MA. Approximately 15 residents, along with their facility chef, drove over to the 911 center in their facility activity bus, bringing homemade banana and apple pies for each of the dispatchers at the center as a token of thank you for the work they do every day. The dispatchers at the center provided the seniors with a tour of the center and showed them how the 911 system works. The dispatchers were extremely thankful for the delicious pies, and the seniors were very impressed with the world of 911.

The State 911 Department would like to say THANK YOU to the Berkshire County Sheriff Regional Emergency Communications Center!

