

Massachusetts State 911 Department June 2021 Newsletter

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Issue 6

Volume 9



On Tuesday, June 29, 2021 the 911 Regionalization Conference was hosted by the Executive Office of Public Safety and Security and the State 911 Department at the Great Hall within the Forbes Building in Westborough. Massachusetts Lt. Governor Karyn Polito, Secretary of Public Safety and Security Thomas Turco, Undersecretary For Forensic Science and Technology Kerry Collins, State 911 Executive Director Frank Pozniak, State 911 Deputy Director Norm Fournier, PSAP Operations Division Director Alyson Dellisola, and other members of the State 911 Department staff hosted State Legislators, Police Chiefs, Fire Chiefs, and Town Officials from the towns of Northborough, Southborough, Shrewsbury, Hopkinton, Grafton, and Westborough, and the city of Marlborough to discuss The Future of 9-1-1 Emergency Response in Massachusetts: Regionalization. If you are interested in learning more about regionalization for your center, please contact Executive Director Frank Pozniak at Frank.Pozniak@mass.gov.



NEWS

Director Steve Hooke has been chosen as the APCO Director of the Year!

The State 911 Department would like to congratulate Holbrook Regional Emergency Communications Center's (HRECC) Director Stephan Hooke on his most recent accomplishment of being awarded APCO Director of the Year!

Director Hooke began his career in Public Safety Communications as a Fire Dispatcher with the Holbrook Fire Department at the age of 19 in 1993. Stephan became a Supervisor at the age of 23 in 1997 and was ultimately promoted to the position of Director of HRECC in 2008.

Director Hooke has achieved many awards throughout his career, most notably the Jeff Grossman Award in 2014 and APCO Atlantic Chapter Director of the Year in 2019. Director Hooke wears many hats as he is also the Emergency Manager for the City of Brockton, sits on the Southeastern MA Technical Rescue Team Steering Committee, and represents the Massachusetts Communications Supervisors Association on the 9-1-1 Commission. Ultimately though, the most important and rewarding thing to him—he is dad to three beautiful girls.

Congratulations Director Hooke and thank you for your dedicated service to 9-1-1 communications and public safety!



ATTENTION MASSACHUSETTS 9-1-1 TELECOMMUNICATORS: DON'T MISS THIS SCHOLARSHIP OPPORTUNITY!

Applications are now being accepted for the FY2022 PSAP Leadership Scholarship Program. Recipients of the scholarship will have the opportunity participate in the Certified Public-Safety Executive (CPE) Course or attend the CCM course or other State 911 Department approved executive development and leadership program. The CPE course includes a 9-day training in Daytona Beach, FL and an online component. The CCM course includes two 6-day trainings in Jacksonville, FL and an online component.

ALL certified Massachusetts 9-1-1 telecommunicators are encouraged to apply. Applications must be submitted to MCSA **no later than Friday, July 23, 2021.** For more information and to access an application, please visit **<http://ma911.org/2022-leadership-scholarship/>**.

Updates from our Programs Division

Are you getting requests to pull Text-to-911 records for evidence in court?

In a similar fashion to audio recordings for voice 9-1-1 calls, text-to-911 transcripts may be requested. Text-to-911 transcripts are part of the Call Detail Record in DecisionStation. Using the steps below, you can review, print, or export the record, as may be needed for the court summons.



1. To search for a Text-to-911 session:

1. Launch and log into MCWs DecisionStation application in the Next Generation 9-1-1 system using your PSAP Admin Login ID.
2. From the DecisionStation Dashboard, click the **Closed Calls** tab.
3. Using the Closed Calls sub-tab, enter the **search parameters** or the **text session**. This can include (entered individually or combined):
 - Timeframe** (start date and time, end date and time) or
 - Number** (either the callback number/ANI or the MCW Call ID)
4. Click **Submit** to perform the search. Text sessions are identifiable by using the "Type" column. Text sessions will have a type of "SMS".

2. To review text-to-911 session call detail record/access the transcript:

1. From the results list, locate the text session. Click to select the **hyperlink for the desired call ID number**.
2. With the Call Detail Record displayed, scroll down to the **Message** section to review the text transcript.
3. When reviewing the conversation, please note:
 - Text messages with no user listed were sent by the texter.
 - Messages with a Login ID in the "User" column were sent by the telecommunicator.

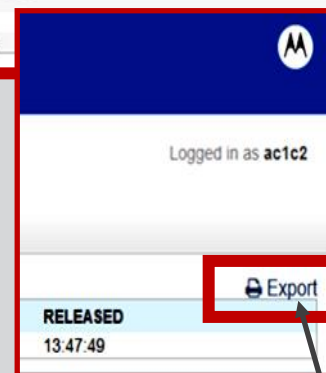
Messages		
DATE / TIME	USER	MESSAGE
01/31/2019 13:44:57		Call 66044 with number +17811232334 is created on 01/31/2019
01/31/2019 13:44:57		ALI data received for call with number +17811232334
01/31/2019 13:45:01	ac1c1	Answering text call with number +17811232334
01/31/2019 13:45:01		Help! I need the police!
01/31/2019 13:45:04	ac1c1	9-1-1, this session is recorded. What is the address and town of your emergency
01/31/2019 13:45:11		151 Campanelli Drive, Middleborough
01/31/2019 13:45:26		Please hurry. Someone is breaking in!
01/31/2019 13:45:27		ALI data received for call with number null - no changes
01/31/2019 13:45:36		Door on the right.
01/31/2019 13:45:40	ac1c1	What is your phone number?
01/31/2019 13:45:57		ALI data received for call with number null - no changes
01/31/2019 13:46:17		781-123-2334
01/31/2019 13:46:28	ac1c1	Are you in a safe location? Police are almost there.
01/31/2019 13:46:58		Yes. In a locked office.
01/31/2019 13:47:28		The police are here.
01/31/2019 13:47:49	ac1c1	Released SMS call with number +17811232334

3. To export the call detail record/access the transcript:

1. Locate and click the **Export** hyperlink located in the top right-hand corner of the Call Detail Record window (displayed in the image to the right).
2. The PDF viewer will open, and the PDF file can be saved or printed.

If you have questions, on how to access Text-to-911 records, or would like to attend training on DecisionStation, send an email request to

911training@mass.gov



An important message to our PSAPs from the Department of Public Health (DPH)



Eastern equine encephalitis (EEE - pronounced Triple-E) is a mosquito-borne virus that occurs in Massachusetts. EEE does not occur every year but tends to occur in outbreak cycles which last 2-3 years. Even in outbreak years, EEE remains rare but causes severe disease in people infected with the virus. After 2019 and 2020 being highly active years for EEE, the Department of Public Health expects that EEE will be active again this year and is working with partners and stakeholders to prepare.

When the risk that people might get bitten by an infected mosquito is elevated across a wide-geographic area, the Commonwealth may conduct an aerial spray using planes to kill adult infected mosquitoes. These operations are conducted by the Massachusetts Department of Agricultural Resources working cooperatively with the Department of Public Health. These are high profile operations involving large numbers of communities and requiring public outreach using multiple methods.

PSAPs play a critical role assisting with reverse 9-1-1 notifications to residents about aerial spraying and also answering calls from concerned residents. DPH is actively working to improve outreach to partners and stakeholders, including PSAPs. EEE activity usually begins to increase starting in July with the greatest risk to people occurring in August. During the peak EEE season, the DPH encourages the use of mosquito repellents that contain EPA-registered active ingredients, utilizing clothing to reduce exposed skin, dumping standing water in their yards to reduce opportunities for mosquito breeding. In places and times when risk is greatest, DPH also advises avoiding outdoor exposure during peak mosquito activity between dusk & dawn.

Please make sure to check the DPH website regularly for the most current information. The website can be accessed at: <http://www.mass.gov/dph/mosquito>. Specific questions can also be directed to the Department of Public Health's 24/7 hotline at 617-983-6800.



REMINDER

We are in compliance season! The Annual Certification of Compliance form can be found on our website www.mass.gov/e911 and is due at the State 911 Department office **no later than July 31, 2021**. We encourage all PSAPs

to submit the form as soon as all of the compliance requirements have been completed to expedite processing.

COMPLIANCE



Training



EMD/CPR



Employment



Quality
Assurance

If you have any questions regarding the FY 2021 Annual Certification of Compliance process, email Monna Wallace at Monna.Wallace@mass.gov.



The **FY 2022 PSAP Leadership Scholarship program is now open and accepting applications.** The application **deadline is Friday, July 23, 2021.** All certified telecommunications employed by a primary PSAP, regional PSAP, regional secondary PSAP or Regional Emergency Communications Center are eligible to apply. Please visit www.ma911.org for guidelines and application packet.

CALENDAR OF EVENTS

June 30, 2021	Goods and Services under the FY 2021 9-1-1 grant programs must be received.
July 1, 2021	Opening of FY 2022 9-1-1 grant programs. Guidelines applications have been and remain available on the Department's website (www.mass.gov/e911). Apply today.
July 14, 2021	Reimbursement workshop – 10:00 am – 12:00 pm. E-mail 911Deptgrants@mass.gov to register.
July 20, 2021	Application workshop – 10:00 am – 12:00 pm. E-mail 911Deptgrants@mass.gov to register.
July 30, 2021	Final day for submission of reimbursements under the FY 2021 9-1-1 grant programs.



The State 911 Department is pleased to announce that FY 2022 Regional Development grants have been awarded to the following entities:

Barnstable County Sheriff's Office	Berkshire County Sheriff's Office	City of Worcester/ Worcester RECC	Duke's County Sheriff's Office	MA State Police— Northampton
Metacomet RECC	Metro North RECC	Northern Middlesex RECC	South Shore RECC	Southeastern MA RECC
Town of Acton	Town of Ayer/Ayer-Shirley RECC	Town of Groton/ Groton RECC	Town of Pepperell/ Patriot RECC	Town of Duxbury/ Regional Old Colony COMM Center
Town of Holbrook/ Norfolk County Control	Town of Holden/ Wachusett RECC	Town of Rutland/ Rutland RECC	Town of Wilbraham/ Wilbraham RECC	Western MA COMM Center



4TH OF JULY

As the “Fourth of July” is approaching, we encourage our 9-1-1 PSAPs to be prepared for a higher call volume due to increased public celebrations. Calls reporting medical emergencies and noise complaints are a large factor for increased calls surrounding Fourth of July celebrations, particularly during peak hours.

*We wish you all a safe and wonderful
Happy Fourth of July 2021 celebration!*

Updates from our Systems Division



Importance of keeping the address data (GIS) up to Date

The backbone of the NG9-1-1 system is GIS data. It is essential that it be maintained so that the information continues to be both comprehensive and accurate. MassGIS will now maintain the streets and address database, not Verizon. This means that **MassGIS needs to hear about all address changes as they occur** as well as being notified of problems within the existing map. This information goes beyond what was formerly provided to Verizon for the MSAG in that every new address, address change, redevelopment, tear down etc. affects address points, hence the location used for routing and location validation. <https://www.mass.gov/service-details/massgis-and-nextgen-911>.

MassGIS is expecting that municipalities 9-1-1 GIS/Addressing Authority will notify them of these changes using two reporting mechanisms that are new with NG9-1-1, the Map Discrepancy reporting tool used within Response Assist and the on-line Address Update form.

Telecommunicators should use the Map Discrepancy tool within the ResponseAssist map software to report any of the following:

•Mapping
Errors

•Missing
Streets

•Missing address
points

•Wrong address
numbers

•Incorrect street
names

9-1-1 GIS/Addressing Authority, person or others involved in the creation or dissemination of new or changed addresses, can use MassGIS’s on-line Address Update Form. This form is similar to Verizon MSAG update form and should be used by 9-1-1 GIS/Addressing Authority.

The online form is located at https://massgov.formstack.com/forms/ng911_address_report or by email to notify911address@mass.gov.



9-1-1 Spotlight: Executive Director Erin Hastings and Deputy Khristy Lord Western MA Emergency Communications District (WESTCOMM)

Executive Director Erin Hastings and Deputy Director Khristy Lord of WESTCOMM decided 2021 was the year to tackle NENA's Emergency Number Professional (ENP) Certification. In January they started participating in an ENP study group to prepare for the 3 hour exam on April 15th with Chicopee Police Department providing the required testing environment for them to take the exam remotely due to COVID restrictions. Their lifelong dedication to 9-1-1 and personal achievements provided the foundation for successful completion of the exam, becoming part of a small number of 9-1-1 professionals in Massachusetts to receive this certification.



Khristy Lord

Erin just celebrated 2 years as WESTCOMM's first Executive Director after a distinguished career with the Massachusetts State Police Regional Dispatch in New Braintree, and Khristy is celebrating her 1-year anniversary with WESTCOMM after an extensive career in the 9-1-1 profession, most recently as Springfield Emergency Communications Deputy Director.



Erin Hastings

Job well done ladies! Congratulations!

Updates from MassEDP

Outreach Event Opportunities

The Massachusetts Equipment Distribution Program (MassEDP) is a service that provides residents with a permanent disability access to telephone usage by providing them with either a landline phone in their home **or** a wireless device. MassEDP offers specialized telephones for free or at a reduced cost, depending on income, this program fosters independence, empowerment, and freedom of choice.

Before the COVID-19 Pandemic, MassEDP's Field Service Advisors (FSAs) enjoyed taking part in public education outreach events educating the Commonwealth about the equipment the Program has to offer. With the Pandemic beginning to wind down, we are eagerly anticipating getting back out into the community.

If your community has an upcoming outreach event that you are interested in having a MassEDP FSA attend and present at, please email MassEDP Manager Grant Harrison at Grant.Harrison@mass.gov or State 911 Department Public Education Coordinator, Katelyn Sylvia at Katelyn.A.Sylvia@mass.gov.

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

