

Massachusetts State 911 Department July 2021 Newsletter

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Issue 7

Volume 9

NEWS

On July 15, 2021 the Massachusetts State 911 Department participated in our first in-person outreach event since the start of COVID-19!



Maynard Police Department Youth Academy 2021 attendees, State 911 Department Public Education Coordinator Katelyn Sylvia, and State 911 Department Training Specialist Tim Buckley

On Thursday, July 15, 2021 the State 911 Department's Mobile PSAP unit, Public Education Coordinator Katelyn Sylvia and Training Specialist Tim Buckley attended the Maynard Public Safety Day held at the Boys and Girls Club of Assabet Valley in Maynard, Massachusetts. Department staff spent the day educating over 100 children ages 5+ on the importance of 9-1-1, how to call and text 9-1-1 in an emergency situation, educating on the silent call procedure, and introducing the NG9-1-1 system features. In addition, some of the attendees had the opportunity to find their home addresses on the NG9-1-1 system map and to sit in the hot seat of a 9-1-1 call taker and handle a "9-1-1 call for service" placed by their peers. Thank you to the Maynard Police Department & the Boys and Girls Club of Assabet Valley for inviting us to your event!



On Wednesday, July 21, 2021 the State 911 Department Mobile PSAP unit, Public Education Coordinator Katelyn Sylvia, Training Specialists Kevin Lewis, Tim Buckley, & John Brunelli visited the Hudson Police Youth Academy attendees at the Hudson Police Department. The kids had a chance to come aboard our Mobile PSAP unit, learn about the NG9-1-1 system, find their home addresses on the mapping system, play 9-1-1 trivia, answer mock 9-1-1 calls, learn about Text-to-911 and the silent call procedure. The afternoon ended with each child being awarded a "9-1-1 ALL STAR Kid" certificate. Thank you for having us Hudson Police Department!



Text-to-911 Skills Assessment and Internal Quality Assurance

Is your PSAP internally testing Text-to-911? While voice calls to 9-1-1 are still the preferred method by the public, it is important that your PSAP personnel know exactly what to do when an emergency request is sent through text. If you are not performing regular skills assessment and quality assurance testing on the text feature within your PSAPs, the State 911 Department encourages you to do so.

Your PSAP can simulate Text-to-911 sessions at any time, by simply creating and sending a text message to 9-1-1 from a wireless device within your PSAPs jurisdiction. Each shift should perform tests regularly to allow telecommunicators the opportunity to practice their skills with Text-to-911 and the Text-to-911 protocol published by the State 911 Department. The chart pictured to the right is a self-assessment checklist. Telecommunicators should be comfortable with all items listed in handling a Text-to-911 session.

Simulation: How to Process a Text Session

Simulate a text-to-911 from a wireless device. With an active text session, do the following:

- Identify alert tone and answer procedures for an incoming text-to-911 session using the protocol.
- Locate the initial text; Greet the texter; Use of the SMS tab and SMS conversation log.
- Use of the pre-programmed messages to communicate, and SMS Command Line for typed messages.
- Process the text session according to the Text-to-911 Job aid for the sequence of steps and protocol.

Simulate a landline voice call and active text conversation at the same time. With an active call and active text session, do the following:

- Correctly answer and greet the landline voice call.
- Correctly answer a text session.
- Toggle between the voice call and text session.

To simulate a Text-to-911 session, do one of the following:

1. Open the texting app of the wireless device. In the TO field, enter 911.
2. Type a message in the text field and send the message. The message should clearly indicate that this is a TEST text session for training purposes, and the PSAP it is intended for.

All test text messages should have the following wording as the initial message **“This is a TEST text message for (PSAP name). Which PSAP received this test message?”** or similar.

- A. If the text session is routed into your PSAP**, the text will ring into the NG9-1-1 equipment. Pay close attention to the phone number of the ringing text to ensure it is from the number you texted from. Answer the text. As long as the text is not released from the NG9-1-1 workstation, it can be kept active and additional functions can be performed.
- B. If the text session is routed to a Wireless PSAP first or to another adjacent PSAP**, advise the PSAP that the text is for training purposes and request that the session be terminated. **Text sessions cannot be transferred.**

As desired, the same practice can be used by personnel in the field, such as on the road for patrol, from the fire station or other services. Text sessions made from locations other than the PSAP and from devices on a different wireless carrier, as well as from Apple versus Android devices, can be helpful in helping new personnel identify the location data available. *Please remember: Due to the location data associated with the text, it may or may not route to your PSAP, and you could end up speaking with a near-by PSAP.*

The State 911 Department’s website www.mass.gov/e911 has refresher materials and videos available for telecommunicators to review the text feature before performing internal skills assessment and quality assurance. If your PSAP has questions about the text feature or the Next Generation 9-1-1 applications, you may contact the Training Program to schedule an equipment refresher training course for your PSAP. If you have additional questions, send an email request to 911training@mass.gov.

Updates from our Programs Division—continued




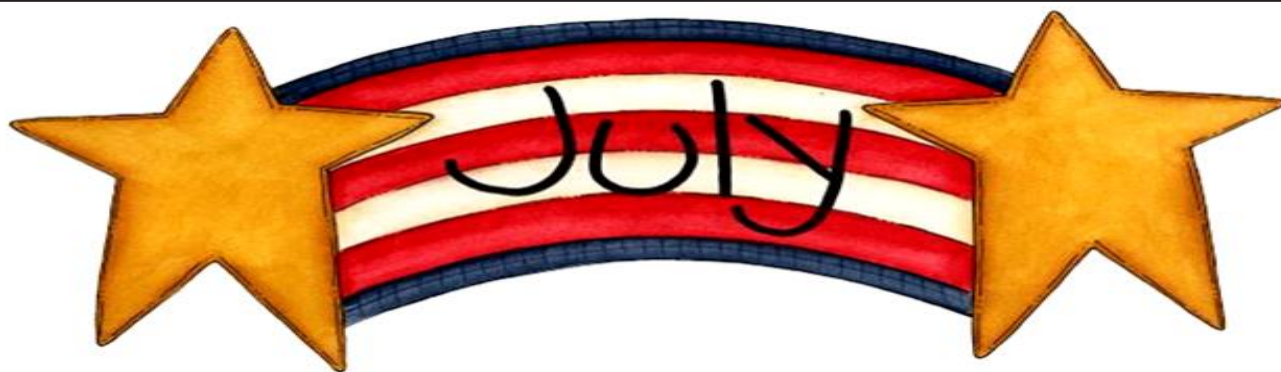
Attention Western MA PSAPs:

Please save the date of Friday,
September 10, 2021.


We are anticipating hosting an open house at our new Springfield Training facility for all of our Western Massachusetts PSAPs.

More details to follow. Stay tuned!

Updates from our Fiscal Division




The FY 2021 grant program concluded on June 30, 2021. All reimbursements are to be filed with 30 days of contract end date (or July 31, 2021). PSAPs should review activity under the FY 2021 Support and Incentive, Training, and EMD grants to ensure all reimbursements have been filed.



The Department has scheduled additional workshops to review the application and reimbursement process for our grant programs. These sessions will walk you through the processing giving helpful tips on managing these processes and will answer all questions regarding these grant programs. Please e-mail 911Deptgrants@mass.gov to register. Workshops are also noted under “Upcoming Events” on the State 911 Department’s website. These “events” contain the meeting information.

● Reimbursement Workshop: Thursday, August 12, 2021: 10:00AM-12:00PM

● Application Workshop: Wednesday, August 18, 2021: 10:00AM-12:00PM



FYI...Notification of FY 2022 awards are being issued via Commbuys for those PSAPs/RECC registered in Commbuys. Commbuys (www.commbuys.com) is the official procurement record system for the Commonwealth. Once a contract/award is processed, it is being recorded in Commbuys. A system generated e-mail will be sent to the contact on record for the municipality/PSAP/RECC.

Updates from our Systems Division

New Hampshire



Calls being transferred from New Hampshire should now present with ANI and ALI available

All New Hampshire pANIs have now been loaded into the Massachusetts system. Incoming transfers from New Hampshire should now show ANI and ALI just as if the transfer came from another Massachusetts PSAP.

We are working on collecting the information from the other New England States and will provide updates as they become available.

Additional resource to soon be available for transferring calls to other States

Some time within the next 30 days, you will see a new tab added to the PSAP directory titled “**Out of State PSAPs**”. The tab will have contact numbers for the 49 states, Canada, Washington DC, and New York City. This resource will be available in addition to NENA’s EPRC, which can also be used to determine the correct PSAP for transferring calls to other states.

It is important to note that for both of these resources the numbers provided are static and PSAP information can change.

For more information about EPRC visit <https://eprc-nena.hub.arcgis.com/pages/nena-eprc>

Outreach Event Opportunities

Outreach Events

State 911 Department Public Education Coordinator, Katelyn Sylvia, is seeking opportunities to educate the public about “Text-to-911”, “The Silent Call Procedure” and programs specific to kids K-4 as well as our accessibility programs: the Massachusetts Equipment Distribution Program (Mass EDP) and Mass Relay.

If your community has an upcoming outreach event and you are interested in any of the following, please email Katelyn Sylvia at Katelyn.A.Sylvia@mass.gov.

- ◆ Having someone from the State 911 Department attend your event to share information about 9-1-1.
- ◆ Having 9-1-1 outreach materials shipped directly to you for distribution at your event.
- ◆ Requesting the Mobile PSAP unit to attend your event.





9-1-1 Spotlight: Dispatcher Rebecca Maccaro Northern Middlesex Regional Emergency Communication's Center (NMRECC)

On Tuesday, July 6, 2021 Dispatcher Rebecca Maccaro of the NMRECC received a 9-1-1 call for a 2-year old child who had fallen into a pool. While first responders were enroute, Dispatcher Maccaro coached the caller through CPR, assisting in successfully resuscitating the young boy—who was transported to a local hospital and has made a full recovery. Amazing work Dispatcher Maccaro!

Days after the incident took place, the caller—who is the child's uncle, the child, the child's mother and sister visited Dispatcher Maccaro at NMRECC to present her with flowers to show their appreciation for her assistance in saving the young boy's life.

In addition, the Massachusetts State 911 Department presented Dispatcher Maccaro with a certificate of commendation to congratulate her on a job well done. We would also like to thank the other dispatchers who were staffing the center that day for their support and outstanding teamwork.

Job Well Done by all!



*L/R: the child's older sister,
Dispatcher Maccaro, &
the child's uncle who was the caller*

*Pictured below L/R: Kevin Lessard Executive
Director, Dispatcher Patrick Laycox,
Dispatcher Rebecca Maccaro,
Dispatch Supervisor Fred Sullivan,
Reserve Dispatcher Stephanie Mixon,
and Dispatcher Joshua Tirrell*



*L/R: the child, his mother,
Dispatcher Maccaro, &
the child's older sister*