

# Massachusetts State 911 Department August 2021 Newsletter

Issue 8

Volume 9

▶ PROGRAMS UPDATE.....	3
▶ FISCAL UPDATE.....	5
▶ SYSTEMS UPDATE.....	5
▶ 9-1-1 SPOTLIGHT.....	6

## NEWS

On Tuesday, August 3, 2021 to celebrate National Night Out, State 911 Department staff attended Sturbridge's event on the Town Common!



(L/R): Linda Murphy (State 911), Dispatcher Amy Seguin (Charlton PD) Dispatcher Beth Plante (Spencer PD) Dispatcher Dalizbeth Rivera (Charlton PD) Katelyn Sylvia (State 911), Sturbridge PD Chief Earl Dessert, Lt Larry Bateman, Sgt Sean Paine, Sgt. Hillary Murray, and Dispatcher Barbara Boiteau, Andy Holland (State 911), Chris Murphy (MassEDP), Pete Raposa (DFS)

The State 911 Department would like to give a special shout out and say **THANK YOU** to Spencer Police Dispatcher Beth Plante and Charlton Police Dispatchers Dalizbeth Rivera-Szcypien and Amy Seguin who assisted us in staffing the Mobile PSAP at the Sturbridge National Night out event on August 3rd.

*(See Pictures to the left)*

The dispatchers did an amazing job educating attendees on 9-1-1, the NG9-1-1 system, Text-to-911, and the Silent Call Procedure. Way to go ladies! Thank you for your assistance!





On Monday, August 2, 2021 State 911 Department staff along with our Mobile PSAP unit attended the National Night Out (NNO) event put on by Chicopee and on Tuesday, August 10, 2021 we attended the NNO event put on by Longmeadow. Both events were the perfect weather for summer nights. We spoke with attendees on 9-1-1 and educated on the equipment MassEDP has to offer. Thank you to WESTCOMM for inviting us to join you and participate in both well attended & great events. Two fun nights had by all!



The State 911 Department had a busy month of August for outreach events. On Monday, August 9, 2021 we attended the NNO event hosted by Carver, MA. The event kicked off with a Public Safety Parade and despite the rainy weather, continued on to be a great event with a number of different vendors. Thank you to Carver Police Dispatchers Nick Quinlan, Ashley Odell, Rebecca Anctil, and Sarah Crawford who assisted us in staffing the Mobile PSAP unit and educating attendees on 9-1-1. We appreciate your assistance!



Carver Police Chief Marc Duphily and MassEDP Manager Grant Harrison



On Wednesday, August 18, 2021 State 911 Department Staff once again had the privilege to attend the North Adams Downtown Block Party celebration. Staff educated attendees on the Silent Call Procedure, Text-to-911, and attendees had the opportunity to come aboard the Mobile PSAP to learn about the NG9-1-1 system. It was a well attended and fun event. Thank you North Adams PD for inviting us!



**Pictured to the left:**  
**North Adams Police**  
**Dispatcher**  
**MaryAnn King &**  
**North Adams PD Lt.**  
**Anthony Beverly**

## Updates from our Programs Division



### **Multi Line Telephone Systems (MLTS) WORKSHOP for Managers, Dispatchers and I.T. Personnel**

State 911 Department’s Systems Analysts, Joe Hickey and Charlie Ashworth will conduct an on-line presentation and discussion about what Multi Line Telephone Systems (MLTS) are and how they affect location information for 9-1-1 calls that route into our PSAPs. We will also discuss how we are trying to resolve this issue and the assistance that we need from our PSAPs.

#### **The following topics will be discussed:**

- Regulations (Federal and State).
- Who needs to comply with the regulations.
- How calls present to dispatchers .
- How ALI discrepancies may not fix the problem.
- PSAPs authority to conduct test calls.
- How to do effective test calls.
- The State 911 Department’s new MLTS compliance program.



**On-line course dates and times are listed below. The course application can be found on our website [www.mass.gov/e911](http://www.mass.gov/e911). Please note, attendees will receive 2 hours of continuing education credit.**

- Tuesday, September 14, 2021 from 1:00pm to 3:00pm.
- Tuesday, September 21, 2021 from 10:00am to 12:00pm.
- Wednesday, September 29, 2021 from 1:00pm to 3:00pm.



## We are heading back into the classroom!

Effective October 4, 2021 the State 911 Department will re-open our training facilities and resume live classroom training.

Updated applications and the October training schedule are available on our website now. Thank you for your continued support and assistance during these unprecedented times.

## Outreach Events-Mobile PSAP

Given that it is the end of summer and our current focus is on our programs in the fall, the State 911 Department staff and our Mobile PSAP will be putting a hold on our live outreach events.

However, if you have an upcoming event we are happy to provide you with public education materials that can be distributed to the public. To request materials please email Katelyn Sylvia at [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).

We are anxious to get back into the field and look forward to visiting communities in the Commonwealth in the near future. Stay well.



## 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.

An email with full details will be coming soon.  
Stay tuned!



# AUGUST



The State 911 Department is pleased to announce the FY 2022 PSAP Leadership Scholarship recipients. Scholarships have been awarded to:

- Jody Blanchard – Hudson Police Department
- Grace Cohen – Rowley Police Department
- Shawn McKee – Westwood Police Department
- Rebecca Ocasio – Springfield Emergency Communications
- Anneta Penta – Cambridge Emergency Communications



The FY2022 Grant programs are underway. All grant guidelines and applications can be found on our website ([www.mass.gov/e911](http://www.mass.gov/e911)). Apply today to secure a contract start date and maximize the use of available funding.



PSAPs are reminded that the reimbursement forms change from year to year. Please be sure to download the FY 2022 reimbursement forms from our website ([www.mass.gov/e911](http://www.mass.gov/e911)) when preparing the first reimbursement request under the FY 2022 grant programs.



The State 911 Department continues its workshop sessions. 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](mailto: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.

- Applications Workshop: Tuesday, September 14<sup>th</sup> at 10:00 a.m.
- Reimbursement Workshop: Wednesday, September 22<sup>nd</sup> at 2:00 p.m.

## Updates from our Systems Division

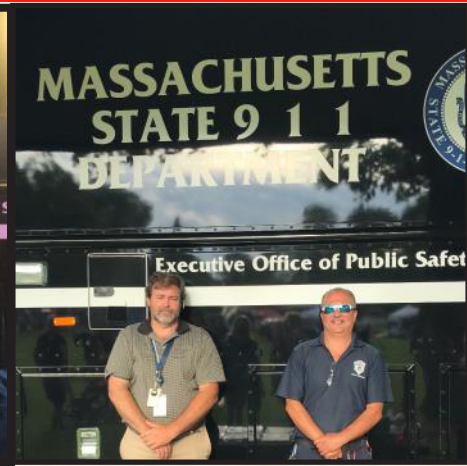
### Transfers Coming from Rhode Island

*Rhode Island*



We have loaded all the Rhode Island pANIs in our system. Incoming transfers from Rhode Island should now show ANI and ALI as if the transfer came from another Massachusetts PSAP.

We are working on collecting the information from the other New England States.



A special shout out and **THANK YOU** to State 911 Department Systems Analysts Andy Holland and Scott Gray for all of your technical assistance and to the Department of Fire Services Special Operations team, Pete Raposa and Nick Ferri for getting the Mobile PSAP where it needed to be and setting it up. You all played a special part in making this summer's outreach events successful. We hope to see all of you next summer when hopefully we are able to pick up where we left off and are back *on the road again*.



## 9-1-1 Spotlight: Scituate Police Dispatcher Josh Kimball

On Tuesday, July 27, 2021 during a busy shift, Dispatcher Josh Kimball received a 9-1-1 call from a woman in distress reporting that she and her friend were out paddle boarding when they encountered bad weather and lost sight of each other – neither party was wearing a life jacket. Dispatcher Kimball was able to keep the caller calm while gathering critical information under extreme circumstances. Using the caller's mapping location as well as the measuring tool from the NG9-1-1 mapping system, Dispatcher Kimball guided first responders to the caller's exact location where she was rescued from the water and brought to safety. After a continued search, the second paddleboarder was located hanging on to a lobster trap buoy and she too was brought to safety.

Thank you for your outstanding service Dispatcher Kimball. Your quick thinking and familiarity with the NG 9-1-1 mapping system significantly aided in the successful rescue of the two paddleboarders, quite possibly saving their lives.

***Job Well Done!***

