

Massachusetts State 911 Department September 2021 Newsletter

Issue 9

Volume 9

▶ PROGRAMS UPDATE.....	2
▶ FISCAL UPDATE.....	3
▶ MASSED P UPDATE.....	4
▶ 9-1-1 SPOTLIGHT.....	5

NEWS

On Friday, September 10, 2021 State 911 Department staff hosted an open house at our new Springfield training facility!



Lt. Gagne & Supervisor Lesley O'Niel
South Hadley PD



State 911 Executive Director Frank Pozniak, Erin Hastings Director at WESTCOMM & Lt. Colonel Tom Grady Berkshire County Sheriff



Lt. Lombardi & Supervisor Barbara Boiteau
Sturbridge PD



Joseph Anderson, Mike Tranghese, Ziggy Szczawinski, Rebecca Ocasio & Deputy Fire Chief David Wells — Springfield



Supervisor Chris Skala
Holyoke PD



Supervisor David Squires
Belchertown PD

Updates from our Programs Division

ATTENTION - MA 9-1-1 PSAPs, MA Vendors and MA Businesses

Multiline Line Telephone System (MLTS) is an FCC and Massachusetts requirement that must be adhered to. The Massachusetts State 911 Department is offering 2 hour, on-line workshops each month to educate businesses and our PSAPs on MLTS and what needs to take place in order to be in compliance. The workshop covers the following:

- 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.
- State 911's new compliance program.



Workshop dates and times are located on the State 911 Department website at www.mass.gov/e911 under "Information for Call Centers" with the training calendar along with the application to attend.

Questions and compliance issues about MLTS can be sent to: mlts911@mass.gov.

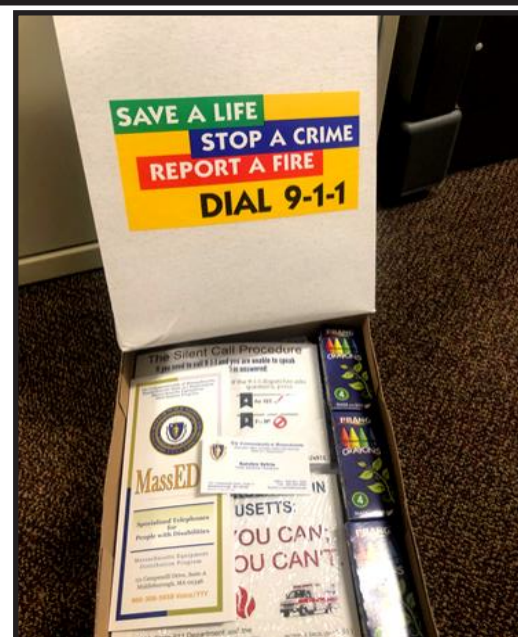
NOTE: The 2 hour workshop is approved for 2 hours of continuing education for MA certified telecommunicators.

Public Education Material Kits

Public Education and awareness initiatives play a large role in the ongoing success of the emergency communications system in Massachusetts. The State 911 Department is excited to announce our new Public Education kits that we have put together and are eager to distribute across the Commonwealth.

The kits provide a generous sample of the public education materials we have available for distribution. The contents of the kit are: "9-1-1 Kids Campaign" materials, information about the Massachusetts Equipment Distribution Program, Text-to-911 cards, Silent Call Procedure cards, and crayons.

If you are interested in having a kit mailed to your PSAP, email Public Education Coordinator Katelyn Sylvia at Katelyn.A.Sylvia@mass.gov.




NG 9-1-1 Equipment Refresher training is available and provides 8 hours of continuing education!

The Programs Division continues to offer an 8-hour "NG 9-1-1 Equipment Refresher" class. Beginning in October, classes will be available at our training facilities and will be taught by a State 911 Department Training Specialist. *Refresher* training is a recommended benefit for staff that does not work regularly scheduled shifts such as part-time telecommunicators, for officers that are not scheduled regularly to work in the 9-1-1 call center and for staff that was hired during the months of COVID -19 where an in-house instructor was providing the NG9-1-1 equipment training at the PSAP.

For more information about NG9-1-1 Refresher training, please email 911training@mass.gov and State 911 Department staff will work with you to schedule classes if they are not already on our calendar.

The 8 hour Refresher training is approved for 8 hours of continuing education.




The State 911 Department continues its virtual grant workshop sessions. These educational sessions are hosted monthly to provide PSAPs with a greater understanding of the application and reimbursement process. Each session is scheduled for two hours to allow for an interactive discussion and question and answer period. The next sessions are scheduled for:

● **Application Workshop—Thursday, October 7, 2021 10AM**


● **Reimbursement Workshop—Thursday, October 21, 2021 1:30PM**

Contact 911DeptGrants@mass.gov to register.

These workshops are also noted on our website under events.



As of October 1, 2021, there will be 92 days left to apply for the FY 2022 Support and Incentive, Training and Emergency Medical Dispatch grants. Don't wait for a rainy day; apply today! Have questions? Attend one of our workshops or contact 911DeptGrants@mass.gov for assistance.



Get “ahedge” of your finance staff, submit your reimbursements early and often. Grant guidelines require submission within 30 days of costs being incurred. PSAPs may submit more frequently. Avoid waiting until year end, when compilation of a year's data is overwhelming. Also, check out our website for a list of common reasons PSAPs experience reductions. Review of this list may assist when preparing your reimbursement requests and help eliminate reductions.

Updates from MassEDP

Times change – Technology Changes



In today's world, almost 80% of all 9-1-1 calls are made from cellphones or are reported by a text message to 9-1-1. To stay on course with changes in technology, the Massachusetts Equipment Distribution Program (MassEDP) has added cellphones to the program that are now available to citizens of the Commonwealth with specific disabilities. While a variety of landline phones remain available through the program, we are very excited about the opportunity to provide the iPhone XR that comes programmed with specific applications as they apply to the user's needs.

If you are interested in learning more about MassEDP you can email EDP Manager, Grant Harrison at Grant.Harrison@mass.gov or call 800-300-5658 VOICE/TTY. Applications are available on the MassEDP website at www.mass.gov/massedp

New Western MassEDP Satellite Office!

We are happy to report that as of Friday 9/10/2021 our MassEDP opened a satellite office at our new State 911 Department training facility located at 1250 St. James Ave in Springfield, MA. The MassEDP office will serve as the home base for Field Service Advisor Marguerite Szczawinski and other Field Service Advisors that are scheduled for that area. Marguerite will be available to participate in virtual outreach programs and assist our MassEDP clients when necessary following the COVID-19 guidelines.

To learn more about Mass EDP call 800-300-5658 and a customer service representative will assist you. If you are interested in having someone from Mass EDP present or participate in a virtual outreach event, please email Public Education Coordinator Katelyn Sylvia at Katelyn.A.Sylvia@mass.gov.



9-1-1 Spotlight: Lead Dispatcher Christine Gustafson Westfield Public Safety

Lead Dispatcher Christine Gustafson retired from Westfield Public Safety last month after 21 and a half years of service. Christine started working in March of 2000 as one of the first civilian police dispatchers at the Westfield Police Department before the center moved into a combined dispatch center for police, fire, and EMS in 2007. She is pictured with her husband, Ken, and daughter, Angela. Thank your dedicated service to the world of Public Safety, Christine. We wish you a happy, healthy, and long retirement!

Congratulations!



**9-1-1 Spotlight:
Dispatcher Alison Ning
Avon Police Department**

On Wednesday, July 7, 2021, Dispatcher Allison Ning received a 9-1-1 call from a mother stating her infant was choking. Dispatcher Ning kept the caller on the line and dispatched first responders to the scene. She then instructed the mother to spot and remove the object that was lodged in the infant's throat using Emergency Medical Dispatch protocols. The mother successfully removed the object before EMS arrived on scene. Dispatcher Ning's training and quick decision making aided in preventing a tragedy.

Thank you for your outstanding service, Allison!

Job Well Done!



**9-1-1 Spotlight:
Dispatcher Jennifer Hill**

Nashoba Valley Regional Emergency Communications Center (NVRECC)



On August 4, 2021, Dispatcher Jennifer Hill received a call on a non-emergency line from a woman reporting that her daughter was in active labor and about to give birth. Dispatcher Hill remained calm and while utilizing her Emergency Medical Dispatch protocols, was able to provide instructions for the safe delivery of a baby girl. Mom and baby were both doing fine when EMS arrived on scene.

Thank you for your outstanding service, Jennifer!

Job Well Done!