

# Massachusetts State 911 Department October 2021 Newsletter

Issue 10

Volume 9

▶ PROGRAMS UPDATE.....	3
▶ FISCAL UPDATE.....	5
▶ SYSTEMS UPDATE.....	6
▶ MASSED P UPDATE.....	7
▶ 9-1-1 SPOTLIGHT.....	8



On Tuesday, September 28, 2021, a 911 Regionalization Conference was hosted by WESTCOMM with participation of Commonwealth Public Safety Officials at the Chicopee Public Library. Massachusetts Secretary of Public Safety and Security Terrance Reidy, Undersecretary For Forensic Science and Technology Kerry Collins, State 911

Executive Director Frank Pozniak, State 911 Deputy Director Norm Fournier, and WESTCOMM Executive Director Erin Hastings presented to State Legislators, Police Chiefs, Fire Chiefs, and Town Officials from cities and towns in the WESTCOMM area 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](mailto:Frank.Pozniak@mass.gov).



# NEWS

Earlier this month, the State 911 Department resumed live in-person classroom training!  
For a schedule of upcoming classes, please visit [mass.gov/e911](https://mass.gov/e911).

# BACK IN THE CLASSROOM



## Breast Cancer Awareness Month

This month, to honor Breast Cancer Awareness Month the State 911 Department sends comforting thoughts, well wishes and powerful strength to all those whom have been impacted by the horrific disease of Breast Cancer. This includes: those currently fighting, those that are survivors, and those whom have lost their life fighting the disease.

*"You are braver than you believe, stronger than you seem, smarter than you think, and twice as beautiful as you'd ever imagined."*

*~Rumi*





## Text-to-911 Quality Assurance Testing

The State 911 Department **strongly recommends** that PSAPs develop and administer an in-house quality assurance program to ensure that each person working in your call center is maintaining their skills for communicating with people that Text to 9-1-1 in emergencies.

We encourage PSAPs to perform a **TEST** Text-to-911 session each time a “TEST TTY” call is received by your PSAP from our staff. This will help with regularly maintaining skills both on the technology and the protocol for handling text sessions.

When performing a TEST text message, please remember that the message should have the following wording as the initial message **“This is (identify yourself) testing the Text to 9-1-1 feature. What PSAP is receiving this message?”**

**If your PSAP has questions about text or would like a refresher on the text feature, please contact Program Coordinators, Venus Wheeler and Cathy Rodriguez, by email at [911training@mass.gov](mailto:911training@mass.gov).**



## Next Generation 9-1-1 Login and Log Out Reminders

### ⇒ Login Procedures

- \* CallStation and ResponseAssist are two separate browsers, and only CallStation requires you to login.
- \* **Telecommunicators are required to log into and out of the CallStation at start and end of EACH shift.**  
Specific steps should be followed to login so the applications can continue to perform efficiently.

#### **To Start Your Shift – Logging In:**

1. Locate and double-click the DDTi ResponseAssist icon.
2. Locate and double-click the ECW CallStation - Primary icon.
3. Within the login dialog box, enter your User ID and password.  
**\*Be sure to use the correct User ID for the Dispatch Group or PSAP.**
4. Select the **Login** button, and CallStation NM from the selection menu  
**(ACD Only)** – To begin receiving calls, change the ACD status to **“Ready”**.

- \* **At least two positions should be always logged in and available** within the PSAP.

Each User Login ID will allow you to sign in to only **one** position at a time. In PSAPs where there is only one telecommunicator working at a time, the telecommunicator will use the second login for the second position.

- \* If you attempt to login at another position with the same User Login ID, a warning message may display, indicating that the existing session will be terminated if you continue.

(continued from page 3)

## ⇒ Logout Procedures

- \* Specific steps should be followed to logout of the NG9-1-1 applications at the end of your shift.

### **At the End Of Your Shift:**

1. **Close out of ResponseAssist:** Select the **close** button (red X) in the upper right corner to close the browser.
2. **Logout of CallStation:** Select the Logout button or logout option under System menu.
3. **Close out of CallStation:** After logging out, select the **close** button (red X) in the upper right corner to close the browser.

- \* It is extremely important that you logout of CallStation application before closing the browser, or errors will occur. **ResponseAssist and CallStation must be logged out and restarted completely at least ONCE every 24 hours.**
- \* You should also ensure that you close the browser for the DLR's Equature ViewPoint at each shift change as well. When you're asked to logout of ECW and close your browser by the Help Desk, please remember to include Equature ViewPoint.

## ⇒ Logging out for System Upgrades

- \* Upgrades to the system will occur on a rolling basis and will require call takers to log off their system and log back in.
- \* When the upgrade process is about to begin, the Help Desk will contact PSAPs via a system announcement letting them know to logoff. If, after a certain amount of time, the call taker has not logged off, the Help Desk may contact your PSAP and ask the user to log off. This procedure must be followed when requested to ensure the necessary updates take place.

## ⇒ Browser Memory Pool

- \* From time to time, the Help Desk may ask you to close the Firefox browser. This is to help free up memory that Firefox is consuming as working space on the computer.
- \* **As part of normal shift change operations, you should be closing the map application, logging out of CallStation and closing the browsers. This is to allow the memory pool to reset.**
- \* Firefox uses a pool of memory for all instances where it is open. The size of this memory pool grows the longer the browser is open to the point of exhausting the available physical memory of the computer, causing unpredictable behavior in any or all applications including CallStation, ResponseAssist and the DLR's Equature ViewPoint.

## ⇒ Network Path Issues

- \* The system automatically places each workstation at the PSAP on a diverse path to the data centers which will assist if there is a network failure. If you are unable to log into the CallStation application using the "Primary" desktop icon, or if you were disconnected by the network while using an application and have received the red error screen, a second icon is provided to help you log back in and resume operations.
- \* After launching the application and logging back in, report the trouble incident to the Help Desk at 1-855-626-4911.

# October



Time to wrap it up! There are only **two (2) months** remaining to apply for the FY 2022 Emergency Medical Dispatch, Support and Incentive and Training Grant. The application **deadline** is **Thursday, December 30, 2021**. Need Assistance? Attend one of our virtual application workshops or contact Cindy Reynolds at 508-821-7299 or [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) for assistance.



Nothing scary about it. Take the guesswork out of the State 911 Department grants application and reimbursement process. Attend one of our virtual workshops. E-mail [911Deptgrants@mass.gov](mailto:911Deptgrants@mass.gov) to register or click on the EVENT located on our website ([www.mass.gov/e911](http://www.mass.gov/e911)).

Application Workshop:	Wednesday, November 10, 2021 – 10:30 am – 12:30 pm
Reimbursement Workshop:	Tuesday, November 16, 2021 – 10:30 am – 12:30 pm
Application Workshop:	Tuesday, December 7, 2021 – 10:30 am – 12:30 pm
Reimbursement Workshop:	Thursday, December 16, 2021 – 1:30 pm – 3:30 pm



Don't drive yourself (or your municipal administrators) batty by waiting until the close of the fiscal year to send in your reimbursements. **Submitted reimbursements within 30 days of costs being incurred, as required by the grant guidelines.** This will ensure that funding flows back to your municipality prior to the close of the fiscal year.

If you have questions or require assistance, please contact Karen Robitaille at 508-821-7221 or email at [karen.robitaille@mass.gov](mailto:karen.robitaille@mass.gov).



## Updates from our Systems Division

### CAD Purchases

Next Generation 911 (NENA's i3 standard) is evolving. Although the concept of a "CAD spill" is not going away, the actual format and data exchange is changing.

Location data elements have been defined under NENA-STA-004.1.1-2014, which is titled "Civic location data exchange format" (CLXDF). This format replaces the legacy "ALI format 15". It allows for much greater detail of defining addresses, including building, floor, unit, and exterior location definitions (ex. courtyard). Additional NENA standards for GIS or Location data elements are specified in NENA-STA-006.1.1-2020 and NENA-STA-012.2-2017.

The exchange of data between the elements of the NG9-1-1 system (i.e., the "spill") is partly defined under NENA-STA-043.1-2021. The CAD, DLR, and QA software are all different elements of the NG9-1-1 system and ultimately need to "talk" to each other.

PSAPs are encouraged to list the appropriate NENA standards in their purchasing requirements. If you have any questions on this topic, please contact Charlie Ashworth at [charles.ashworth@mass.gov](mailto:charles.ashworth@mass.gov).

## Updates from our State 911 Department PSAPs

### North Shore Regional 9-1-1 Center (NSR911)

#### NSR911 Center shows its support for Breast Cancer Awareness and Dana-Farber Institute

The employees at the North Shore Regional 911 Center banded together to raise money for breast cancer awareness this month.

Coordinated by their Recreation and Activities Committee, the TCs at NSR911 designed and sold t-shirts in support of breast cancer research and treatment with the proceeds donated to the Dana-Farber Institute. Members of the NSR911 operation and administration wore their shirts throughout the month of October, proudly "answering the call to help find a cure!"



*Pictured above left to right:  
Patrick Gregg, Daniel O'Connor, Robert Drinkwater,  
Abigail Pare, Evan Beardsell, and Drew Firestone*

The Massachusetts Equipment Distribution Program (MassEDP) continues to remain in operation during the ongoing COVID-19 pandemic. While home visits have been temporarily suspended, we are still staffing the office, communicating with and providing customer service for our clients by telephone and email as well as processing new applications as they are received. This process will remain in place until we are able to resume normal operations.

In addition, the MassEDP team would like to share that we have worked diligently and are now providing virtual outreach opportunities to share information on our Program. If you are interested in having a MassEDP representative join you for a virtual outreach opportunity please email Katelyn Sylvia at [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).

If you have questions or concerns, please call MassEDP Manager Grant Harrison at 508-821-7234 or email him at [grant.harrison@mass.gov](mailto:grant.harrison@mass.gov).



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

### MassEDP Phone Spotlight ~ iPhone XR



#### Features:

- Wireless device, black in color
  - 64GB memory
- 6.1' diagonal all-screen LCD multi-touch display
  - Liquid retina HD display
  - Face ID
  - Long lasting battery
- Wireless Charging Capability

MassEDP is pleased to announce that we are offering the iPhone XR as the Program's first ever wireless device choice for our clients. The cell phone is pre-programmed with applications based on the applicant's disability.

Please note, MassEDP DOES NOT provide the cellular data plan.

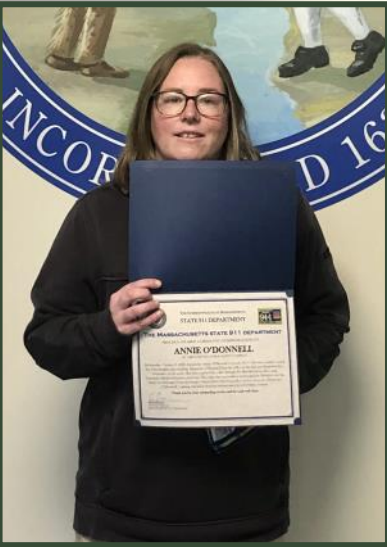


**9-1-1 Spotlight:  
Dispatcher Annie O'Donnell  
Scituate Public Safety Complex**

On Saturday, October 9, 2021, Dispatcher Annie O'Donnell received a 9-1-1 call from a mother stating her 16 year-old daughter was choking. Dispatcher O'Donnell kept the caller on the line and dispatched first responders to the scene. She then coached the caller through the Heimlich procedure using Emergency Medical Dispatch protocols. The caller was successful in performing the Heimlich and the object was dislodged from the female's throat before first responders arrived on scene. Dispatcher O'Donnell's training and quick decision making aided in preventing a tragedy.

**Thank you for your outstanding service and for a job well done.**

***Job Well Done!***



**9-1-1 Spotlight:  
Call-Taker Emelyn Perez  
Boston Police Department Operations Division**

On Thursday, September 30, 2021, at 4:18PM, the Boston Police Department Operations Division received a 9-1-1 call from a boater in distress who reported that his vessel was taking on water. The initial 9-1-1 call-taker and Language Line interpreter had difficulty understanding the gentleman who was speaking Spanish. Boston Police 9-1-1 call-taker Emelyn Perez, who speaks fluent Spanish, was able to "barge-in" and take over the call from the initial call-taker and establish successful communication with the caller. Ms. Perez relayed pertinent landmarks and other location information to the dispatcher as various marine units were sent to the area indicated on the 9-1-1 mapping system. Ms. Perez's skillful and patient interpretation of information being relayed by the desperate caller over a twenty (20) minute period resulted in the successful rescue of the boater by responding marine units.



***Job Well Done!***