

# Massachusetts State 911 Department November 2021 Newsletter

Issue 11

Volume 9

▶ PROGRAMS UPDATE.....	2
▶ FISCAL UPDATE.....	3
▶ SYSTEMS UPDATE.....	4
▶ MASSEDP UPDATE.....	5
▶ 9-1-1 SPOTLIGHT.....	5
▶ 3G SHUTDOWN INFO.....	6

## CONGRATULATIONS!



### *52nd Public Safety Communications Academy*

#### Ashland Police

Brandon Barker  
Sarah Mason

#### Concord Police

Edward Brown

#### Fall River Police

Brianna Furtado  
Jason Jacob

#### Methuen Police

Larissa Alves  
Yenifer Cabreja

#### Metro North RECC

Erica Diplacido

#### Northborough Police

Kaleb Orton

#### Oxford Police

Stefanie Natale

#### Waltham Police

Kristen Gordon

# NEWS

On Friday, November 19, 2021,  
students from the 52nd Public Safety  
Communications Academy completed  
their training and graduated.  
Congratulations to all!





Please see below for a summary of State 911 Department regulations 560-CMR-5.00. We often receive request for this information. You can also find it on our website at [www.mass.gov/e911](http://www.mass.gov/e911) under "Information For Call Centers". The summary offers information for:

- Certification Requirements.
- Emergency Medical Dispatch Requirements.
- Call Handling Procedures.
- Record Keeping.

For more information or if you have questions please email Programs Director, Monna Wallace at [monna.wallace@mass.gov](mailto:monna.wallace@mass.gov).

## **SUMMARY AND OVERVIEW OF REGULATIONS ESTABLISHING CERTIFICATION REQUIREMENTS FOR ENHANCED 911 TELECOMMUNICATORS, GOVERNING EMERGENCY MEDICAL DISPATCH, AND ESTABLISHING 911 CALL HANDLING PROCEDURES**

### **Certification Requirements:**

- Apply to full-time and part-time E911 telecommunicators at primary PSAPs, regional PSAPs, regional secondary PSAPs (except if operated by a private safety department), secondary PSAPs (except if operated by a private safety department), RECC, and wireless state police PSAPs, effective 7/1/2011.
- New E911 telecommunicators: 2 day 911 equipment and basic telecommunicator training offered by the Department; 40 hours of Department-approved basic telecommunicator training, and 16 hours of Department-approved continuing education annually.
- Existing Certified E911 telecommunicators: 16 hours of Department-approved continuing education annually commencing 7/1/2012.

### **Emergency Medical Dispatch Requirements:**

- By 7/1/2012, PSAPs/RECCs must provide EMD either through certified EMD dispatchers at the PSAP/RECC or through a certified EMD resource.
- The PSAP/RECC or certified EMD resource must use a single EMD Protocol Reference System (EMDPRS) on every request for medical assistance; have policies and procedures for use of EMDPRS, and establish a continuous quality assurance (QA) program.
- In order to act as a certified EMD dispatcher for a PSAP/RECC, must be certified E911 telecommunicator; obtain and maintain CPR certification; and obtain and maintain EMD certification.
- In order to act as a certified EMD resource for a PSAP/RECC, must submit request for approval to the Department that includes the EMDPRS that will be used and other documentation.

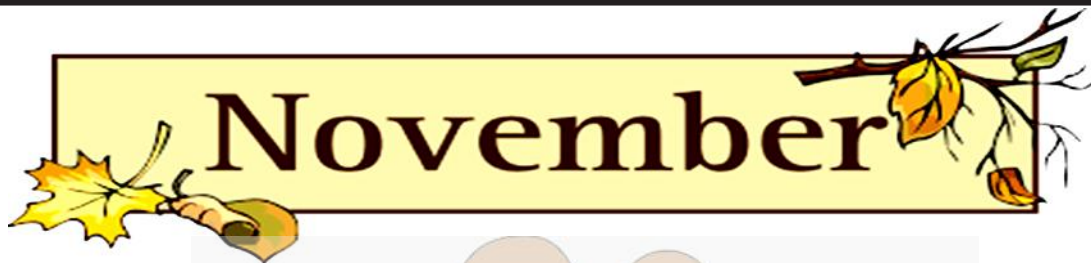
### **Call Handling Procedures:**

- Updated to allow caller to speak with no more than three enhanced 911 telecommunicators.


### **Recordkeeping:**

- PSAPs/RECCs required to ensure that E911 telecommunicators are certified as required by regulations and to annually submit documentation of same.
- PSAPs/RECCs required to annually certify to the Department that they meet the EMD requirements of the regulations.
- Certified EMD resource required to annually certify to the Department that it meets the requirements of the regulations.






The State 911 Department has released the FY 2023 Regional PSAP, Regional Secondary PSAP, and RECC Development Grant Guidelines and application. Mark your calendars! There will be a virtual **workshop** hosted on **Thursday, January 20, 2022 at 10:30 a.m.** to review the guidelines and application. You can register by e-mailing [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) or attend by clicking on the "Event" link located on our website. Application **deadline** is **Thursday, March 3, 2022.**



The application **deadline** for the FY 2022 Training Grant, Support and Incentive Grant, and Emergency Medical Dispatch Grant is fast approaching. Applications are due on or before **Thursday, December 30, 2021.** These grants support training expenses, daily operations, including salary of certified telecommunicators, and costs associated with emergency medical dispatch. Don't miss out on this funding opportunity.



The State 911 Department will host its **final virtual workshop** on the **application process** for the FY 2022 grant cycle on **Tuesday, December 7, 2021 at 10:30 a.m.** In addition, the State 911 Department will host a **virtual workshop** on the **reimbursement process** on **Thursday, December 16, 2021 at 1:30 p.m.** You can register by e-mailing [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) or attend by clicking on the "Event" link located on our website.

If you have any questions, or require assistance—please contact Finance Director, Karen Robitaille at [Karen.Robitaille@mass.gov](mailto:Karen.Robitaille@mass.gov).

## Updates from our Systems Division

# FIRE HAZARD!

### REMEMBER...

it is that time of year when space heaters show up under desks/consoles. Please make sure they are not plugged into any electrical outlet designated for 9-1-1 equipment. Use of those outlets for anything other than 9-1-1 equipment can cause an outage and as such is prohibited!





### New Highway Mile Marker and Direction Feature COMING SOON to Response Assist!

We will be turning on a new feature in response assist. When a caller is located near a highway mile marker, the application will return the closest mile marker as shown pictured to the right.

Notice that the icon for the marker (green box 21.7) in this case happens to be on the same side of the highway. It is possible for the nearest marker to be on the other side of the highway. In order to reduce confusion, the name of the marker includes the travel direction, in this example “195 NB 21.7”.

Please email Charlie Ashworth at [Charles.Ashworth@mass.gov](mailto:Charles.Ashworth@mass.gov) to provide feedback or ask questions.



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

Multi-line Line Telephone System (MLTS) is an FCC and Massachusetts requirement that must be adhered to. The 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 ALL 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](http://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](mailto:mlts911@mass.gov).

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

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).



### 9-1-1 Spotlight:

#### Retired North Andover Communications Officer Rich Boettcher

The State 911 Department is saddened by the news that our long-time friend and colleague, retired North Andover Communications Supervisor Richard Boettcher recently passed away. Rich was a 31-year, highly dedicated member of APCO International where he earned many awards, held significant positions, and was a valued member. Throughout his life, Rich was dedicated to Public Safety. He is remembered by many for his hard-work to bring E9-1-1 to the Town of North Andover and always supporting other Massachusetts PSAPs over the years. For that we spotlight his legacy and impressive career with 9-1-1. We send our most sincere sympathy to his wife Dolores, his children and grandchildren.

## Rest in Peace Sir.

*We've got the watch from here.*







## Commonwealth of Massachusetts *Executive Office of Public Safety and Security*

Governor Charlie Baker  
Lt. Governor Karyn Polito  
Secretary Terrence Reidy

### **Public Safety Alert**

#### **Stay Connected: Massachusetts Residents Encouraged to Plan Ahead For the Shutdown of 3G Cellular Networks**

*The federal government and cellular providers have announced that older phones and devices will lose call and data functions, including the ability to contact 911*

The Executive Office of Public Safety and Security (EOPSS) is supporting efforts by carriers and the federal government to raise awareness about plans by major cellular providers to phase out 3G coverage beginning in early 2022. EOPSS urges Massachusetts residents and businesses who rely on older technology to plan for the potential loss of cell and data functions, specifically 911 service availability. Mobile carriers are retiring 3G technology to add bandwidth for faster and more reliable network services, such as 5G. The decommissioning effort is underway, and 3G coverage is already being phased out as the final sunset dates approach.

If a mobile phone is more than several years old (e.g., older than an iPhone 6 or Samsung Galaxy S4), the phone may require an upgrade before mobile carriers eliminates 3G technology. For older phones and devices, the loss of 3G coverage will impact call and data service, including the ability to contact 911. These plans to phase out 3G coverage result from a decision made solely by the major cellular providers.

The FCC urges consumers with phones older than the iPhone 6 or Samsung Galaxy S4 to contact their local mobile carrier or visit their carrier's website to determine if a new device or software upgrade is necessary. The FCC has also provided information about resources to assist eligible consumers with phone upgrades and other internet connectivity costs.

Recently, the Federal Communications Commission (FCC) issued an [alert to consumers](#), detailing the various timelines provided by mobile carriers to complete the shutdown:

- [AT&T](#) will retire 3G service in February 2022.
- [T-Mobile Sprint](#) will finalize 3G shutdown on March 31, 2022.
- [Verizon](#) will sunset 3G by the end of 2022.

According to the FCC, the transition will also impact many other industries and technologies. A failure to upgrade technology in advance of the shutdown may affect home and commercial security systems, monitored fire alarms, personal emergency alert devices, and vehicle SOS systems, among other advanced technologies. Visit the [FCC website](#) for more information about the 3G phase out, suggested next steps for consumers, and resources to help stay connected.

Media Contact: Elaine Driscoll, [elaine.driscoll@mass.gov](mailto:elaine.driscoll@mass.gov)





## Consumer Guide

### Plan Ahead for Phase Out of 3G Cellular Networks and Service

If your mobile phone is more than a few years old, you may need to upgrade your device before your mobile provider shuts down its 3G network, to avoid losing service. For more information on your mobile providers' plans for 3G retirement and how you can prepare, contact your provider directly.

#### What is happening?

Mobile carriers are shutting down their 3G networks, which rely on older technology, to make room for more advanced network services, including 5G. As a result, many older cell phones will be unable to make or receive calls and texts, including calls to 911, or use data services. This will affect 3G mobile phones and certain older 4G mobile phones that do not support Voice over LTE (VoLTE or HD Voice).

Learn more about other connected devices, such as medical devices and home security systems that may be impacted below.

#### When is it happening?

As early as January 1, 2022, though plans and timing to phase out 3G services will vary by company and may change. Consult your mobile provider's website for the most up-to-date information.

- AT&T announced that it will finish shutting down its 3G network by February 2022.
- Verizon announced that will finish shutting down its 3G network by December 31, 2022.
- T-Mobile announced that it will finish shutting down Sprint's 3G network by January 1, 2022 and Sprint's LTE network by June 30, 2022. It also plans to shut down T-Mobile's 2G and 3G networks, but has not yet announced a date.

If your mobile carrier is not listed here, you may still be affected. Many carriers, such as Cricket, Boost, Straight Talk, and several Lifeline mobile service providers, utilize AT&T's, Verizon's, and T-Mobile's networks.

*Note: These are dates for completing the shutdowns. Carriers may begin retiring parts of their networks sooner.*

#### What do I need to do?

Contact your mobile provider or consult your provider's website for more information about their 3G retirement plan and whether your phone, or other connected device, may be affected. It is important to plan now so that you don't lose connectivity, including the ability to call 911.

Some carrier websites provide lists of devices that will no longer be supported after 3G networks are shut down. You may need to upgrade to a newer device to ensure that you can stay connected, and carriers may be offering discounted or free upgrades to help consumers who need to upgrade their phones.

Some devices may only require a software update to enable VoLTE (HD Voice) or other advanced services. If you purchased your phone independent of a mobile provider, you should be able to check whether your device is 4G LTE (with VoLTE or HD Voice) enabled by checking your phone's settings or user manual, or by searching your phone's model number on the internet, to determine whether you need to purchase a new device or install a software update.



## Does this just impact phones?

No, other devices, such as certain medical devices, tablets, smart watches, vehicle SOS services, home security systems, and other connected products may be using 3G network services. And don't forget about devices that use cellular connectivity as a back-up when a wired internet connection goes down. If the device is not labeled, contact the monitoring company or other service provider to confirm how the device connects and whether your device may be impacted.

## Why are 3G networks being phased out?

As mobile carriers seek to upgrade their networks to use the latest technologies, they periodically shut down older services, such as 3G, to free up spectrum and infrastructure to support new services, such as 5G. Similar transitions have happened before. For example, some mobile carriers shut down their 2G networks when they upgraded their networks to support 4G services. Mobile carriers have the flexibility to choose the types of technologies and services they deploy, including when they decommission older services in favor of newer services to meet consumer demands.

## Need Other Help Staying Connected?

As mentioned above, your mobile service provider may be offering special deals on new devices, including some deals that might include a free cell phone.

In addition, although they do not cover the cost of new devices, other FCC programs may be able to assist eligible consumers with the cost of phone or internet services:

- The FCC's Lifeline program may be able to assist eligible consumers in getting connected to phone and internet services. The program provides a discount on phone service for qualifying low-income consumers to ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family and emergency services. You can learn more about the Lifeline Program and find out if you may be eligible [here](#).
- In addition, The FCC's Emergency Broadband Benefit Program provides a temporary discount of up to \$50 per month towards broadband service for eligible households during the COVID-19 pandemic. You can learn more about the Emergency Broadband Benefit Program, what it covers, and find out if you may be eligible [here](#).

## **Additional Resources**

To learn more about 5G, visit our [FAQs page](#).

For more on the FCC's 5G strategy, visit the FCC's [America's 5G Future](#).

For more information on consumer issues, visit the FCC's Consumer Help Center at [www.fcc.gov/consumers](http://www.fcc.gov/consumers).

## **Alternate formats**

To request this article in an alternate format - braille, large print, Word or text document or audio - write or call us at the address or phone number at the bottom of the page, or send an email to [fcc504@fcc.gov](mailto:fcc504@fcc.gov).

Last reviewed: 08/20/2021