

Massachusetts State 911 Department December 2021 Newsletter

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Issue 11

Volume 9



Season's Greetings!

On behalf of Executive Director Frank Pozniak and the Staff at the State 911 Department, we send our best wishes for your holiday season to be filled with happiness, good health, wonderful memories, and the warmth of your closest family and friends.

ATTENTION

Effective December 22, 2021, a face mask is required for all students, 9-1-1 instructors and others that enter a State 911 Department facility. This applies to those that are **vaccinated and unvaccinated**.

Thank you.

The State 911 Department



Updates from our Programs Division



ATTENTION PSAPS:

Effective December 27, 2021 the 5-day APCO PST class will be held on the VIRTUAL Microsoft TEAMS platform until further notice. The 2-day NG9-1-1 equipment training classes will continue to be held in-person at our training facilities with reduced class sizes.

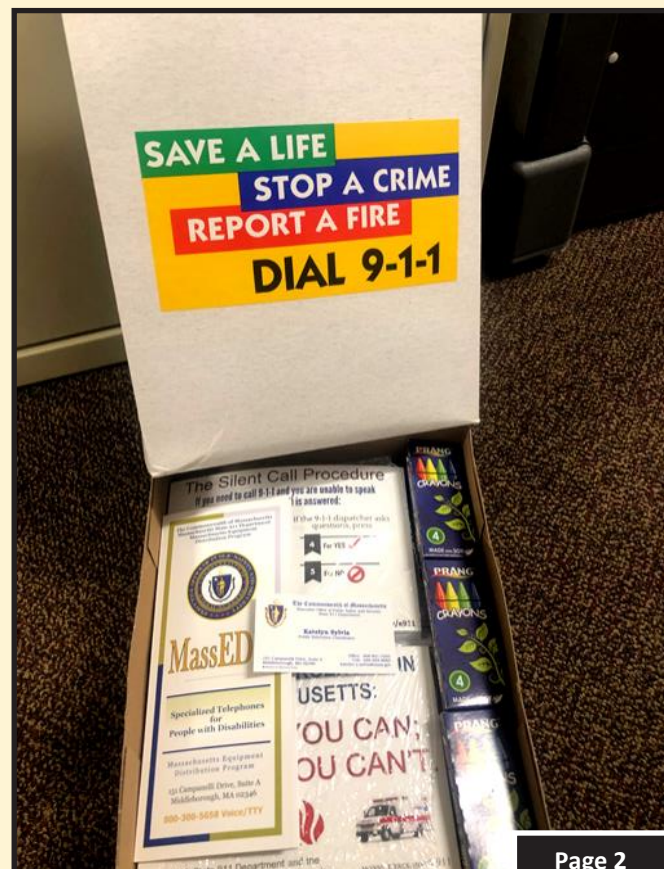
Public Education Material Kits

As a reminder, the State 911 Department has Public Education Material Kits we are eager to distribute to our Massachusetts PSAPs as well as other agencies who are looking for materials to assist in educating the public on 9-1-1.

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.

We kindly ask that the Silent Call Procedure cards, the Text-to-911 cards, and the Massachusetts Equipment Distribution program materials be placed on display in an area frequently visited by the public (i.e., Police Department lobbies).

If you have not yet received a kit, please watch for it in the mail after the first of the year. If you have received a kit and wish to replenish your supply, please email Katelyn.A.Sylvia@mass.gov.



Exciting News About the Disability Indicator Program!

The Disability Indicator (DI) Program has been around for many years offering a FREE, voluntary service allowing residents of the Commonwealth who have a landline phone service to self-identify by choosing a disability indicator code that best represents themselves. When the individual dials 9-1-1 the code then displays on the NG9-1-1 screen alerting the dispatcher that the caller may require a unique safety, rescue, or communication method.

The State 911 Department is excited to share that the Disability Program is no longer only available on landline devices. **Effective December 14, 2021 the Program is now compatible with LANDLINE, WIRELESS and VoIP devices** making it more accessible and inclusive to residents.

In addition to this change, the location of where the DI code will appear on the NG9-1-1 screen when a member of the Program dials 9-1-1 has changed. On the ALI screen, under the “Telephony Information” section, you will find a “DI” field. If the calling party is enrolled in the Disability Indicator Program the “DI” field will read “SEE MAP” (see picture to the right).

Softphone (1) | Directory | Call Logs | Connected | TTY

My Calls

User ID	Status	Duration	Type	Name	Callback	Pre
ac4u2	Connected	0:15	e911	DDTI WIRELESS TEST	919-551-0006 400 NORTH KING ST	

Group Calls

User ID	Status	Duration	Type	Name	Callback	Pre
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911 Alter-NetScout: SS7-5001 | 911 Operator-NetScout: SIP-5004 | Limited Secondary

Call | Dial

ALI Results

Call History (12)

Loc History (0)

ANI Information

ANI: 919-551-0006 | Alternate: | Callback: 919-551-0006

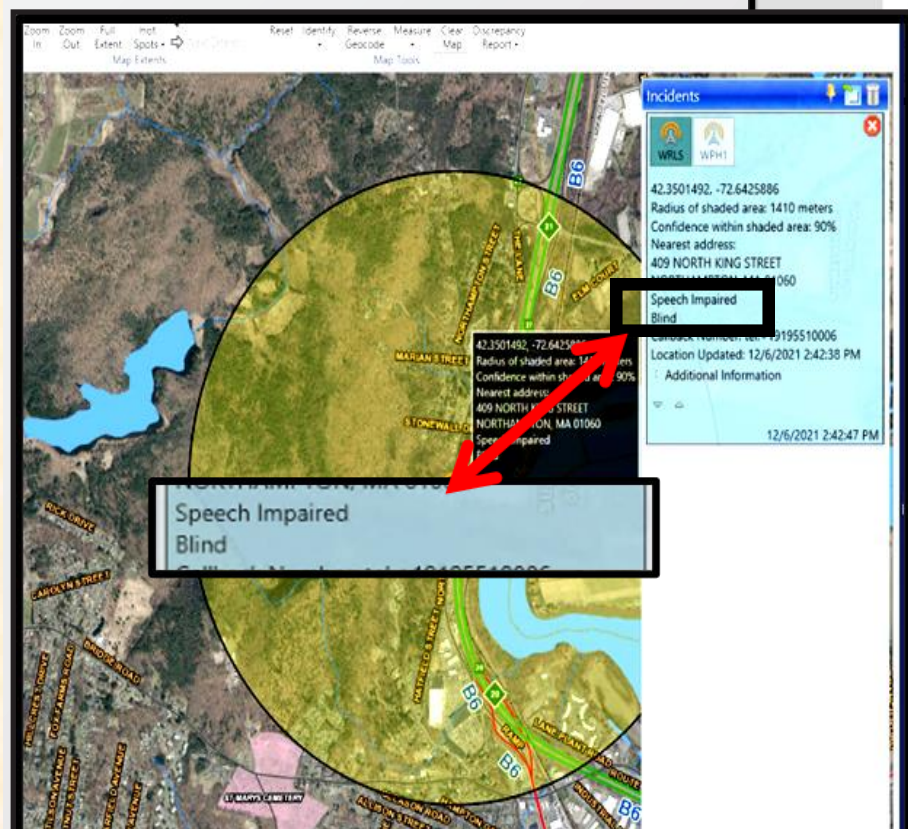
ALI Information

Name: DDTI WIRELESS TEST
Address: 400 NORTH KING ST
City: NORTHAMPTON
State: MA
X: 72.64259
Apt./Suite: | Zip: 42.35015

Telephony Information

Class: WRLS | Type: Inbound
Trunk ID: 91 | Telco ID: GDIT
ESN: | PSAP ID:
Confidence: 90 | Uncertainty: 1410
Agencies: |
Time: 14:42:47

DI: SEE MAP



On the map, the disability indicator code will be spelled out on the blue incident tile. You can see in the example pictured to the left; the calling party had self-identified as speech impaired and blind. Please note, the image of the incident tile shown to the left has been magnified for display purposes.

The DI form for residents to use to enroll in the Program can be found on our website www.mass.gov/e911 under “Information for Call Centers.” If you have any questions regarding the DI Program or the information shared above, please email 911DisabilityIndicator@mass.gov.

Updates from our Fiscal Division



Time to wrap it up. The FY 2022 Training, Support and Incentive and Emergency Medical Dispatch Grant application period closes on December 30, 2021. If you have not already done so, apply today.



Spotlight Event: The FY 2023 Regional Development Grant Workshop will be hosted virtually on Thursday, January 20, 2022 beginning at 10:30 am. Please contact 911Deptgrants@mass.gov to register. Event details will also be posted on our website (www.mass.gov/e911).



Announcement: The State 911 Department is pleased to introduce Karen Mullin and Janelle Menard. Karen and Janelle will be supporting the reconciliation of reimbursements under our grant programs. Karen Mullin has been with the State 911 Department for 14 years and has recently been promoted to the grant side of the finance “house” to assist with reconciliation. In addition to State 911 Department knowledge, Karen brings vast accounting experience to this new role. Janelle comes to us with a strong accounting background and experience with payroll.

If you have any questions, or require assistance—please contact Finance Director, Karen Robitaille at Karen.Robitaille@mass.gov.

Updates from our Systems Division

Ray Baum’s Act Dispatchable Location Compliance Dates for Non-Fixed Devices

The FCC has set February 16, 2022 as the deadline for compliance with the automated Dispatchable Location Requirements of Section 506 of the Ray Baum’s Act for **non-fixed devices** connected to Multi Line Telephone Systems. Non-fixed MLTS devices would include, but not be limited to softphone applications running on laptops and tablets, interconnected VoIP devices, and mobile handsets that are (1) capable of connecting to multiple Wi-Fi access points and (2) can move from one location to another.

The FCC created three categories of devices capable of making outbound 9-1-1 calls: fixed devices, non-fixed on premises devices, and non-fixed off premises devices.

The FCC’s compliance deadline for fixed devices was set for February 16, 2021, so it has already been in effect for nearly a year. All fixed devices are required to fully comply with the automated Dispatchable Location Requirement as defined by the FCC without exception.

On February 16, 2022, non-fixed devices will also be required to comply with the automated Dispatchable Location Requirement. However, if automated Dispatchable Location is not technically feasible, then the following is required:

1. **Non-fixed on premises devices** must provide either: (a) end-user manually updated dispatchable location, or (b) alternative location information sufficient to identify the caller's civic address and approximate in-building location, including floor level, in large buildings.

(continued from page 4)

2. **Non-fixed off premises devices** must provide either: (a) end-user manually updated dispatchable location, or (b) enhanced location information consisting of the best available location that can be obtained from any available technology or combination of technologies at reasonable cost.

The Commonwealth defines Dispatchable Location Information as: The location delivered to the PSAP with a 9-1-1 call that consists of the validated Location Database (LDB) street address of the calling party, plus additional location information such as: building name or number (if more than one building shares the same street address), floor number (if more than one floor), suite name or number, apartment name or number, and room name or number or similar location information necessary to adequately identify the location of the calling device. ERL Identifiers and Unit Identifiers are forms of dispatchable location information. For devices located in sleeping and/or living quarters, dispatchable location information shall include a room name or number.

Updates from MassEDP

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.



If you have questions or concerns, please call MassEDP Manager Grant Harrison at 508-821-7234 or email him at Grant.Harrison@mass.gov.



9-1-1 Spotlight: Emergency Medical Technician Telecommunicator Jen Archila—Boston EMS Dispatch Operations

On Thursday, November 11, 2021, Emergency Medical Technician Telecommunicator (EMTT) Jen Archila of Boston EMS Dispatch Operations received a 9-1-1 call from a woman who was at home and in active labor. EMTT Archila remained calm, took control of the call, and using Emergency Medical Dispatch protocols talked the caller through safely delivering her baby girl. EMTT Archila remained on the phone with the caller providing important pre-arrival and post-delivery instructions until EMS arrived on scene. Both Mom and baby were doing well when first responders arrived.

Job Well Done!