

# Massachusetts State 911 Department

## March 2022 Newsletter

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Issue 3

Volume 10



With Spring here and warm weather just around the corner, the State 911 Department looks forward to getting back in the field for live outreach events! We are seeking opportunities to visit communities across the Commonwealth to educate the public about 9-1-1 and our accessibility programs. The Mobile PSAP as always, *is subject to availability* based on operational needs, but the State 911 Department always welcomes opportunities to speak at your events and set up tables to share our outreach materials and educate those attending. If you have an upcoming outreach event and are interested in the State 911 Department attending, please email Public Education Coordinator, Katie Sylvia at [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).

# NEWS

The 53rd Public Safety  
Communications Academy will be held  
October 3, 2022 at the State 911  
Department facility located in  
Maynard!

### Massachusetts Peer Support Network (MSPSN) — *Taking Care of Those Who Take Care of Others* —

The MSPSN group provides peer assistance to **all emergency service personnel within the Commonwealth** before, during, or after a critical incident. A critical incident is described as any event that occurs that may overwhelm those involved resulting in significant distress.



When contacted, peer support makes every effort to lessen the impact of the incident using a variety of interventions provided by trained peer support personnel.

The MSPSN hotline dedicated to 9-1-1 personnel is *Commonwealth 9-1-1 Peer Support* and can be reached 24/7 by calling 840-600-PEER. For more information on the peer support network services, visit <https://mystatepeersupportnetwork.org/>.

**April 10-16, 2022**

*National Public Safety Telecommunicators Week*

How will you be celebrating your Public Safety Telecommunicators this year?  
We invite you to share with us what you are doing in your PSAPs throughout the week.

**Massachusetts State 911 Department Facebook Page**  
[@MAstate911](#) [#MADispatchersAreStars](#)

# IMPORTANT

### Interpreter Services through the NG9-1-1 System

Please be reminded that the State 911 Department's funded interpreter service that is part of the NG9-1-1 System is **only to be used to communicate with 9-1-1 CALLERS.**

PSAP staff are reminded that the interpreter service number **MUST NOT** be shared for conducting interviews, investigations or for booking prisoners. Local agencies or departments interested in contracting with an interpreter service for other business can contact Programs Director Monna Wallace at [monna.wallace@mass.gov](mailto:monna.wallace@mass.gov) for assistance.



## Exciting News About the Disability Indicator Program!

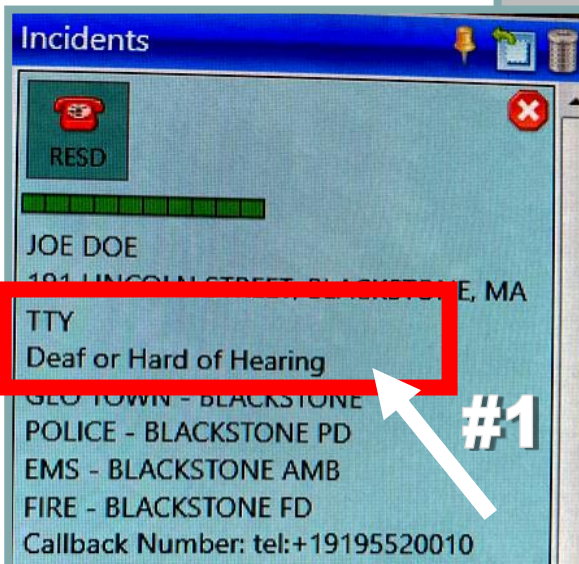
The State 911 Department is excited to share, once again, that **the Disability Indicator (DI) Program became compatible with LANDLINE, WIRELESS and VoIP devices** making it more accessible and inclusive to Massachusetts residents.

The Disability Indicator (DI) Program is a **FREE, voluntary service allowing residents of the Commonwealth** to self-identify by choosing a disability indicator code that best represents themselves. When the individual dials 9-1-1, the code is displayed on the NG9-1-1 screen alerting the telecommunicator that the caller may require a unique safety, rescue, or communication method.

For many years, the voluntary service was exclusive to landline phone service. However, as of December 2021, the Program expanded to include other phone service options.

In addition, telecommunicators should note that the location where the DI code appears on the NG9-1-1 screen has changed.

Call	Dial
ALI Results	ANI Information
Call History (30)	ANI: 919-552-0010 Alternate: Callback: 919-552-0010 View RapidSOS
Loc History (100)	ALI Information
Name: JOE DOE Address: 191 LINCOLN STREET City: BLACKSTONE State: MA Apt./Suite: County: X: Zip: Y:	
Telephony Information	
Class: RESD Type: Inbound Trunk ID: 91 Telco ID: VERIZO ESN: PSAP ID: Confidence: Uncertainty: Agencies: Update Time: 13:43:29	Loc. Info: SEE MAP
Retransmit ALI Discrepancy	



When a member of the Program dials 9-1-1, the telecommunicator will see:

- Under the Telephony section of the ALI screen in CallStation, **the message “SEE MAP” appear** (see picture shown above).
- The DI spelled out in two locations on the ResponseAssist mapping application.

1. The DI will appear within the **blue Incident Tile**. You can see in the example image #1 pictured to the left; the calling party had self-identified as using a TTY and Deaf or Hard of Hearing. *Please note, the image of the incident tile shown to the left has been magnified for display purposes.*

2. Alongside the mapped location, the DI will appear in the details of the black callout box. (see picture #2 to the left).

The DI form for residents to use to enroll in the Program can be found on our website [www.mass.gov/e911](http://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](mailto:911DisabilityIndicator@mass.gov).



**Workshops:** The State 911 Department will host the following workshops in the month of **April**. Please e-mail [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to register or join through “Events” posted on our website ([www.mass.gov/e911](http://www.mass.gov/e911)).

- **Application Workshop:** Thursday, April 14, 2022 at 10:30 A.M.

- **Reimbursement Workshop:** Thursday, April 21, 2022 at 10:30 A.M.

All workshops will be held **virtually** via Teams and will run approximately 1 ½ hours.

## scholarship opportunity



**PSAP Leadership Scholarship Program:** Certified telecommunicators at a primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs may be eligible to apply for funding under the PSAP Leadership Scholarship Program. Applications will be coordinate through the Massachusetts Communications Supervisors Association (MCSA). Interested telecommunicators should monitor MCSA’s website ([ma911.org](http://ma911.org)) for release of guidelines and application packet.

Don’t **leave** it to the last minute. Submit your **FY 2022 grant reimbursement requests** as the cost are incurred. Submitting frequently may result in fewer errors and reductions. Timely submissions will also assist your finance departments in closing out the fiscal year. The reimbursement forms can be found on our website ([www.mass.gov/e911](http://www.mass.gov/e911)) along with the **FY 2023 Grant applications**. **Apply Today!**



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

## Importance of keeping the address data (GIS) up to Date

The backbone of the NG9-1-1 system is GIS data. It is essential that it be maintained so that the information continues to be both comprehensive and accurate. MassGIS will now maintain the streets and address database, not Verizon. This means that **MassGIS needs to hear about all address changes as they occur** as well as being notified of problems within the existing map. This information goes beyond what was formerly provided to Verizon for the MSAG in that every new address, address change, redevelopment, tear down etc. affects address points, hence the location used for routing and location validation. <https://www.mass.gov/service-details/massgis-and-nextgen-911>.

MassGIS is expecting that municipalities 9-1-1 GIS/Addressing Authority will notify them of these changes using two reporting mechanisms that are new with NG9-1-1, the Map Discrepancy reporting tool used within Response Assist and the on-line Address Update form.

Telecommunicators should use the Map Discrepancy tool within the ResponseAssist map software to report any of the following:

- |                    |                     |                            |                           |                            |
|--------------------|---------------------|----------------------------|---------------------------|----------------------------|
| •Mapping<br>Errors | •Missing<br>streets | •Missing address<br>points | •Wrong address<br>numbers | •Incorrect street<br>names |
|--------------------|---------------------|----------------------------|---------------------------|----------------------------|

9-1-1 GIS/Addressing Authority, person or others involved in the creation or dissemination of new or changed addresses, can use MassGIS's on-line Address Update Form. This form is similar to Verizon MSAG update form and should be used by 9-1-1 GIS/Addressing Authority.

The online form is located at [https://massgov.formstack.com/forms/ng911\\_address\\_report](https://massgov.formstack.com/forms/ng911_address_report) or available by emailing [notify911address@mass.gov](mailto:notify911address@mass.gov).

## Attention: School System MLTS Compliance

**DID YOU KNOW?** There have been more school-related shooting incidents in 2021 — Thirty-Four (34) — than in any year since at least 1999, the year of the Columbine tragedy, despite most students not attending school for the first two months of 2021. Two hundred and ninety-two thousand (292,000) children at three hundred and ten (310) schools have been impacted by school-related shooting incidents since 1999. Now, more than ever, it is important to ensure that schools have protocols in place to protect students safety, and MLTS Compliance is critical to making certain that children can count on first responders promptly in an active-shooter incident. If a 9-1-1 call initiated from a school displays the address of the town hall instead of the school, or shows the administration building instead of the building, floor and classroom where an active shooter is targeting children, the delay in emergency response time could have tragic consequences. The State 911 Department has found that a concerning and increasing number of school MLTS systems in Massachusetts are not in compliance with MLTS regulations.

**WHAT CAN YOU DO?** Reach out to the school systems that your PSAP serves. Forward our Newsletter to town administrators, school superintendents, mayors, and selectpersons. Talk to them about the importance of school system MLTS compliance and encourage them to contact our office to attend one of our virtual workshops. Do test calls at your schools, to ensure that you are getting the information required to respond as quickly as possible.

If you have questions and/or want to know more about MLTS and the regulations, we hold two-hour online workshops twice per month. The next two workshops are scheduled for 1PM on April 13<sup>th</sup> and April 28<sup>th</sup>. These online MLTS workshops are free of charge, and everyone is invited to attend. If you would like to attend, here is a link to the application: <https://www.mass.gov/doc/mlts-multi-line-telephone-system-training-application/download>.



# Updates from MassEDP

On Wednesday, March 23, 2022, Massachusetts Equipment Distribution Program (MassEDP) Field Service Advisors (FSAs) Chris Murphy and Chris Plant presented a virtual in-service training for over 130 staff members from the Elder Services of Worcester Area (ESWA). Both spent the morning educating the staff members on MassEDP's program requirements, the application process, and the equipment offered. In addition, the staff members were educated about the Disability Indicator (DI) Program offered in Massachusetts.

If you, or your agency are interested in a MassEDP representative joining you for either an in-person, or a virtual upcoming outreach event, please email Katelyn Sylvia at [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).

**MassEDP is excited to share that effective May 2, 2022 normal Program operations will resume.** This includes: FSAs visiting clients homes to assist with equipment drop off/pick up, equipment installation, and equipment troubleshooting. If you are interested in learning more about the Program's application process, equipment that is available, or are interested in receiving public education MassEDP materials via mail, please email Program Manager Grant Harrison at [Grant.Harrison@mass.gov](mailto:Grant.Harrison@mass.gov).

The image shows a printed application form titled "Application Part 1 - Applicant's Personal Information". It includes fields for name, address, city, state, zip code, telephone number, and email. There are also checkboxes for various disabilities and a section for the applicant's signature. A small brochure titled "MassEDP Specialized Telephones for People with Disabilities" is placed next to the form.

## MassEDP Phone Spotlight ~ Serene HD40P

### Features:

- 9 large and easy to set up photo memory buttons for quick one touch dialing
- 90+dB super loud ringer with adjustable ringing volume and tone controls
- Amplifies incoming sound up to 20 times (over 26+dB), the most powerful in its class
- Hearing aid compatible
- Two (front and side) visual ring flashers





**9-1-1 Spotlight:**  
**Telecommunicator Monica Maciel**  
**Ayer-Shirley Regional Communications Center**

On Saturday, January 29, 2022, at 11:00PM, telecommunicator Monica Maciel received a 9-1-1 call reporting an unresponsive party who was not breathing. Working as a team, her partner Matthew Cauley dispatched Emergency Medical Services while she remained on the line with the caller providing pre-arrival CPR instructions. After almost 4-minutes of providing instructions and encouraging the caller through the steps of CPR, the victim regained consciousness just prior to the arrival of the first responders.

***Job Well Done!***



# #MA911GIVESBACK

In honor of National Public Safety Telecommunicator Week, the Massachusetts Communications Supervisor Association (MCSA) is challenging every PSAP in the State to adopt a Community Service Project in your area during the month of April.



MCSA invites you to choose a charity of your choice, take photos of your Department's community project and email them to [president@ma911.org](mailto:president@ma911.org) no later than April 25, 2022. This enters you into a raffle to win a PSAP pizza party! In addition, all submissions will be shared on social media using the hashtag #MA911GIVES BACK.