

Massachusetts State 911 Department Monthly Newsletter

Issue 4

Volume 9

April 2021



On Friday, April 16, 2021, the Southeastern Massachusetts Regional 911 District was proud to officially cut the ribbon at the Southeastern Massachusetts Regional Emergency Communications Center (SEMRECC). SEMRECC was a collaborative effort between the State 911 Department, the Southeastern Massachusetts Regional 911 District and the towns of Foxborough, Mansfield, Easton, and Norton. SEMRECC is the emergency communications center serving as the police, fire, and EMS dispatch operations for Foxborough, Mansfield, Easton, and Norton. Further, SEMRECC serves as the fire mutual aid control point for Bristol County. Congratulations SEMRECC!

▶ SEMRECC.....	1
▶ PROGRAMS UPDATE.....	2
▶ STATE 911 PSAPs UPDATE...	4
▶ SYSTEMS UPDATE.....	6
▶ FISCAL UPDATE.....	7
▶ MASS EDP UPDATE.....	8
▶ 9-1-1 SPOTLIGHT.....	9

***Celebrating 9-1-1!
National Public Safety
Telecommunicator Week!
April 11-17, 2021***

LATEST

NEWS

Updates from our Programs Division

COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance

It's Compliance Time Again!

The FY 2021 Annual Certification of Compliance form is now available on our website at www.mass.gov/e911.

The form must be submitted on or before July 31, 2021. As soon as your PSAP has completed all of the compliance

requirements, submit your form to expedite processing.

For questions about the FY 2021 Annual Certification of Compliance process, email Monna Wallace at Monna.Wallace@mass.gov.

REMINDER

Continuing Education for FY 2021

There is just about two months left to get your continuing education hours for FY 2021 completed!

Annually, each telecommunicator must complete 16 hours of continuing education. All training should be completed by **June 30, 2021**.

If you have newly hired staff that participated in the training where APCO, EMD, and CPR were waived due to COVID-19 just a reminder those trainings must also be completed by June 30, 2021.



ALI Screen Changes: "DI" Field renamed to: → "Loc Info"

Please be advised that as part of the recent maintenance event, Motorola Call Works made long awaited corrections to the ALI portion of the screen. Previously, the "DI" field erroneously displayed location information. To correct that, the field "DI" was renamed to "Loc Info" thus matching the label and data. When available, the "DI" information will now be displayed in "Add'l Info" field.

Updates from our Programs Division—continued

Are you the Municipal Coordinator for your city/town? If not, do you know who is?

According to 560 CMR 2.00 Appendix A, “Every municipality participating in the Enhanced 9-1-1 system shall designate a person to serve as the local contact person ... for all issues regarding 9-1-1 service.” The person designated for this role is known as the Municipal Coordinator.

The State 911 Department’s Public Education Coordinator, Katelyn Sylvia, is in the process of connecting with each city/town in the Commonwealth to be sure the municipal coordinator, the Police Chief, and the Fire Chief information that we have on file is accurate and up to date.

If you are your city/town’s municipal coordinator, please watch for an email from Katelyn that will include a form that needs to be filled out and emailed back. The form can also be found on our website, www.mass.gov/e911 under “Information for Call Centers” — “Municipal Coordinator Contact Information Form.”

If there are any questions or concerns, Katelyn Sylvia can be reached at Katelyn.A.Sylvia@mass.gov.

April is Stress Awareness Month!

9-1-1 call taking and dispatching are high stress level careers, meaning personnel is often put in high stress situations. In honor of April being stress awareness month, the State 911 Department would like to share some tips on ways to reduce stress.

- Keep a positive attitude.
- Stay hydrated while on shift.
- Practice deep breathing.
- Go for a walk to stretch your legs on break.
- Pack a healthy lunch and snacks.
- Take a minute to regroup when feeling overwhelmed.



Report Suspicious Activity.

If you

SEE

something,



then

SAY

something.

Updates from our State 911 Department PSAPs

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

On Thursday, April 15, 2021 as part of National Public Safety Telecommunicator Week, the North Shore Regional 911 Center hosted its first annual Awards Ceremony and Appreciation Dinner – luau style! Awards were presented for excellent performance for the year of 2020.

Director Alyson Dell Isola, Deputy Director Christopher Ryan, Operations Manager LeeAnn Delp and Training and QA Coordinator Katrina Shamshak presented recognitions and awards in several categories.

Recognitions

- **Longevity, honoring 5 plus years of service to the center:**

- **6 years:** Cynthia Matos

- **7 years:** Keith Deguo, Alex McKeon, Jenna DiGianvittorio, Thomas Ladd, Todd Owen, Deb Piraino, and Greg Caldarelli

- **Communications Training Officers (CTOs):** Danielle Brown, Deb Piraino, Stephen Sutherland, Howard Muirhead, Abigail Pare, Katelynn Chuilli, Sean Cullen and Aneta Barcikowski.

- **Perfect Attendance:** Telecommunicator (TC) Sean Cullen and TC Andrew Courcy—no absences or tardiness for all of 2020!

- **“Life Saver”:** TC Evan Beardsell, TC Howard Muirhead and TC Tom Frontiero, for their efforts handling calls that resulted in the saving of a life.

- **“Need-in-the-Haystack,”**: TC Jill Diver for her excellent handling of a “high-risk/low-frequency” type of call, one that is not received everyday but that presents a situation of high risk and great importance.

- **“Ever Ready and Always Willing,”**: TC Danielle Brown in recognition of her dependability and willingness to step up, lead by example and volunteer above and beyond the normal parameters of her position.

- **“Team Player,”** which was bestowed to TC Katelynn Chuilli, know as a “go to” by peers and co-workers for her consistent support, admirable work ethic, and always increasing knowledge base.



(continued on page 5)

Updates from our State 911 Department PSAPs — continued

(continued from page 4)

Awards:

- **Best Team Performance** – presented to Sean Cullen, Robert Drinkwater, Drew Firestone, Scott Kinney and Stephen Sutherland, for their handling of a call involving a stabbing/ homicide in Amesbury.
- **Rookie of the Year** – presented to TC Evan Beardsell for outstanding work during his first year of employment.
- **Wireless TC of the Year** – presented to TC Stephen Sutherland for outstanding wireless call taking performance during 2020.
- **Regional TC of the Year** – presented to TC Sean Cullen for outstanding call taker and dispatch performance during 2020.
- **Supervisor of the Year** – presented to Supervisor Keith Deguo for outstanding performance during 2020.

Rookie, Wireless TC and Regional TC of the Year were selected through a point system based on guardian tracking recognitions, QA scores, CTO feedback, attendance records, amount of calls taken, ring to pick up times, and employee of the month recognitions.

After the awards ceremony, TCs enjoyed a catered, full -course “luau” themed meal, complete with dessert snow cones! Everyone dressed the part and enjoyed the camaraderie!



Updates from our State 911 Department PSAPs — continued

Massachusetts State 911 PSAP Operations Division (POD-1)

Earlier this month, Director Rich Fiske and Deputy Director Kristina Morin of POD-1 kicked off celebrating National Public Safety Telecommunicators Week by surprising each of their shifts with a crate of treats to show their appreciation of their hard work and dedication.

In addition, during one of the days that week POD-1 staff was invited to take part in "sports day" and wear their favorite team's attire to work.



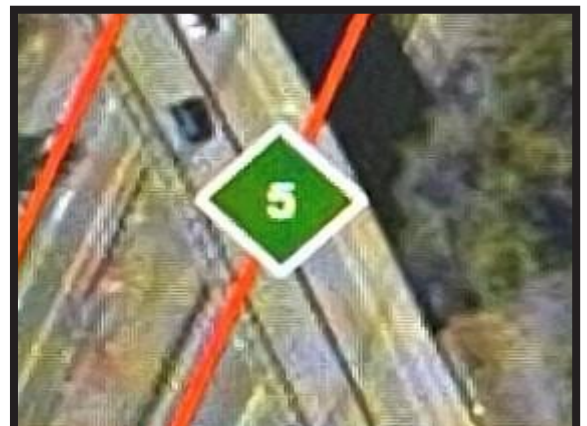
Pictured below is part of the POD-1 day watch from L to R: PSD-I Manny Singh, PSD-II Emily Wheatley, PSD-I Leah Pappalardo, QA Supervisor Nichole Annunziata.



Updates from our Systems Division

Highway Signs

On the map, highway signs are shown as green diamonds with white borders. On a quarterly basis they are updated to show the new exit numbers. The best resource for more information is from Mass DOT's website. <https://www.newmassexits.com/>.



Updates from our Fiscal Division



As we head into the close of another fiscal year, PSAPs are reminded to:

- Check in with vendors to ensure delivery of goods and services by June 30, 2021;
- Review all grant employee listings to ensure all employees for whom reimbursement is expected are included on the approved listing for both the Training and Support and Incentive Grant; and
- Submit a request to 911DeptGrants@mass.gov to add a certified telecommunicator, request a training class, and/or to update authorized signatory.



When preparing reimbursements for submission, PSAPs are reminded:

- Each reimbursement stands on its own. All supporting documentation must be submitted with each request;
- Reimbursements must be signed by an authorized signatory. Original signatures are required; and
- Current fiscal year reimbursement forms are available at mass.gov/e911.



The State 911 Department will host virtual 2 – hour workshops to assist PSAPs with the grant application and reimbursement process. Please e-mail 911DeptGrants@mass.gov to register for a session(s) noted below.

<u>Topic</u>	<u>Date & Time</u>
Reimbursements	Thursday, May 13, 2021—2:00PM
Applications	Wednesday, May 19, 2021—10:00AM
Reimbursements	Thursday, May 20, 2021 —2:00PM
Applications	Wednesday, May 26, 2021 —2:00PM

In addition, virtual one-on-one sessions can be scheduled upon request. Please e-mail Karen.Robitaille@mass.gov to request an individual session.

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

Massachusetts Equipment Distribution Program (MassEDP) now offering the iPhone XR as program's first wireless device choice for clients!

MassEDP is pleased to announce that we now offer 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.



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

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

If you have questions or for a MassEDP application, please call MassEDP Manager Grant Harrison at 508-821-7234 or email him at grant.harrison@mass.gov.

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





9-1-1 Spotlight:

National Public Safety Telecommunicators Week—April 2021 -Honoring our Massachusetts 9-1-1 Telecommunicators-

While we don't often see all of you or have the opportunity to thank you in person, please know that all of us here at the State 911 Department have the utmost respect for each and every one of you. We know the struggles you have all been presented with during this past year with COVID-19 and the emotional, physical stress and sacrifices that it has created for you and your families. Yet, calls were answered, help was dispatched, and the public was served, even under these most difficult times.

We are forever grateful for your outstanding service as front-line first responders. Your commitment and dedication to the safety of our citizens and to those that visit our Commonwealth each day, is and will always be valued at the highest level.

Sincerely,
Executive Director, Frank Pozniak,

