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Massachusetts State 911 Department Newsletter



Between the thin green, blue and red lines of public safety lies the thinnest gold line. Those who are rarely seen, and most often heard. The calm voice to be the confidant or comfort for the person on the other end of each communication.



During one week in April each year, the public safety community recognizes the dedication and hard work of the 9-1-1 telecommunicators and dispatch personnel. These individuals are the crucial first point of contact when there is an emergency and play a critical role in ensuring the public safety of our citizens. They save lives every day, and we are immensely grateful for their service.

In recognition of National Public Safety Telecommunicator Week, and as an acknowledgment for the outstanding service of all telecommunicators in Massachusetts, everyone at the State 911 Department offers our heartfelt thanks and appreciation for the outstanding service and professionalism of each and every 9-1-1 telecommunicator throughout the Commonwealth of Massachusetts.

We dedicate this month's newsletter to all of you!

MAY 2018

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MARK YOUR CALENDARS

The next State 911 Commission Meeting
will be held on
Thursday, May 10, 2018 at 1:00 p.m.,
at the State 911 Department in Middleborough.



The growing success of the Wireless Direct Program has reached a new milestone this month, with 35 PSAPs participating, covering 62 communities. In April 2018, two of the Commonwealth's largest cities were added to the list of Wireless Direct PSAPs — Cambridge and Worcester. We applaud the PSAPs moving forward with this initiative for improving 9-1-1 for the citizens they serve.

Here is a complete listing of Wireless Direct PSAPs, with the newest additions in **bold**: Acton Police, **Arlington Police**, Barnstable Police, Beverly Police, Boston Police, Bourne Police, Bridgewater Police, Brookline Police, Burlington Police, **Cambridge Communications**, Dartmouth Police, Everett Communications, Granby Police, Greenfield Police, **Haverhill Police**, **Malden Police**, Manchester By the Sea Police, Marblehead Police, Metro North RECC, Middleboro Police, Nantucket Police, **Nashoba Valley RECC**, New Bedford Police, Norfolk County RECC, Regional Old Colony Communications Center, Rutland RECC, South Shore Emergency RECC, South Worcester County Communications Center, Spencer Police, **Wachusett RECC**, Watertown Police, Westborough Communications, West Bridgewater, **Worcester RECC**, and Yarmouth Police.

If you would like more information on the program, please contact
Octavio Sousa at 508-821-7206 or email at octavio.sousa@state.ma.us.

Help Us Improve

Satisfaction Survey

The GDIT Help Desk is required to conduct a quarterly user satisfaction survey. This is your opportunity to provide GDIT and the State 911 Department management direct feedback regarding service quality when reporting troubles with Next Generation 9-1-1 equipment or services. Please take a few minutes to complete the survey through the link that was recently emailed to PSAP Administrators.



MAC Requests

Any request for MACS (Moves, Adds or Changes) that need to be completed **by the end of this fiscal year** must be sent to Jeff Jeffers before **Tuesday May 15, 2018**. Please include a note stating that the MAC is using FY2018 funds. MACS received after that date will be processed for work after July 1, 2018.

If you have any questions, please contact
Jeff Jeffers at 508-821-7213 or jeff.jeffers@Massmail.state.ma.us.

Map Discrepancies versus ALI Discrepancies

In the October 2017 newsletter, Peter Grace of MassGIS shared some important information regarding the **Map Discrepancy reporting tool within Response Assist**, the mapping interface within the Next Generation 9-1-1 system. This reporting tool provides a great opportunity for telecommunicators to help MassGIS by reporting mapping errors such as:

- Missing streets or addresses;
- When the Incident Tile is red (no location), or multiple matches are received;
- Mapped location is a road center line and icon is on the road;
- First-hand knowledge of incorrectly labeled street or landmark;
- When an update to the data on the map is needed.

While both ALI and Map Discrepancies can result in a bad location being plotted within the map, MassGIS is finding that many times **a map discrepancy is being used in place of an ALI Discrepancy from CallStation.**

ALI Discrepancies are always the result of a 9-1-1 call; are used to report missing or incorrect ALI information displayed; and apply to landline calls, including VOIP, but not wireless or telematics. Pages 4 and 5 of this newsletter provide job aids for your agencies. Please share them with your team.



Map Discrepancies

Response Assist Map Discrepancy reporting tool is for reporting such errors as missing streets or addresses; when the Incident Tile is red (no location), or multiple matches are received; mapped location is a road center line and icon is on the road; first-hand knowledge of incorrectly labeled street or landmark; or when an update to the data on the map is needed.

Example 1: Map Discrepancy—Wrong Street Placement



PSAP id:

User name/id:

Notes:

Spouting Horn Road is not in the correct location. The current location is a drive way of 25 Pleasant Street. The location of Spouting Horn Road should be more north, slightly passed Cary Street. The beginning of the Spouting Horn Road is covered by trees, but you can see the end of the street where it is a cul-de-sac. The approximate Lat/long is 42.42583 by -70.91168 where the street should start off of Pleasant Street.

The telecommunicator notices that the location of an entire street is incorrect. The telecommunicator provides a very detailed description for the correct location of the street in the notes submitted with the Response Assist Map Discrepancy.

This is a good example of a Map Discrepancy because the street is visually wrong within the map, and this is clearly an error within the mapping.

A 9-1-1 call from a location along Spouting Horn Road may plot correctly, but the overall map view would be incorrect. Other examples of Map Discrepancies are missing new development or streets, or address numbers in the wrong location.

Example 2: Location Mapped to Road Center Line



PSAP id:

User name/id:

Notes:

The location plotted along the correct roadway, Martin Street. But it plotted in the middle of the street, as opposed to over the the building at #43.

The telecommunicator reported that this residential call plotted to the correct roadway, but instead of showing over the address point at #43, it appeared in the middle of the road.

This is a good example of a Map Discrepancy. The icon representing the mapped location should appear over the address point location. This discrepancy is most common with landline locations.

Wireless locations are plotted based on the coordinates received. A similar mapped location for a wireless call may very well indicate that the caller is actually in the middle of the road.

ALI Discrepancies

CallStation ALI Discrepancy reporting tool is used for reporting such errors or incorrect data within the **ALI information presented when a 9-1-1 call is received for landline technologies, including VoIP (but not for wireless or telematics).** This can include missing or incorrect information displayed such as name, address data, apartment/floor/suite, community, or inaccurate disability indicator.

After the report is submitted by the Telecommunicator, PSAP Administrators are required to forward the ALI Discrepancy report from DecisionStation to the location database support at ldbsupport@ddti.net.

Example 1: ALI Discrepancy



The caller reported an incident location different than the location provided on the ALI, and this is not a wireless call.

The reason this is an ALI Discrepancy is because the address assigned by the carrier was in error and the map information was correct. The indicator MassGIS used to determine this was that the address within the incident dialogue box mapped correctly.

In this case, there is a 141 Park Street in the map and it is plotted correctly. Therefore, the carrier-assigned address received with the 9-1-1 call is potentially mistaken.

PSAP id:

User name/id:

Notes:

Reporting party stated she was calling from 50 Walton Street the Hillside Adult Day Health Center

Map Discrepancies: The Next Generation 9-1-1 system depends on high quality address locations as points. The location information determines where the call is answered, whether it is a longitude/latitude, an approximate location, or a physical address. Existing address points in Massachusetts have been identified and translated to the Next Generation 9-1-1 mapping system.

For questions or to let us know that you have reported issues and have not heard back, please contact our staff at mapdiscrepancies@MassMail.State.MA.US.

Please know that if you submit a map discrepancy and it is really an ALI Discrepancy, MassGIS will send the request to the appropriate team so it can be fixed.

New or Changed Street Addresses: Municipal Coordinators should be using the new digital form provided by MassGIS for new or changed addresses. It can be found on the website at www.mass.gov/massit/address-editing.

For more information about addressing, please refer to www.mass.gov/service-details/massgis-address-standard.

Updates from our Fiscal Division



It is suggested that PSAPs conduct a review of their FY18 grant awards to ensure:

- all personnel for whom reimbursement will be requested are included on the grant(s);
- all goods and services for which the PSAP intends on submitting reimbursement(s) are included on the grant(s), including quantities; and
- that the approved budget(s) is properly aligned with anticipated spending.

Changes to grant awards **cannot** be made after June 30, 2018.



Authorized Signatory: PSAPs that have had changes in personnel that impact the authorized signatory(ies) noted on the grant award(s) **will require new signatory pages.** Please notify the Fiscal Division of the State 911 Department via e-mail at 911DeptGrants@state.ma.us.



REMINDER: FY 2019 REGIONAL and REGIONAL SECONDARY PSAP and RECC DEVELOPMENT GRANT Guidelines and application have been released. All applications are due on or before **5:00 PM** on **Tuesday, May 15, 2018.**

To schedule an appointment or if you have questions, please contact Karen Robitaille at 508-821-7221 or karen.robitaille@state.ma.us.



... For the FY 2019 Support and Incentive Grant, Training Grant and EMD/Regulatory Compliance Grant and the Wireless State Police PSAP Grant.

All Grant Guidelines and applications are targeted for release mid-May and will be posted on the website at www.mass.gov/information-for-call-centers.

Updates from our Training Division

COMPLIANCE



Training



EMD/CPR



Employment



Quality
Assurance

Annual Certification of Compliance

The FY2018 Annual Certification of Compliance Forms are now available on the State 911 Department's website at www.mass.gov/information-for-call-centers, under Information for Emergency Medical Dispatch.

Please note important changes for FY2018:

- All compliance forms must be typed. The form on the website has fillable fields to allow ease in completing.
- The name and contact information for the EMD Medical Director must be provided.

The due date for submission is **July 31, 2018**. Early submissions are encouraged and welcome!

If you have questions, please contact
Venus Wheeler at 508-821-7201 or venus.wheeler@state.ma.us.

Continuing Education (ConEd)

16 hours of Continuing Education for FY2018 must be completed prior to June 30, 2018 in order to complete the Annual Certification of Compliance Form and maintain certification.

Check our website for a complete list of approved training courses at www.mass.gov/doc/approved-training-course-list.

Please remember you can also develop your own in-housing training to meet the ConEd requirements. A lesson plan must be submitted for review and approval by Monna Wallace, Director of Programs prior to hosting the class. Attendance must also be maintained.

The Public Safety Communications lesson plan template can be found on the website at www.mass.gov/how-to/register-for-training-courses.

Once completed, please email to 911deptgrants@state.ma.us for review and approval.

If you have questions, please contact **Monna Wallace**
at **508-821-7220 or monna.wallace@state.ma.us.**

REMINDER



Updates from Mass EDP

On April 11, 2018, Venus Wheeler and Grant Harrison represented the State 911 Department at the Massachusetts Chief of Police Association (MCOPA) Annual New England Public Safety Tradeshow. The 2018 Tradeshow was held at the Best Western Royal Plaza Hotel & Trade Center located in Marlborough, Massachusetts.

Venus and Grant had the pleasure of speaking with many of the event attendees about the services and equipment offered by the MassEDP as well as 9-1-1 telecommunicator training requirements and the Annual Certification of Compliance requirements for PSAPs. The event was well attended, with over 170 exhibits ranging from police weapons and vehicles to training vendors and State Government Agencies.



For more information on the Massachusetts Equipment Distribution Program, please contact EDP Manager, **Grant Harrison** at grant.harrison@state.ma.us. To speak with a customer service representative, please call **1-800-300-5658 Voice/TTY**.



Flashback: This Year in 9-1-1 1990



On December 11, 1990, legislation to provide statewide Enhanced 9-1-1 service to Massachusetts was signed into law, and with it, the **Statewide Emergency Telecommunications Board (SETB)** was born. The SETB was charged with developing standards and an implementation and maintenance plan for an E9-1-1 system for 351 cities and towns in the Commonwealth. Up until this point, each city, town or county had a different phone number to dial in the case of emergency. And it was very likely that a different phone number would need to be dialed for each service—Police, Fire and Ambulance—within that city, town or county. With the implementation of E9-1-1 came the inception of PSAPs within the Commonwealth.

If you have a 9-1-1 related memory you would like to share, which may be featured in an upcoming newsletter throughout our celebration of 50 years of 9-1-1, please send it to **Monna Wallace** at monna.wallace@state.ma.us.

