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Issue 8

Volume 6

August 2018

# **Massachusetts** **State 911 Department** *Newsletter*



## **NATIONAL NIGHT OUT**



*Pictured left to right: Grant Harrison, Kevin Lewis, and John Brunelli.*



On August 7, 2018, the State 911 Department had the privilege of attending National Night Out in Revere, Massachusetts. Mass EDP Program Manager, Grant Harrison, and Training Specialists, Kevin Lewis and John Brunelli, provided attendees with tours of the mobile PSAP and had the opportunity to

*(Continued on page 2)*

*Photo credit: Kevin Lewis*

Speak with individuals about the 9-1-1 system in Massachusetts, and the equipment and services available from the Mass EDP program.

National Night Out is an annual community-building event, held on the first Tuesday in August, to promote public safety and community partnership. The national campaign strives to make neighborhoods safer and more caring by enhancing the relationships between the community members and public safety under positive circumstances. To learn more about how your agency can participate in National Night Out, please visit the website for National Association of Town Watch at [natw.org](http://natw.org).

## State 911 Department Outreach Program



Do you have an upcoming outreach event in your community? The State 911 Department and Mass EDP would welcome the opportunity to participate!

Our outreach programs can include demonstrations and tours of the Next Generation 9-1-1 equipment of the Mobile PSAP, discussions on the 9-1-1 communication system in the Commonwealth, as well as presentations on the various specialized phones and equipment of the Mass EDP program.



*Pictured: Chris Murphy*

For Mass EDP events, please contact Grant Harrison at 508-821-7234 or email at [grant.harrison@mass.gov](mailto:grant.harrison@mass.gov).

To obtain a complete list of specialized telephones available in the Mass EDP program or for information on program eligibility, please call an EDP Representative at 1-800-300-5658.

For public safety events or a showing of the Mobile PSAP, please contact Programs Director, Monna Wallace at 508-821-7220 or email at [monna.wallace@mass.gov](mailto:monna.wallace@mass.gov).



*Pictured: Kevin Lewis*





## RapidSOS Integration

As first announced in the July 2018 newsletter, the Massachusetts Next Generation 9-1-1 system is being connected to the RapidSOS Location Information Server (LIS) to provide supplemental location information starting in September 2018.

RapidSOS is a solution that uses a combination of technologies to provide latitude and longitude data and to deliver precise location of the wireless handset. The technologies used to determine this location could include:

- GPS, built into many modern cellular phones.
- Cell carrier location data.
- Other technologies, such as WiFi and Bluetooth radios.

### ***What does this mean to the telecommunicator?***

RapidSOS will become part of the CallStation and ResponseAssist applications. When receiving a wireless call, ResponseAssist will automatically check the RapidSOS NG911 Clearinghouse and display additional coordinate data when available. The data supplements, and often more accurately, defines the Phase 2 wireless information from the carrier. The telecommunicator will no longer be limited to the street address for wireless calls.

### ***What will the telecommunicator see?***

Additional location tools will be incorporated into the CallStation and ResponseAssist screens. On the next page, you will see the various ways that the RapidSOS will be displayed to the telecommunicator including:

- Toggle button within the ALI Results of CallStation.
- Location toggle button within the Incident Tile of ResponseAssist.
- New map display icon.

*(Continued on page 4)*

## Next Generation 9-1-1 continued

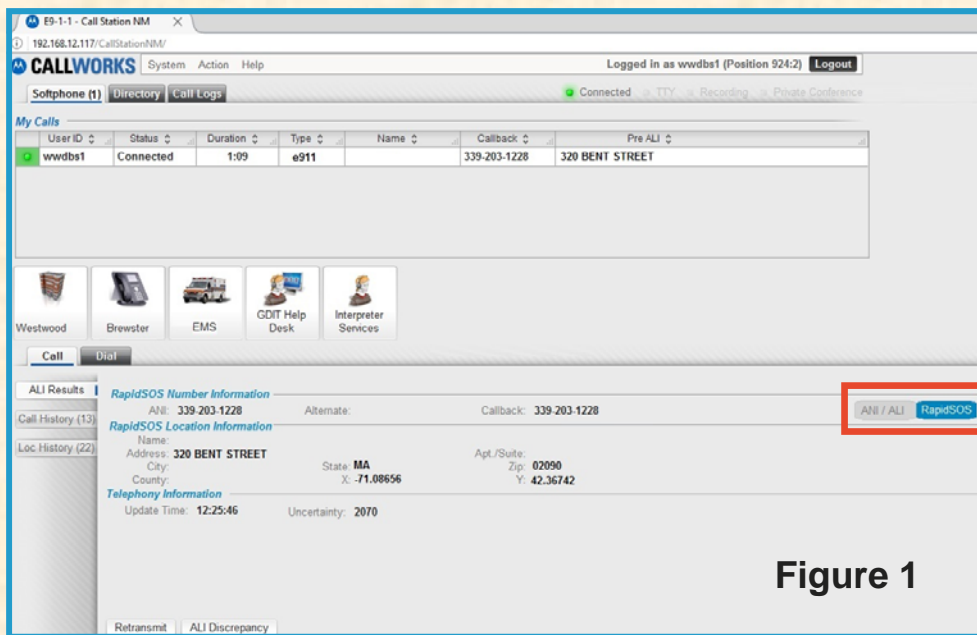


Figure 1

(Continued from page 3)

### CallStation Toggle Button

Within the Motorola Call Works (MCW) CallStation application, a **toggle button** will appear in the ALI Results display (*outlined in orange within Figure 1*).

The telecommunicator will be able to toggle between the carrier delivered ALI Results, and the RapidSOS supplemental location data using this toggle button.

### ResponseAssist Incident Location Toggle

Within the ResponseAssist application, when additional coordinate location information is available from RapidSOS, the Incident Tile will update with a location icon labeled "SDXY".

Initially, the WPH2 icon is selected and displays the carrier ALI Results in the Incident Tile (Figure 2) and a mapped location. The "SDXY" location icon displays, but is in an inactive state, indicated by its light shading (Figure 2).

When the "SDXY" icon is selected, the RapidSOS location data will display in the Incident Tile (Figure 3) and the map will zoom to the RapidSOS location (Figure 4).

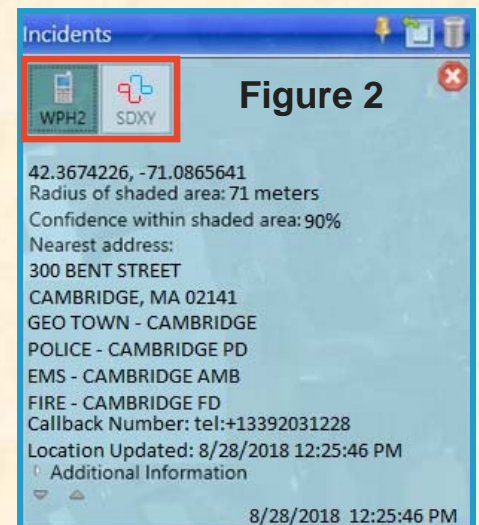


Figure 2

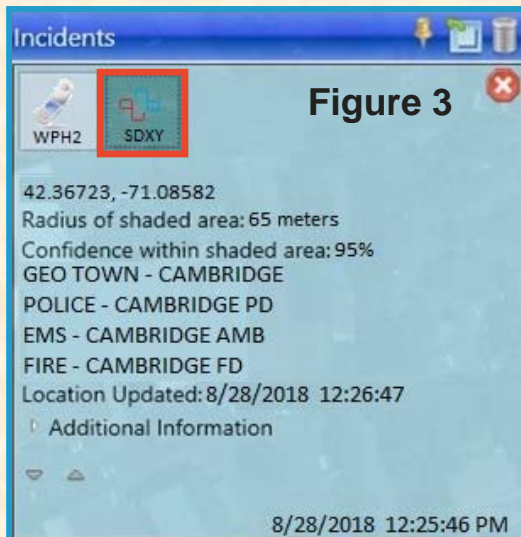


Figure 3

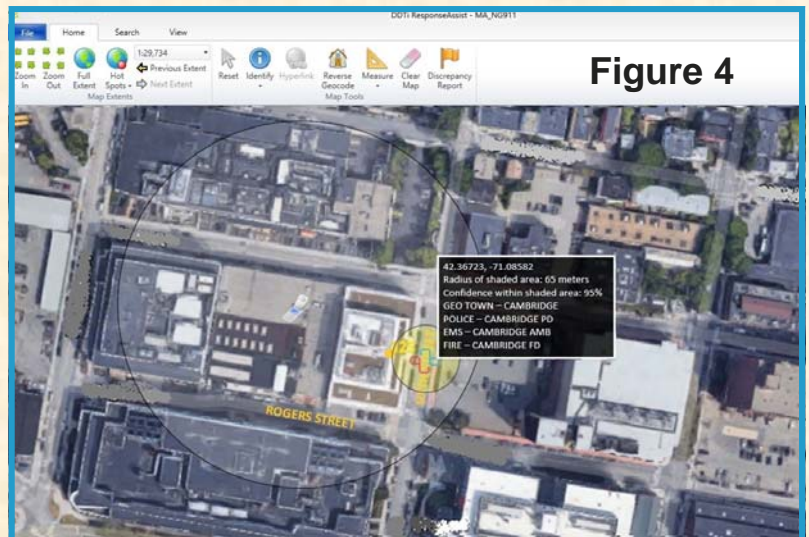


Figure 4

(Continued on page 5)



(Continued from page 4)

### **Important notes for telecommunicators:**

- As the Incident Tile's location icons are toggled, the map will zoom to their respective display.
- Each time ResponseAssist receives a retransmitted location for the 9-1-1 wireless event, the RapidSOS NG911 Clearinghouse is queried for an updated location as well. The wireless device must have a good data connection.
- RapidSOS data is **supplemental** to data received by the carrier. It is not a replacement and should not be used as sole location information.
- Some wireless devices may have some restrictions. Apple has chosen to incorporate the transmission of this location data automatically as part their operating system, iOS12. *iOS version 12 is expected to be released later this year.*

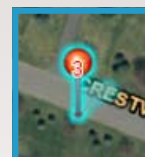
If you have questions or concerns, please contact  
**Shahri Moin at 508-821-7306 or email at [shahri.moin@mass.gov](mailto:shahri.moin@mass.gov).**



### **ResponseAssist Updates**

This month, GDIT implemented an interface update to the ResponseAssist application, version 3.12.12. A document was emailed to all PSAP Administrators which is to be shared with your telecommunicators. The document highlighted some of the new things to look for in ResponseAssist including:

- **Selection of location candidate for an incident with multiple map location candidates**—The application now presents all location records in the Incident Tile instead of zooming to the first record in the Incident Tile list, like previous ResponseAssist versions. The call taker will need to select the location candidate from the Incident Tile in order to zoom the map to its respective location.
- **Blue outline for a selected pushpin map graphic**—To increase visibility, a light blue outline, or halo, will display around the pushpin on the map when a location is selected during a multiple incident location or Search tool result.
- **Identify feature optional initial zooming behavior and Identify window placement on the map**—The Identify tool will now presents all identified features, and the user must select a feature from the Identify window to initiate the attributes display and zoom the map. In addition, the Identify window will now open and display on the map at the location where the last Identify tool feature was used, and retain that new location each time.

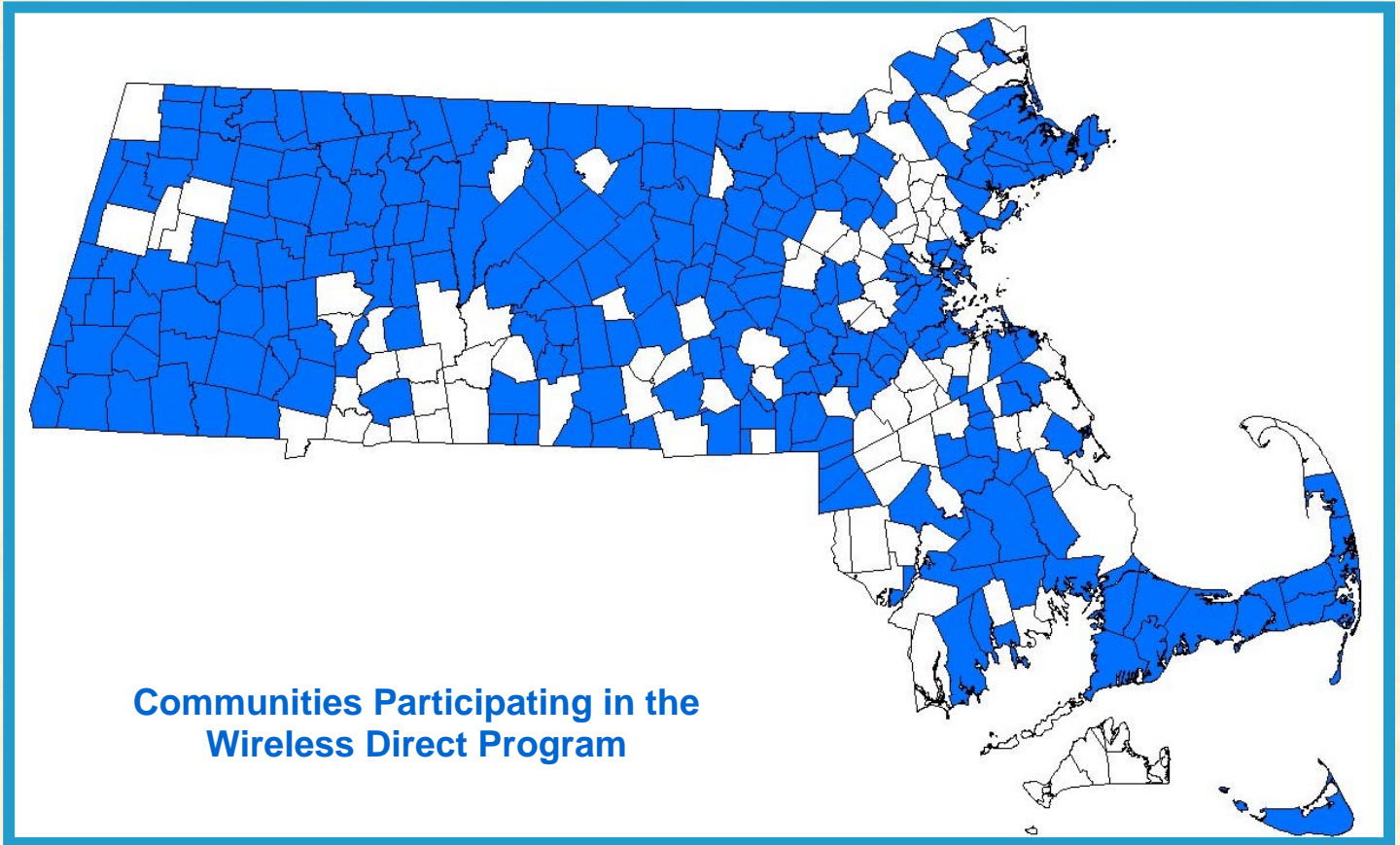


This update also includes the RapidSOS integration discussed on the preceding pages.

## Updates from our Systems Division

### Wireless Direct Program

As of August 27, 2018, the Wireless Direct Program has 131 participating PSAPs. The areas shaded in **BLUE** on the map below represent the 182 communities now covered as part of the Wireless Direct Program.



The newest additions to the program in August are:  
Ashby Police, Belmont Public Safety, Boxborough Police, Boylston Police, Charlton Police, Clinton Police, Dracut Police, Eastham Police, Framingham Police, Grafton Police, Groton Police, Hadley Police, Hamilton Communications, Lakeville Police, Leominster Police, Marlborough Police, Medfield Police, Milton Police, Montague Police, Newburyport Police, North Andover Police, North Attleboro Police, Norwood Police, Pepperell Communications, Plainville Police, Rockport Police, Rowley Police, Southampton Police, Stow Police, Taunton Fire, Wareham Police, Westminster Police, and Wrentham Police.



If you would like more information on the program, please contact **Octavio Sousa** at 508-821-7206 or email at [octavio.sousa@mass.gov](mailto:octavio.sousa@mass.gov).

## Updates from our Fiscal Division



FY 2018 reimbursement requests under the Support and Incentive Grant and the Training and EMD/Regulatory Compliance Grant are due on or before **September 30, 2018.**



PSAPs are reminded that requests for in-house trainings/on-the-job trainings must be submitted for review and approval each fiscal year. Trainings approved under the FY 2018 (or prior) grant programs **MUST** be submitted for consideration under the FY 2019 grant programs. All requests shall be submitted, by an authorized signatory, utilizing the public safety communications lessons plan template found on our website, via e-mail to **911DeptGrants@mass.gov.**



The State 911 Department continues its review of applications submitted under the FY 2019 Regional Development Grant. The State 911 Department received twenty-three (23) applications totaling \$36,150,655 to be evaluated against a program allocation of \$15,000,000. The State 911 Department is targeting September for the announcement of awards.



The **FY 2019 Training Grant and EMD/Regulatory Compliance Grant** and the **FY 2019 Support and Incentive Grant** Guidelines and Applications are **now available** on the State 911 Department's website at **www.mass.gov/e911.** The funding cycle is through June 30, 2019. **APPLY TODAY!!**



PSAPs needing assistance with either grant applications or grant reimbursements should contact Cindy Reynolds via e-mail at **911DeptGrants@mass.gov** or 508-821-7299 to schedule an appointment.

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





## Updates from our Training Division

**Text to  
9-1-1**

**Call if you can,  
text if you can't**

If you are in an emergency situation and it is unsafe to place a voice call to 9-1-1, you can send a **Text to 9-1-1** to get assistance throughout Massachusetts.



### Text-to-9-1-1 Informational Workshops

As noted in the memo sent to PSAPs, dated August 22, 2018, the Massachusetts State 911 Department is rapidly moving forward with the deployment of Text-to-9-1-1 in the Commonwealth. It is our expectation that each PSAP in the State will be receiving Text messages directly within the next few months.

To better prepare our 9-1-1 PSAPs, as indicated in the August 22 memo, the State 911 Department will host **two hour** informational workshops on Text-to-9-1-1 on the dates listed below. Additional dates and times will be added as needed. We strongly encourage each PSAP to have a representative attend to hear firsthand about Text-to-9-1-1 training, the deployment plan, and have the opportunity to ask questions about this valuable feature that is part of the Next Generation 9-1-1 system.

**To register for a workshop**, please email the State 911 Department Training email at [911training@mass.gov](mailto:911training@mass.gov) and include your PSAP name, the location that you plan to attend and name of the person(s) attending. You will receive a confirmation back that you have successfully registered. If you have questions about Text, please contact **Programs Director, Monna Wallace** by email at [monna.wallace@mass.gov](mailto:monna.wallace@mass.gov).

<b>9/17/2018</b>	<b>10am-12pm</b>	<b>State 911 Training Facility 124 Acton Street, Maynard, MA</b>
<b>9/18/2018</b>	<b>10am-12pm</b>	<b>Belchertown Police Department 70 State Street, Belchertown, MA</b>
<b>09/19/2018</b>	<b>10am-12pm</b>	<b>Reading Police Department 15 Union Street, Reading, MA</b>
<b>09/20/2018</b>	<b>10am-12pm</b>	<b>Easthampton Police Department 32 Payson Avenue, Easthampton, MA</b>
<b>09/21/2018</b>	<b>10am-12pm</b>	<b>State 911 Main Office 151 Campanelli Drive, Middleborough, MA</b>

**Workshops are filling quickly!**  
**Other dates and times will be made available as needed.**



IMPORTANT

IMPORTANT

**State 911 Department Training Facility  
at  
Springfield Technical Community College (STCC)**  
**CLOSED**  
**Until Further Notice**

The State 911 Department will no longer schedule training in Springfield at the Springfield Technical Community College (STCC). The building that we have occupied is now closed due to structural issues. We apologize for this inconvenience and are exploring other locations to provide training for our Western MA PSAPs.

**Until a new location has been identified, travel to Maynard or Middleborough training facilities will be necessary for the *two day*, NG9-1-1 Equipment training.**

If you are a Western MA PSAP and would like to host the ***five day***, APCO PST1 course for your new hires and other PSAPs in your area, please email the Training Division at [911Training@mass.gov](mailto:911Training@mass.gov) with your contact information and the location of the classroom. Someone from Training will contact you upon receipt of your email.

If you have questions, please contact **Programs Director, Monna Wallace** by email at [monna.wallace@mass.gov](mailto:monna.wallace@mass.gov).

## 47th Public Safety Communications Academy

Applications are now being accepted for the PSCA being held  
**October 15 to November 16, 2018,**  
at the Middleboro Training Facility.

Please contact **Cathy Rodriguez** at 508-821-7217  
or email at [cathy.rodriquez@mass.gov](mailto:cathy.rodriquez@mass.gov).

### COMPLIANCE



Training



EMD/CPR



Employment



Quality  
Assurance

## FY2018 Annual Certification of Compliance Form

If you have not yet completed your form, it is now **past due**. Please contact **Monna Wallace** at 508-821-7220 or **Venus Wheeler** at 508-821-7201 email at [venus.wheeler@mass.gov](mailto:venus.wheeler@mass.gov).

## Flashback: This Year in 9-1-1 1998

After the deployment of MAARS across Massachusetts, the Statewide Emergency Telecommunications Board (SETB) continued to look at ways it could use this new technology to enhance emergency communications for the public. In 1998, the SETB focused on accessibility and began educating the PSAPs, and the public on the use of the Silent Call Procedure.

### SILENT CALL PROCESSING

#### Monitor ANI Screen for digits at all times

Use the following procedure  
for handling silent calls:

- 1.) Test for TTY by pressing the TTY function key twice
- 2.) If there is no response, send the first message again by pressing MEM \* 0
- 3.) If there is still no response, exit the TTY by pressing the TTY function key twice

Verbally advise the caller:

**"If you need the POLICE – PRESS 1"**

**"If you need the FIRE DEPT. – PRESS 2"**

**"If you need an AMBULANCE – PRESS 3"**

*Listen for response and monitor  
the ANI screen for digits to appear*

- 4.) If the caller responds, gather further information by asking "Yes" or "No" questions and advise the caller to press 4 for yes and 5 for no.
- 5.) Dispatch appropriate response based on local protocol with information you have received.

"Silent calls" had been a term, during the introduction of E9-1-1, that was generally synonymous with the teletypewriter, or TTY, function of the equipment. As a majority of TTY-users may not have announced that the incoming call was TTY, each and every non-verbal, or "silent call", had to be processed as TTY before being released.

The MAARS system offered a new level of sophistication, which allowed for digits to be displayed to the telecommunicator as the caller pressed them in their touch tone phone. The technology used was Dual Tone Multi Frequency (DTMF) and displayed on the ANI screen of the MAARS system.

Even to this day, individuals with a physical disability, someone that is a victim of a serious crime or domestic violence situation, or anyone who is unable to speak for any reason, can communicate with 9-1-1 using only their touch tone telephone.

The caller can indicate their need by pressing the appropriate number on the touch tone telephone —

POLICE... PRESS 1; FIRE... PRESS 2; AMBULANCE... PRESS 3. The telecommunicator can continue to ask questions, as long as is safe to do so, indicating to the caller —PRESS 4 for YES or PRESS 5 for NO—in response to the questions.

**Twenty years later, the Silent Call Procedure still holds a strong place in the Commonwealth's 9-1-1 call processing. As we look at the near future, the Commonwealth is embracing another advancement with accessibility, Text-to-9-1-1.**

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@mass.gov](mailto:monna.wallace@mass.gov).

