

Massachusetts State 911 Department Monthly Newsletter



Issue 8 | Volume 7 | August 2019



Pictured (L/R): PSAP Director David Squires, Police Chief Christopher Pronovost, and Town Administrator Gary Brougham



NATIONAL NIGHT OUT

On Tuesday, August 6, 2019, the State 911 Department along with our Mobile PSAP unit had the privilege to attend the National Night out event in Belchertown, MA. Our staff enjoyed a fun evening with Belchertown Police, Fire and EMS as well as the attendees. We provided tours of our Mobile PSAP, shared what the job of a 9-1-1 dispatcher is like during roll-play 9-1-1 calls, educated the public on our Next Generation 9-1-1 system and shared information on the Text-to-911 feature—all the while having so much fun!

Thank you to the Town of Belchertown and Chief Pronovost for having us!

IN THIS ISSUE

▶ LATEST NEWS.....	1
▶ PROGRAMS UPDATE.....	2
▶ SYSTEMS UPDATE	5
▶ FISCAL UPDATE.....	7
▶ MASS EDP UPDATE.....	8
▶ 9-1-1 SPOTLIGHT.....	9

**“Uber Data” is now
displaying statewide in
Response Assist ~
See page 6 for more details!**

LATEST

NEWS

Updates from our Programs Division

Sturbridge National Night Out



Thank you to the Town of Sturbridge, the Sturbridge Police Department, and the Sturbridge Fire Department for inviting the State 911 Department and the Massachusetts Equipment Distribution Program (MassEDP) to participate in your National Night Out event. The event was held on August 6, 2019, on the Town Common. Our staff enjoyed the evening educating the citizens on the Text-to-911 feature, the equipment MassEDP has to offer, and dancing the night away with the rocking DJ!

New Bedford National Night Out



Pictured (L/R): Chief Cordeiro, State 911 Pub. Ed. Coordinator Katelyn Sylvia & event organizer Jerry Pinto



On Tuesday, August 20, 2019, the State 911 Department along with our Mobile PSAP vehicle and MassEDP attended the City of New Bedford's National Night Out event.

Thank you to NBPD and Jerry Pinto for inviting us to attend. Our staff had a blast educating your citizens on the 9-1-1 system, playing "*How Much Do You Know About 9-1-1 Trivia?*", educating on the MassEDP equipment, and roll playing mock 9-1-1 calls with the kids in our Mobile PSAP. It was a wonderful afternoon. Thank you for having us!



Applications are now being accepted for the **50th Public Safety Communications Academy** which is being held October 7— November, 8, 2019.

Applications can be found on our website:

<https://www.mass.gov/service-details/view-e9-1-1-upcoming-classes>

Updates from our Programs Division (continued)



On Thursday, August 22, 2019, the State 911 Department once again had the pleasure to meet with members of the Global Ties Mexican 9-1-1 Delegation. The group visited our office and had an informative discussion about the 9-1-1 system in MA.

NORTH ADAMS DOWNTOWN CELEBRATION



Pictured (L/R): State 911's Public Education Coordinator Katelyn Sylvia, North Adams Police Chief Jason Wood, & North Adams Dispatcher MaryAnn King

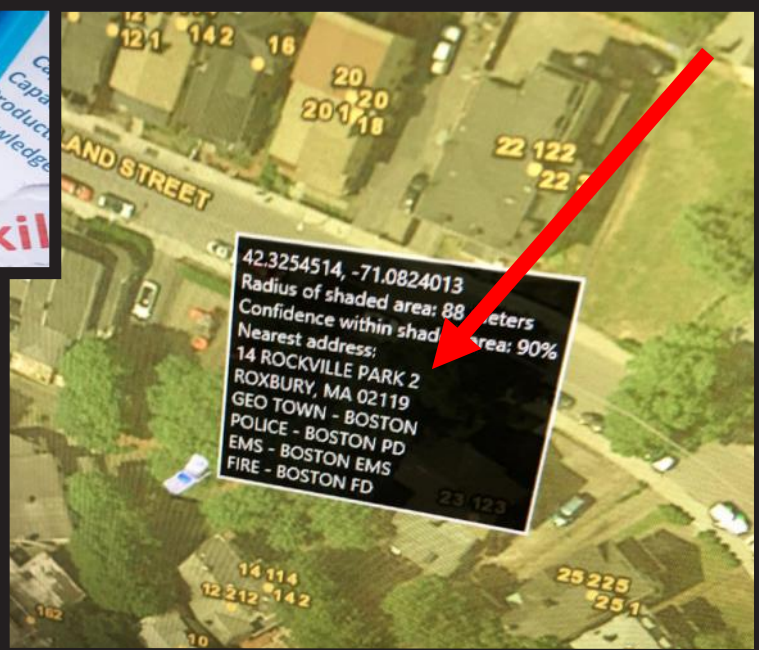


On Wednesday, August 14, 2019, the State 911 Department's Programs Director Monna Wallace and our Public Education Coordinator, Katelyn Sylvia, had the privilege to attend North Adams' Downtown Celebration. The Celebration had a great turnout and the night was filled with fun. There was a large number of vendors, children's activities, the "Operation Copsicle" truck, homemade pies, festival foods, and a charcoal barbeque. Thank you to the City of North Adams, the North Adams Police Department, the North Adams Fire Department, and North Adams' Dispatcher MaryAnn King for inviting us to attend. We had a blast and are looking forward to returning next year.

Updates from our Programs Division (continued)



“Reverse Geocode” in Response Assist provides an apartment, but that information is not accurate. You should ignore any apartment information listed.



Reminder: Wireless Abandoned Calls

When an abandoned call is received, a PSAP receives an audible alert and a blue status light indicator in the Softphone Call Table. Abandoned voice calls are generated on the Next Generation 9-1-1 network if the caller hangs up prior to being answered OR the call is alternate routed by the system.

Procedure

When a wireless abandoned 9-1-1 call is received, the telecommunicator shall:

1. Redial the caller

A. If the outgoing call is unanswered:

i. leave a voicemail saying *“This is 9-1-1. We received a 9-1-1 call from this number. If you have an emergency, please call 9-1-1, wait until the call is answered, and state your location and emergency.”*

ii. If no voicemail is available...Wait approximately 2 minutes and try again.

B. If the outbound call is answered and the caller is able to speak, continue following the “Wireless 9-1-1 Call Handling Protocol.”

2. Determine if exigent circumstance exists

A. If it is determined an exigent circumstance exists the telecommunicator shall initiate a call trace by calling the appropriate carrier to request subscriber information, and when necessary activate a location ping on the device.

B. If the telecommunicator believes that it is NOT an exigent circumstance and the PSAP has active 9-1-1 calls pending the telecommunicator may then proceed to answer and tend to the pending 9-1-1 calls. Once those calls have been handled the previous wireless abandoned call should be re-examined.

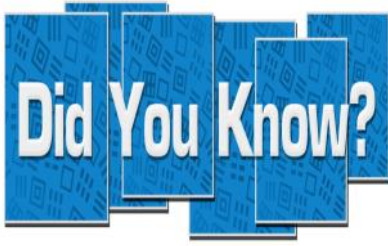
Updates from our Systems Division

Attention PSAPs that border Connecticut!

As you know, 9-1-1 calls transferred across state lines do not contain location information. Since MA borders five (5) other states, this presents a challenge that affects PSAPs that provide service to areas near these bordering states. We have been working with Connecticut to get ALI when a call is transferred. We have configured the 9-1-1 system to request ALI for all calls coming from Connecticut. We are in the process of steering the location requests to the correct carrier. You will start seeing a location on the calls during August. Any WPH2 location will map to the lat/lon provided by the carrier and should look like any other wireless call. The tower addresses (WPH1) will be outside of Massachusetts and may not map correctly. This enhancement will provide a positive public safety benefit by providing location information that was not available before.

FYI: We have begun discussions with New Hampshire as well.

Is the MLTS ready for Kari's Law?



"Kari's Law" takes effect in the near future (February 16, 2020). The recommended approach would be to become an early adapter of "Kari's Law". "Kari's Law" squarely addresses the MLTS prefix digit dialing issue. After its effective date, it will ban the manufacture, import, sale or lease, installation, management, and operation of any MLTS that requires dialing "any additional digit, code, prefix, or post-fix".

The FCC order regarding "Kari's Law" and the Ray Baum Act can be found at:
<https://docs.fcc.gov/public/attachments/FCC-19-76A1.pdf>

Kari's Law will also require a re-configuration of the MLTS to provide notification to a central location onsite where the MLTS is installed (or to "another person or organization regardless of location") "if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system." For example, if someone calls 9-1-1 from a hotel room, the front desk should be notified automatically. The State 911 Department will be revising its MLTS regulations (560 CMR 4.00) to comply with Kari's Law and the Ray Baum Act.

What can you do?

The local PSAP has the authority to require the operator of the MLTS to conduct a test to 9-1-1 call. The State 911 Department has the authority to inspect their books and records in a manner that will permit the State 911 Department to determine compliance (560 CMR 4.00).





RapidSOS is now showing “Uber data” statewide.

Location is the most important piece of information that is needed to dispatch the appropriate emergency services during an emergency. Across the Commonwealth when an Uber driver or an Uber rider initiates a 9-1-1 call during an active Uber ride using the “Uber 9-1-1 Assistance feature” on the Uber app “Uber data” as seen pictured to the right will display in Response Assist.

More information on the partnership between RapidSOS and Uber can be found on the link below:

<https://rapidsos.com/blog/uber-rapidsos-partner/>



Incidents

WPH2

WPH1

SDXY

42.208406, -71.1569132
Radius of shaded area: 28 meters
Confidence within shaded area: 90%
Nearest address:
105 ROSEMONT ROAD
WESTWOOD, MA 02090
Police - WESTWOOD PD
Fire - WESTWOOD FD
Medical - WESTWOOD FD
Location Updated: 6/26/2019 3:02:15 PM

Additional Information

RapidSOS Additional Data

Caller

Name :
Samuel Edwards

Devices

Device Classification :
vehicle
Color :
Silver
Comments :
Uber Driver is calling.
Device Name :
Uber Vehicle
License Plate :
2FR254 (MA)
Device Manufacturer :
Honda
Device Model :
Accord

Locations

Known Addresses :
Trip Pickup Location 1 address: 6 Melrose Street Boston MA, 02116, USA
Trip Destination 1 address: 24 Jersey Street Boston MA, 02215, USA
Comments :
CRASH DATA: Severe
Emergency Contacts :
Samuel Edwards (Uber Driver)
Phone: 1 (415) 333-6666
Uber Driver
John Evans (Uber Rider 1)
Phone: 1 (555) 777-9999
Uber Rider
Location Names :
Uber Trip Locations
Pickup 1 Time: 15:23 Eastern Time

**Pictured: Uber Data displaying
in Response Assist**

Updates from our Fiscal Division



The State 911 Department is pleased to announce that awards totaling **fifteen million dollars** (\$15,000,000) have been made in support of the following regionalization projects under the FY 2020 Regional Development Grant program.

Ayer/Shirley RECC: \$590,762	Norfolk County Control: \$3,013,966	South Shore RECC: \$40,000
Berkshire County RECC: \$917, 353	Northampton State Police Wireless Center: \$400,986	Southeastern MA RECC: \$955,790
Dukes County RECC: \$1,726,249	Northern Middlesex RECC: \$2,688,816	Templeton RECC: \$15,000
Metacomet RECC: \$613,060	Regional Old Colony Comm. Center: \$964,852	Wachusett RECC: \$1,829,797
Nashoba Valley Regional Dispatch District: \$121,241	Rutland RECC: \$82,150	WestComm RECC: \$1,039,978

We will be contacting all awardees to schedule individual kick-off meetings beginning in September to review the award and grant requirements.



The State 911 Department is wrapping up another “camping” season. We are, however, still available to review grant applications and/or the reimbursement process. Simply e-mail 911DeptGrants@mass.gov to schedule an appointment.



The FY 2020 Training Grant, Emergency Medical Dispatch Grant, and Support & Incentive Grant applications are available on our website (www.mass.gov/e911). Remember costs incurred prior to the contract start date are not eligible. Apply today!



PSAPs are reminded that the reimbursement forms change from year to year. Please be sure to download the FY 2020 reimbursement forms from our website (www.mass.gov/e911) when preparing the first reimbursement request under the FY 2020 grant programs.

The State 911 Department has a surplus of printers it wishes to offer PSAPs in support of public safety operations. These printers were previously deployed in PSAPs but are now no longer needed and are still in good working order. Current available models are P2035n and Pro400-M401n. Please e-mail John Aitchison at John.Aitchison@mass.gov if your Department has an interest in this equipment.



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

Updates from Mass EDP



Pictured: FSA Marguerite Szczawinski speaking with Belchertown seniors!



Pictured: FSA Chris Murphy with family and friends!

On Tuesday, August 6, 2019, MassEDP's Field Service Advisors (FSA's), Marguerite Szczawinski and Chris Murphy had the pleasure to attend two of our state's National Night Out events. Marguerite attended in Belchertown and Chris attended the Sturbridge event. During their time, both FSA's educated on the adaptive phones MassEDP has to offer, handed out dozens of program applications, and connected with a number of residents.

In Belchertown, Marguerite was stationed in the senior center along with several other vendors and many activities for people of all ages, including a cool photo-booth! In Sturbridge, Chris was on the Town Common accompanied by numerous different organizations such as Sturbridge Police, Sturbridge Fire, and an extremely talented and super fun DJ!

MassEDP enjoys participating in community events across the Commonwealth to make connections and educate on this great program. To request a member of Mass EDP to participate in an outreach event in your community, or for more information on the Mass EDP application process and equipment available, please contact **Grant Harrison** by email at grant.harrison@mass.gov.

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

For outreach events, please contact **Katelyn Sylvia** by email at katelyn.a.sylvia@mass.gov.





9-1-1 Spotlight:



DISPATCHERS.

During the hot summer months we see a high rise in call volumes in our 9-1-1 centers across the Commonwealth. The State 911 Department would like to say thank you and great job to our MA dispatchers working long days, tiring hours, and double shifts. Continue to answer each and every phone call diligently and efficiently. Your community appreciates the work you do, as does the State 911 Department.

Thank you for your service!

Find us on Facebook!

Massachusetts State 911

@MAstate911

Follow us on Twitter!

@MAstate911

Visit our website!

www.mass.gov/e911

