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Issue 12 | Volume 5 | December 2017

# Massachusetts State 911 Department Newsletter

## THE COMMONWEALTH OF MASSACHUSETTS IS NENA I3 NEXT GENERATION 9-1-1 COMPLIANT



*Boxborough Police  
Dispatcher—  
Brenda Santucci*

**FROM THE FIRST RING-ALL PSAP—  
BOXBOROUGH POLICE  
AUGUST 9, 2016 . . .**

**AND THE FIRST ACD PSAP—  
CAMBRIDGE COMMUNICATIONS  
JUNE 14, 2017 . . .**



*Cambridge Communications  
Telecommunicator—  
Gary Williams*

**TO BARNSTABLE COUNTY SHERIFF'S OFFICE  
EMERGENCY COMMUNICATIONS CENTER  
DECEMBER 14, 2017 . . .**



*Barnstable County Sheriff's Office  
Telecommunicator—  
Jillian Jodoin*



*Charlie Ashworth, State 911 Department  
Sgt. Aaron Sonnabend and  
Tom Ashe, Director of Communications,  
Barnstable County Sheriff's Office*



*Barnstable County Sheriff's Office  
Telecommunicator—  
Shannon Brookshire*



*GDIT Project  
Manager —  
Gene Maceachern*

**AND EVERYWHERE IN BETWEEN.**



*Christine Molloy,  
Kevin Lewis and  
Linda Murphy,  
State 911 Department*



In December, we reached another milestone in improving public safety in the Commonwealth when the following fifteen PSAPs went live as part of the State 911 Department's Wireless Direct Program: Acton Police, Barnstable Police, Bourne Police, Bridgewater Police, Brookline Police, Burlington Police, Dartmouth Police, Everett Communications, Greenfield Police, Marblehead Police, Norfolk County RECC, South Worcester County Communications Center, Spencer Police, Watertown Police and Yarmouth Police.

These are in addition to Boston Police, Metro North RECC, Nantucket Police, Regional Old Colony Communications Center, Rutland RECC, and West Bridgewater Police who previously had transitioned to the Wireless Direct Program.

In the coming weeks and months, more PSAPs will be joining the Wireless Direct Program.

## Updates from our Fiscal Division



The State 911 Department has completed deployment of the Next Generation 9-1-1 system. As a result, the State 911 Department has a surplus of information technology (IT) equipment it wishes to offer to its PSAPs in support of public safety operations. The IT equipment surplus items available through the Commonwealth's surplus property process are pictured on the next page.

Please contact Karen Robitaille if your department has an interest in this equipment at 508-821-7221 or [karen.robitaille@state.ma.us](mailto:karen.robitaille@state.ma.us).



## Information Technology Surplus Equipment



**Quantity: 1**  
2 Post Open Frame  
Rack with cable  
management



**Quantity: 2**  
HP10642 42U Cabinet  
– No sides – with power  
management



**Quantity: 4**  
44U Cabinet –  
One cabinet without doors  
or sides



**Quantity: 2**  
HP 42U Cabinet -  
with power  
management



**Quantity: 13**  
HP ML350 G6 Proliant 6U Server



**Quantity: 3**  
HP DL380 G3 Proliant 3U Server



**Quantity: 1**  
HP DL360 G7 Proliant 1U Server

**Please contact Karen Robitaille  
if your department has any interest  
in this equipment at 508-821-7221 or  
[karen.robitaille@state.ma.us](mailto:karen.robitaille@state.ma.us).**



**Quantity: 33**  
HP Z210  
Standard Tower



**Quantity: 8**  
Dell Inspiron 660s  
Small Form Factor



**Quantity: 15**  
Gateway SX2855-UB10  
Small Form Factor



### **Operational Change by the Massachusetts State Police Wireless Centers**

Effective immediately, the Massachusetts State Police (MSP) is implementing a fundamental change in the way 9-1-1 calls for service that require the use of Interpreter Services are processed.

For years, equipment limitations of the legacy Enhanced 9-1-1 system prevented the MSP dispatchers, answering a wireless 9-1-1 call for service, from transferring both the caller and the Interpretative Services connected to the call to any PSAP of jurisdiction. It had been the common practice that the MSP dispatcher would question the caller with the assistance of an Interpreter and then relay the collected information to the PSAP of jurisdiction. This practice did not allow the local telecommunicator the ability to obtain more specific information about the call if needed.

With the implementation of the Next Generation 9-1-1 system, it is now possible to transfer both the caller and Interpreter to the PSAP of jurisdiction directly. The advantage to this change is that the PSAP of jurisdiction will have Interpretative Services connected to the call at the time it is received, and will now be able to question the caller directly. Therefore, the MSP wireless centers will now, upon receiving a wireless 9-1-1 call for service that requires Interpretative Services:

- Conference in the correct Interpreter personnel;
- Obtain preliminary call information (address and nature of the emergency); and
- Transfer both the caller and the Interpreter to the PSAP of jurisdiction, like other voice calls. The MSP dispatcher will relay the address and call nature information to the PSAP of jurisdiction, and once the MSP dispatcher has confirmed there is communication between the PSAP, the Interpreter and the caller, the MSP dispatcher will release the call.

Questions regarding this policy change may be directed to  
**Matthew C. Barstow, Director of Dispatch Services for MSP**  
(508) 820-2347 or email at [matthew.barstow@massmail.state.ma.us](mailto:matthew.barstow@massmail.state.ma.us).



## Updates from Mass EDP



Recently at the Belchertown Council On Aging (COA), Mass EDP Field Service Representative Marguerite Szczawinski had the pleasure of working with Belchertown Police Chief Christopher Pronovost and Sergeant Steven Henn Jr. The Police Department was educating the attendees on telemarketing scams occurring throughout the municipality.

This discussion was a great lead-in to our Panasonic cordless phone with answering machine that blocks these unwanted calls. The residents were delighted to learn about that phone and our amazing program.

What a great day!



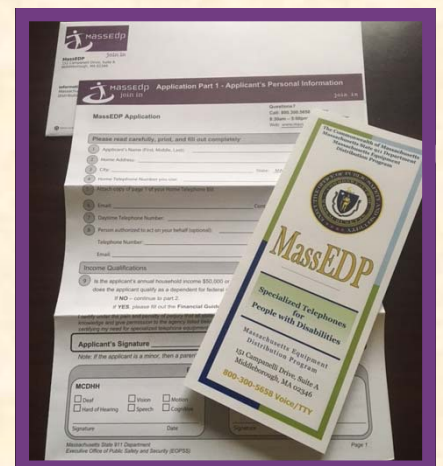
With the Panasonic KX-TGM450S, users can block up to 250 different numbers. This phone has several audio and video enhancements when compared to traditional phones, and also offers:

- Volume Boost control, plus six-level voice Tone Settings and a loud base unit Ringer.
- Slow Talk control to slow the speed of speech in real time, and while checking messages,
- Enlarged Memory Dial Buttons plus bright red LED visual ringers on base unit and handset,
- Noise Reduction to suppress background noise interference for clearer, more comfortable conversation.

For more information on the Massachusetts Equipment Distribution Program application process, to request an application, or to request a member of the EDP team to participate in an outreach event in your community, please contact

EDP Manager, Grant Harrison  
[grant.harrison@state.ma.us](mailto:grant.harrison@state.ma.us)

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







# Happy Holidays!

*As we reflect on the past year, we would like to thank all of you, who work side by side with us to shape the emergency communications system of the Commonwealth. Thank you for your dedication to this profession —we couldn't do it without you.*

*Wishing all of you, and your families, very Happy Holidays.*

*Executive Director Frank Pozniak and  
the Staff of the Massachusetts State 911 Department*



2018  
HAPPY NEW YEAR!