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Massachusetts State 911 Department Newsletter



STATE 911 DEPARTMENT PSAP OPERATIONS DIVISION

Under the direction of the Executive Office of Public Safety and Security, the PSAP Operations Division of the State 911 Department was formed earlier this year to staff and operate the Wireless 9-1-1 Center in Framingham, formerly operated by the State Police.

Effective July 1, 2018, this Division became responsible for processing wireless 9-1-1 calls for an area ranging from central and eastern Massachusetts, down through Cape Cod and Martha's Vineyard, and has been processing more than 2,000 9-1-1 calls every day.

The PSAP Operations Division includes four Management/Administrative staff, led by the Director of PSAP Operations, Richard H. Fiske, who brings with him years of experience in public safety, including various roles in 9-1-1 Dispatch, EMS, Law Enforcement and Emergency Management, having most recently served as Director of Emergency Communications and Emergency Management for the City of Worcester.

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Deputy Director Kristin Morin started her career as a 9-1-1 Dispatcher and worked her way up through the ranks, most recently serving as Deputy Director of the Nashoba Valley RECC.

Nichole Annunziata, the Division's Quality Assurance Supervisor, served as a Dispatcher with the Massachusetts State Police for sixteen years, most recently as an evening shift Supervisor at the State Police PSAP in Framingham.

Robin Remillard, Records Processing Officer, brings her experience with 9-1-1 Dispatching, Fire/EMS service, and most recently served as a telecommunicator with MEMA.

Our 45 other Division members include one overall Dispatch Center Supervisor, nine Shift Supervisors, and thirty-five Dispatcher I positions, most of which are experienced 9-1-1 Dispatchers that transitioned from the State Police PSAP.

The Center plans to work closely with its partner PSAPs all over the Commonwealth, striving to always improve emergency 9-1-1 call processing and service for its callers and to its partner PSAPs. The Division continues to grow! The Center currently has Dispatcher I vacancies, and interested candidates can review the posting, and apply online at MassCareers.com.

The Division and its Administrative Offices are located at 470 Worcester Road, Framingham and can be reached at 508-820-2122.

"If You See Something, Say Something®" is a national campaign developed through the U.S. Department of Homeland Security, in partnership with state and local law enforcement, to raise public awareness on the importance of reporting suspicious activity, and to recognize indicators of terrorism and terrorism-related crime.

The State 911 Department recognizes that our citizens are the best tool for identifying suspicious activities and helping law enforcement investigate before an emergency happens.

The Department encourages our PSAPs to empower the public over these coming months, when people are active and in public, to be vigilant and to call with any suspicious activities observed.



NEXT GENERATION 9-1-1



RapidSOS Integration

We're pleased to announce the upcoming integration of RapidSOS into our Next Generation 9-1-1 system on or about September 2018. RapidSOS and NG911 Clearinghouse works by integrating a hybrid of latitude and longitude data to deliver precise location of the handset to the telecommunicator, using technologies which can include:

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

RapidSOS technology will be seamlessly incorporated into the Next Generation 9-1-1 solution for Massachusetts as part of the ECW and DDTI applications.

What does this means to telecommunicators?

For every wireless call, ResponseAssist will automatically check the RapidSOS NG911 Clearinghouse and display additional data when available. The data supplements offer more accurately defined Phase I and Phase II wireless locations. The telecommunicator will no longer be limited to the street address for wireless calls. Additional location tools will be incorporated into the screen and assist in delivering all available location data for the handset.

As an example, today a 9-1-1 call from an athletic field will most likely return the address of the school. With RapidSOS NG911 Clearinghouse integration, you may be able to receive supplemental data allowing you to view the handset on the field at the school grounds.

Please note that there are some restrictions. RapidSOS data is **supplemental** to data received by the carrier, it is not a replacement and should not be used as sole location information.

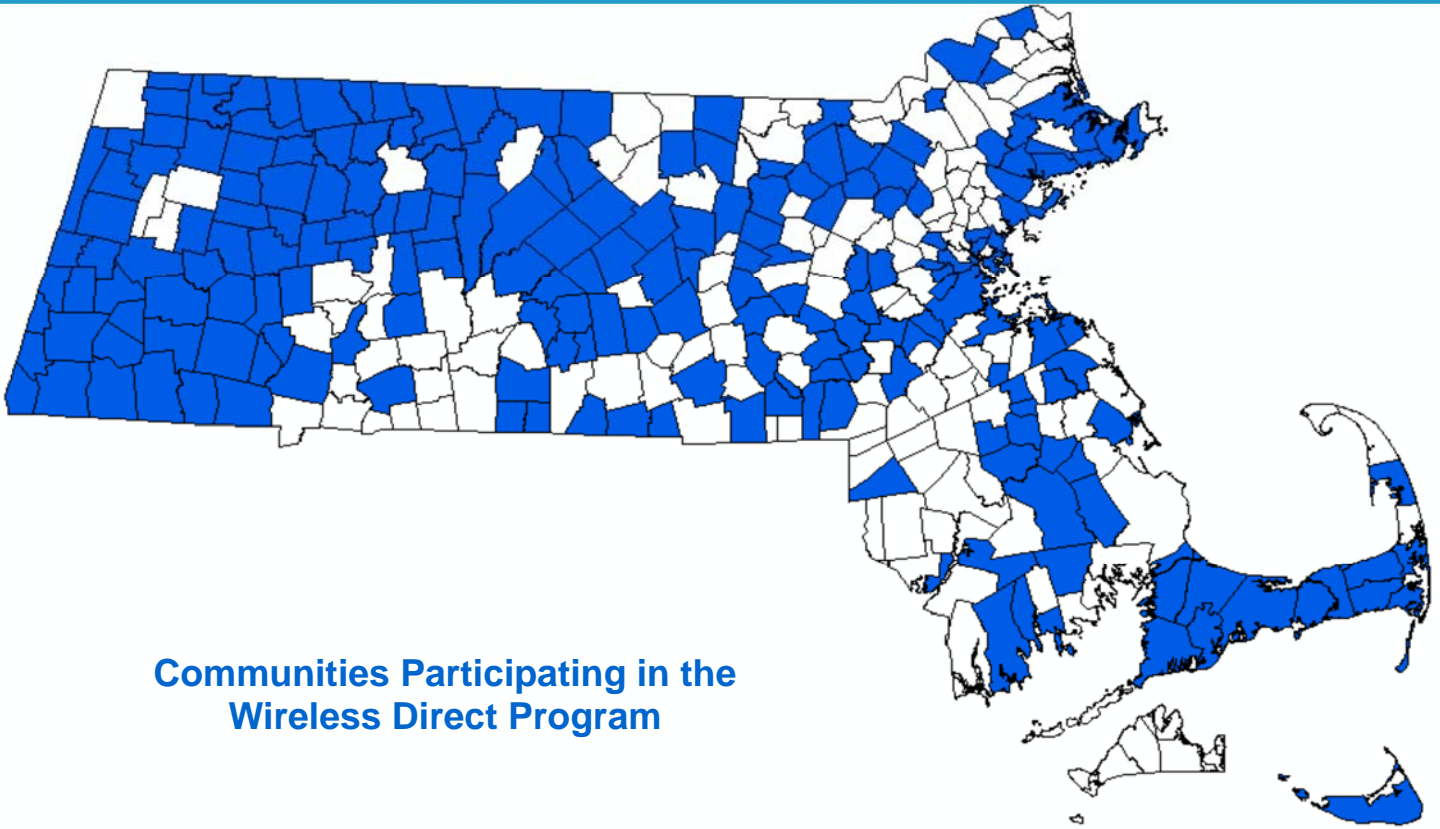
Detailed documentation will be provided prior to deployment, by the Training Division.

If you have questions or concerns, please contact
Shahri Moin at 508-821-7306 or email at shahri.moin@mass.gov.

Updates from our Systems Division

Wireless Direct Program

As of July 27, 2018, the Wireless Direct Program has 98 participating PSAPs. The areas shaded in **BLUE** on the map below represent the 147 communities now covered as part of the Wireless Direct Program.



Communities Participating in the
Wireless Direct Program



The newest additions to the program in July are: Amherst Public Safety, Ayer RECC, Billerica, Dennis, Franklin Police, Fitchburg, Great Barrington, Groveland, Lawrence Police, Littleton, Medway, Millis, Springfield, Tewksbury Police, Upton RECC, Uxbridge, Wayland, Weston Police, and Westwood Police.

Wondering if your PSAP should go Wireless Direct? On the next page, you will find a guide to the conversion process. If you would like more information on the program, please contact **Octavio Sousa** at **508-821-7206** or email at **octavio.sousa@mass.gov**.

Updates from our Systems Division continued



Wireless Direct Standard Conversion Steps & Timeline



GDIT Help Desk

Recently, a number of trouble tickets opened related to known defects/bugs in ECW or known system behavior. Please note the following and share with your PSAP personnel. If they encounter the conditions below, there is no need to open a trouble ticket.



Known ECW Bugs (To be fixed in a future release.)

- Randomly, after a call back is placed to an abandoned call which is then subsequently transferred to another PSAP, ECW adds a "9" to the beginning of ANI. This shifts all digits to the right, resulting in the last digit being eliminated. Example: 508-828-2911 becomes 950-882-2891.
- The ALI Discrepancy button doesn't work after the call is released, even if the ALI data is still displayed. After the call is released, you must select the **Call Logs** tab, right click on the desired call under the **My Calls** tab, and select **Call Review**. This will refresh the screen, and allow the ALI Discrepancy button to work.

Known System Behavior

- When a wireless PSAP calls back an abandoned call, then subsequently transfers the call to another PSAP, location information will be missing. The outbound call is placed on a 10 digit number and carriers cannot determine location information.
- Calls received as "E7 digit" do not always have ALI because either **the number blocked or not in our location database (LDB)**. Examples include: Wireless cellphone numbers and VOIP services of Comcast.

Updates from our Fiscal Division



FY 2018 Grant Reimbursements are due no later **September 30, 2018**. When preparing reimbursements for submission, please keep in mind the following:

- under the Training Grant, straight time for full-time certified telecommunications is not an eligible expense;
- submission of invoice(s), proof(s) of course completion, payroll/proof(s) of payment is required for all submissions (**Please Note:** Invoice entry proof list does NOT satisfy this requirement as actual proof of payment is required); and
- all fields on the reimbursements forms should be completed.



PSAPs are reminded that proper fiscal year reimbursements forms should be utilized. Forms may be amended from year to year. Failure to utilize the proper fiscal year form may result in reductions or returns if all required information/fields are not provided/completed.



It is recommended that PSAPs hosting training and/or conducting an in-house training utilize the roster template available on the State 911 Department's website. This will ensure that all needed information is provided and will assist with the reconciliation of reimbursement request associated with that training.



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 July 1, 2018 – June 30, 2019. PSAPs are **reminded** to include a notarized Proof of Authentication of Signature form for the City or Town Official who signs the Contractor Authorized Signatory Listing form.

APPLY TODAY!!

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



GRANT CAMP: Wednesday, August 15, 2018

Located at 151 Campanelli Drive, Suite A, Middleborough, MA

During this session you may seek assistance with your FY 2019 grant applications and/or FY 2018 reimbursement submissions. Fiscal Division staff will be available to answer all your questions.

Please e-mail 911DeptGrants@mass.gov to schedule your appointment.

Updates from our Training Division

COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance

FY2018 Annual Certification of Compliance Form Due July 31, 2018

If you have not yet completed your form, or have any questions regarding your PSAP's compliance, please contact:

Monna Wallace at 508-821-7220 or monna.wallace@mass.gov, or
Venus Wheeler at 508-821-7201 or venus.wheeler@mass.gov.

Working as a Telecommunicator

Being a telecommunicator, dispatcher or call taker can be a very rewarding and fulfilling profession which requires both mental abilities and physical skills. It is a career which allows you to work with some of the latest technology, witness true dedication to the public safety profession, and achieve a level of personal satisfaction knowing that you may have made a difference in the life of one or many people that shift.

A telecommunicator must be able to make decisions with limited time and information in a variety of situations, many with the threat of imminent danger; and be able to act on the decisions made. A telecommunicator must be able to manage the variety of emotional states of people looking for help and guidance, while remaining calm and professional throughout the entire process.

The physical and mental demands of the job require PSAPs to create rigorous entry standards to ensure that personnel interviewed and hired can withstand the everyday challenges that will be faced. As you look to fill vacancies within your communications center, review your job postings to ensure the requirements and expectations for your center are clearly explained to potential candidates looking to work for your agency.

Examples of Qualities Desired

- Compassion, empathy and sensitivity
- High moral character and integrity
- Good judgment
- Effective at multi-tasking
- Good communication skills
- High degree of emotional self control
- Intelligence
- Creativity and ingenuity
- Self confidence
- Strong desire to serve the community

Examples of Skills Needed

- Computer operations; keyboard/typing
- A clear and understandable voice
- Effectively prioritize, make informed decisions quickly and communicate effectively
- Ability to hear and understand multiple sound sources
- Work under stressful conditions
- Willingness to maintain mutual respect amongst co-workers, supervisors and the general public.
- Flexibility to work a variety of shifts, nights, weekends and holidays

Updates from Mass EDP



The Massachusetts Equipment Program (Mass EDP) is constantly looking at the needs of clients and various technologies available in the market. We are very pleased to announce a new addition to the offering—**CapTel 840 Plus**.

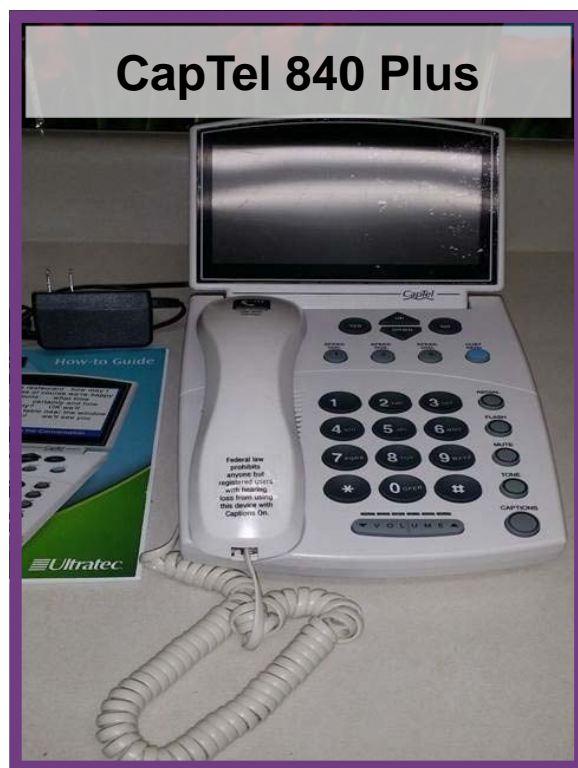
The **Captioned Telephone**, or **CapTel**, is an ideal telephone solution for people with some degree of hearing loss because it works like any other telephone with one important addition—it displays the words the caller says during the conversation. CapTel technology allows users to listen to the caller, and read the written captions in a convenient display window.

The all-in-one CapTel 840 PLUS gives the Mass EDP Program the flexibility to meet users' telephone needs with just one device - whether they have traditional analog lines or IP telephone lines.

Some of the user benefits the CapTel 840 PLUS offers include:

- Extra-large, easy-to-read captions window with adjustable font sizes and colors.
- Built-in Answering Machine shows you captions of your voice messages.
- Display screen tilts for comfortable reading or lies flat to mount the phone on a wall.
- Adjustable volume control (up to 40dB gain) for captioned calls. Volume button is easy to see and adjust during a call.
- One-touch access to CapTel Customer Service (speed dial button automatically connects you to CapTel help line). Available 24 hours a day/ 7 days a week.
- Easy-to-follow menu system with Yes/No questions.
- Phone Book allows you to store and dial more than 95 names/phone numbers.
- Speed dial keys for one-touch dialing of frequently called numbers.
- Caller-ID capable – shows you who is calling directly on display screen (requires Caller-ID service on the local telephone system).
- Spanish-to-Spanish captioning available, with Spanish-language menus.

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



INDEPENDENCE DAY!
4TH OF JULY



Flashback: This Year in 9-1-1 1996

By the end of 1996, the Statewide Emergency Telecommunications Board (SETB) had completed the implementation of the Enhanced 9-1-1 (E911) system in Massachusetts. The MAARS equipment had been deployed to 278 PSAPs, with the last PSAP converted being Quincy Police. The first Enhanced 9-1-1 system operated for just over ten years in Massachusetts before technological enhancements changed the necessary tools of public safety, both on the communications side, and the technology the public used to reach 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.

