

- ▶ PSCA GRADUATION..... 1
- ▶ HAPPY RETIREMENT..... 2
- ▶ EMAIL CONTACT UPDATE..... 3
- ▶ NEXT GENERATION 9-1-1..... 3
- ▶ SYSTEMS UPDATE..... 4
- ▶ FISCAL UPDATE..... 6
- ▶ TRAINING UPDATE..... 7
- ▶ MASS EDP UPDATE..... 8
- ▶ FLASHBACK: 50 YEARS OF 9-1-1..... 8
- ▶ MEMORIAL DAY..... 9

Issue 5 | Volume 6 | May 2018

Massachusetts State 911 Department Newsletter



46th Public Safety Communications Academy



Graduates by Department

Barnstable Police Department

*Natalia Cattabriga
Alita Fontaine
Thomas Fullam
Nichole Gouzias
Shaneka Grant
Kristina Gustafson
Ryan McNally
Loren Orpen
Richard Panton
Desiree Robinson
Jordan Shairs*

Fall River Police Department

*David Diogo
Lynn Furtado
Marc Rezendes
Brendan Riley
Kristen Saurette
Joseph Souse*

Lowell Police Department

Kevin Quinn

Massachusetts State Police

*Christine Alfano
Olivia England
Cortney Koschoff
Liron Schneider-Small*

Randolph Police Department

*Alexander Chen
Trazana Powell*

Springfield Communicaitons

*Kristin Charette
Nicole Devane
Dodi Feldman
John Keough
Christopher Knapp
Jillian Van Ness*

Westwood Police Department

Joseph Kelley



HAPPY Retirement

*C. Blair Sutherland
and Jack DiPesa*

At the May 10, 2018 State 911 Commission Meeting, the Massachusetts State 911 Commission and the State 911 Department paid tribute to C. Blair Sutherland for his twenty-five years of dedicated and loyal service towards the enhancement of 9-1-1 communications in the Commonwealth.

Blair joined the Statewide Emergency Telecommunications Board (SETB) in 1993, and he served in various roles throughout this career, in all aspects of 9-1-1 communications within the Commonwealth. He retired this month as the Director of Communications for the Massachusetts State Police.



In addition, the State 911 Department wishes to announce the retirement of Jack DiPesa this month. Jack worked with the Statewide Emergency Telecommunications Board (SETB) and State 911 Department for fourteen years as a Systems Analyst, supporting hundreds of PSAPs through two system conversions. Jack retired previously from Verizon as a long time 9-1-1 Field Technician.



Both Blair and Jack's passion and dedication to public safety communications is inspiring to those of us still serving. From all of us at the State 911 Department and on behalf of all personnel in PSAPs throughout the Commonwealth, thank you for your service to our field. We wish both of you a very happy retirement. Enjoy!



Update Your Contact List for the State 911 Department

Recent upgrades have resulted in a change to contact information for all State 911 Department employees. You may now notice that email addresses end in **@mass.gov**. While all previous email addresses will automatically be redirected, we suggest updating your contact information with State 911 Department employees you work with regularly to ensure delivery of your communications.



Wireless Direct Program

The growing success of the Wireless Direct Program has reached a new milestone this month, with 45 PSAPs participating, covering 102 communities. In May 2018, two of the Commonwealth's largest Regional PSAPs were added to the Wireless Direct Program—Barnstable County Sheriff and Berkshire County Sheriff.

Here is a complete listing of Wireless Direct PSAPs, with the newest additions in **bold**: Acton Police, Arlington Police, **Barnstable County Sheriff**, Barnstable Police, **Bedford Police**, **Berkshire County Sheriff**, Beverly Police, Boston Police, Bourne Police, Bridgewater Police, Brookline Police, Burlington Police, Cambridge Communications, **Carver Police**, Dartmouth Police, **Dedham Police**, **East Bridgewater Police**, Everett Communications, Granby Police, Greenfield Police, **Hanover Police**, Haverhill Police, **Lynn Police**, Malden Police, Manchester By the Sea Police, Marblehead Police, Metro North RECC, Middleboro Police, Nantucket Police, Nashoba Valley RECC, **Natick Police**, New Bedford Police, Norfolk County RECC, Regional Old Colony Communications Center, Rutland RECC, South Shore Emergency RECC, South Worcester County Communications Center, **Sandwich Police**, 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@mass.gov**.

Updates from our Systems Division

Wireless Routing Data

When PSAPs are considering implementing wireless direct, the first question is “How will this impact my call volume and staffing?” In an effort to better understand how the Wireless Direct Program is effecting call volumes at all PSAPs, the State 911 Department recently conducted an evaluation of wireless routing data. While each case is different, the following information is a glimpse into wireless routing across our state.

Wireless Phase 2 (WPH2) Only



Wireless Direct PSAPs who are accepting WPH2 calls receive approximately 33% of wireless calls directly. With a standard deviation of approximately 4%, the State 911 Department concludes that this is fairly consistent across the Commonwealth.

Transfer activity within these PSAPs was also reviewed, including all outbound transfers, with the exception of transfers to known Emergency Medical Dispatch (EMD) providers. On average, approximately 14% of wireless direct WPH2 calls are transferred out of the PSAP, based on the assumption that all transfers were related to wireless direct, which may not be the case in all PSAPs.

Wireless Phase 1 (WPH1) and Wireless Phase 2 (WPH2)



For Wireless Direct PSAPs receiving both Phase 1 and 2 wireless calls, approximately 83% of wireless calls are directly routed to these PSAPs, with a standard deviation of approximately 13%. More data is needed to best understand the deviation.

Transfer activity was reviewed under the same parameters as above and, as expected was higher, with an average of 17% of wireless direct calls transferred out of the PSAP.

The largest variable impacting the accuracy is the inconsistent location information provided by the carriers, which is a common issue across the country.

Updates from our Systems Division continued

GDIT Help Desk

If you were not aware, the GDIT Help Desk has a primary center located in Westwood, Massachusetts and a backup center located in Oklahoma. When calling the GDIT Help Desk to report a trouble, you may find, on occasion, that your call is being answered by the backup center. Please note that the backup center may not be able to troubleshoot your call in the same capacity as the primary center. Upon receiving your call, the backup center will create a ticket and forward the incident to Westwood, so that the Westwood team can contact the PSAP as soon as possible to address the concern. The State 911 Department is tracking rollover calls and working to reduce them as much as possible.



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



Next Generation Login Issues

If you are unable to log into the ECW applications (including CallStation, DecisionStation or AdminiStation) using the ECW Primary icon, **or** if you were disconnected by the network while using an application and have received the red error screen, the

ECW Backup icon on the position desktop screen can be used to login and resume your work. This will connect you to the PSAP's backup data center within the Next Generation network.

After logging in, report the trouble incident to the Help Desk at 1-855-626-4911.

ALI Discrepancy Reporting

From the CallStation application, an ALI Discrepancy report can be created while a call is active or once the call is ended. While the call is connected, you can click the **ALI Discrepancy button**, opening the tab, and enter the information to be corrected. However once the call is released, the CallStation screen must be refreshed in order to create the report—even if it appears the ALI data is still visible on the screen. To refresh the screen and complete a report, 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, allowing the ALI Discrepancy button to work, opening the tab to complete the report.

Please be advised, the automated ALI Discrepancy report delivered to the PSAP Administrator on a daily basis is intermittently working. Using DecisionStation, you can generate a report manually. To create a report, click the **Report** tab and choose **Other Reports—ALI Errors**.

ECW is aware of these issues and plans to fix them in a future release.

Updates from our Fiscal Division



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/information-for-call-centers. The funding cycle is July 1, 2018 – June 30, 2019. PSAPs are reminded that the Annual Certificates of Compliance shall be on file and approved by the State 911 Department prior to award of these FY 2019 grants. **APPLY TODAY!!**



As we prepare for the close of another grant cycle (June 30), please take a few moments to review the below noted checklist. This will assist in ensuring a successful close out of your grants awarded by the State 911 Department.



Review your approved application to ensure all costs (goods and/or services) for which you intend to submit a reimbursement are identified and approved on your application, including quantities.



Review the approved personnel listing on each grant to ensure that all personnel for whom you intend to submit a reimbursement are identified on the list.



Review all trainings for submission under the Training Grant, including in-house trainings, to ensure the course is either on the list of approved courses, hosted by the State 911 Department or an approval was received by your PSAP for the course in FY 2018.



Prepare and file reimbursements ensuring proper forms are used and all information and documentation is provided. Although the deadline for filing reimbursements is **September 30, 2018**, the latest submission date for filing a reimbursement so that payment will be received to allow for the proper close of the fiscal year for your community is **August 16, 2018**.



PSAPs are reminded when submitting a reimbursement request that is the result of a return or a reduction, a **NEW** request containing all required documentation and signatures is required.

To schedule an appointment or if you have questions, please contact **Karen Robitaille** at 508-821-7221 or karen.robitaille@mass.gov.

Updates from our Training Division

ACADEMY IN ACTION!

As the Public Safety Communications Academy concluded their five weeks of training, they had the opportunity to receive hands-on training with one of the Commonwealth's air ambulance services provided by Life Flight, out of Worcester, Massachusetts.

Special thanks to Life Flight Crew Members - Critical Care Paramedic Andrew Castellana, Pilot in Command Rich McGee, and Flight Nurse Paul Broman.



Annual Certification of Compliance

The FY2018 Annual Certification of Compliance Form is on the State 911 Department's website at www.mass.gov/information-for-call-centers, under Information for Emergency Medical Dispatch. If you have questions, 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.

COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance

Continuing Education (ConEd)

One month left to obtain 16 hours of Continuing Education for FY2018 Compliance reporting.

REMINDER



Updates from Mass EDP



The Massachusetts Equipment Distribution Program's Field Service Advisor (FSA) Marguerite Szczawinski attended the Westfield Senior Options Event sponsored by the Westfield Council on Aging. The event was held at the Westfield Senior Center, 45 Noble Street Westfield, Mass. The event had multiple exhibits such as Community Support Services, Medical Disability Services, and Leisure and Recreation events that benefit the senior community of Westfield and surrounding areas. Marguerite Szczawinski shared information about the benefits of the Mass EDP program and provided information on how to apply for a specialized analog telephone through the Mass EDP program.

Mass EDP Field Service Advisors are available for on-site presentations at your local facility. For more information and to obtain a complete list of specialized telephones available in the Mass EDP program, please call an EDP Representative at **1-800-300-5658**.



Flashback: This Year in 9-1-1

1992



In 1992, the **Statewide Emergency Telecommunications Board** began its move forward with implementing an Enhanced 9-1-1 system in the Commonwealth. The SETB had seven employees at the time, working fiercely to complete the technical and operational standards for 9-1-1, later set forth in 560 CMR 2.00.

The SETB had partnered with Verizon as the service provider for the new system to be implemented across 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@mass.gov.





On Memorial Day, we commemorate the active military serving in our country's armed forces who made the ultimate sacrifice to win or preserve our freedom.

The State 911 Department remembers all our fallen heroes.



"Although no sculptured marble should rise to their memory, nor engraved stone bear record of their deeds, yet will their remembrance be as lasting as the land they honored." ~ Daniel Webster