

# Massachusetts State 911 Department Monthly Newsletter



Issue 5

Volume 7

May 2019



## MEMORIAL DAY

### *To Remember and To Honor*

The State 911 Department would like to remember the brave military service members in the United States Armed Forces and first responders who made the ultimate sacrifice to serve.

We call to mind their life and tragic loss, lend support to their families, and celebrate the liberties their sacrifice provided to all those in the United States.

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**One month left to  
complete 16 hours  
of continuing education  
for FY 2019!**

**LATEST**

**NEWS**

## In the News...

### State 911 Commission

On Thursday, May 23, 2019, the State 911 Commission's meeting was held at our Middleborough office.



Pictured above (left to right):  
State 911 Executive Director Frank Pozniak,  
State 911 Commission Chair Undersecretary Kerry Collins,  
and State 911 Commission Vice-chair Chief Robert Silvia.

### Next Generation 9-1-1 Service Provider

On April 29, 2019, the State 911 Department executed a contract with General Dynamic Information Technology (GDIT) and Comtech NextGen LLC (Comtech) transitioning Massachusetts' Next Generation 9-1-1 service provider from GDIT to Comtech.

The contract extends through August 3, 2024.

## Updates from our Programs Division

# Welcome

Katelyn Sylvia has joined the Programs Team!

As the new Public Education Coordinator for the State 911 Department, I am looking forward to working closely with our PSAPs, the public, and my coworkers in developing a thorough education program that brings to light the in-depth world of 9-1-1. Some of my goals are to: develop an informative outreach program; shine a positive light on the tough job of a telecommunicator; focus on educating the children and seniors of our state about 9-1-1; and recognize the terrific job performance that takes place each and every day by our very own telecommunicators throughout the Commonwealth.

I am a New Bedford, MA native and a 2016 graduate of Bridgewater State University holding a Bachelor's degree in English and Media Communications. Throughout college, I worked in the New Bedford Public School system as well as at St. Luke's Hospital for over five years. After graduating, I discovered an interest in 9-1-1 communications and was hired by the New Bedford Police Department in 2016 where I served until accepting a position with the State 911 Department.

Having a background in dispatching, I know just how thorough and important the job can be. With that being said, I also know how common it is for a dispatcher's performance to be swept under the rug and unheard of. If you feel you have a dispatcher at your PSAP that has gone above and beyond and deserves to be recognized, please reach out and let me know so that we can share their story. I can be reached by email at [katelyn.a.sylvia@mass.gov](mailto:katelyn.a.sylvia@mass.gov), or by phone at 508-821-7205.



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[www.mass.gov/e911](http://www.mass.gov/e911)



## Updates from our Programs Division (continued)

### Next Generation 9-1-1 User Login IDs

Please remember that User Login IDs are created when new telecommunicators complete the minimum training requirements of the State 911 Department listed below. It is a PSAP's responsibility to contact the Programs Coordinators once all certification requirements are met to ensure a User Login ID is requested from the Help Desk.

#### New User Login ID Process

- All new telecommunicators must be approved through the Department's Programs Division, and must do the following **prior to a User Login ID being created**:
  - ⇒ Complete the minimum training requirements, including a Department-approved basic telecommunicator course, and two-day equipment training;
  - ⇒ **For PSAPs providing EMD**, complete certification in the agency's EMD protocol and CPR certification\*.

#### Existing Users

- A telecommunicator must appear on the PSAP's Annual Certification of Compliance and meet the minimum continuing education requirements to remain active. If an existing user is not listed or not in compliance, their User Login ID will be removed from the Next Generation 9-1-1 system.
- It is the PSAP's responsibility to notify the State 911 Department if a user is terminated, or if the user requires a name change.
- If an employee is hired from another PSAP, and meets all the minimum training requirements\* for your PSAP, please contact the Programs Division to request a User Login ID.

**\*Proof of all certifications is required before a request for the new User Login ID will be submitted to the Help Desk.\***

Please contact Programs Coordinators, **Venus Wheeler** or **Cathy Rodriguez**, by email at [venus.wheeler@mass.gov](mailto:venus.wheeler@mass.gov) or and [cathy.rodriguez@mass.gov](mailto:cathy.rodriguez@mass.gov).

### COMPLIANCE

### It's Compliance Time!



Training



EMD/CPR



Employment



Quality Assurance

The FY 2019 Annual Certification of Compliance form is available on our website at [www.mass.gov/e911](http://www.mass.gov/e911). **The form must be submitted on or before July 31, 2019.**

**If your PSAP has completed all of the compliance requirements, submit your form now to expedite processing.**

For questions about the FY 2019 Annual Certification of Compliance process, email **Monna Wallace** at [monna.wallace@mass.gov](mailto:monna.wallace@mass.gov).

## Updates from our Programs Division (continued)

### Accessing Text Transcripts through DecisionStation

The State 911 Department has been fielding many questions regarding how to access text-to-911 transcripts for court requests. Good news ~ it's all at your fingertips!

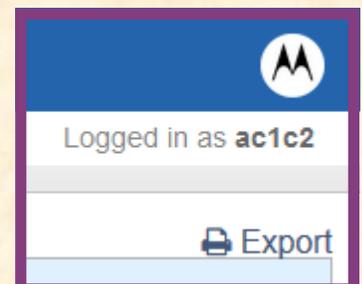
Text-to-911 transcripts are part of the Call Detail Record in DecisionStation. Using the steps below, you can review, print or export the record to provide it in a court summons.

1. Launch and log into MCWs DecisionStation application in the Next Generation 9-1-1 system using your PSAP Admin Login ID.
2. From the DecisionStation Dashboard, click the **Closed Calls** tab.
3. Using the Closed Calls sub-tab, enter the **search parameters for the text session** including either **timeframe** (start date and time, end date and time) or, narrow the search more by adding the **number** (either the callback number/ANI or the MCW Call ID). Click **Submit** to perform the search.
4. From the results list, locate the text session and select the **hyperlink for the desired call ID number** to open the call detail record. Text sessions are identifiable by using the "Type" column. Text sessions will have a type of "SMS".
5. With the Call Detail Record displayed, scroll down to the Message section to review the text transcript. Text messages with no user listed were sent by the texter. Messages with a Login ID in the "User" column were sent by the telecommunicator.

#### Messages

DATE / TIME	USER	MESSAGE
01/31/2019 13:44:57		Call <b>66044</b> with number <b>+17811232334</b> is created on <b>01/31/2019</b>
01/31/2019 13:44:57		ALI data received for call with number <b>+17811232334</b>
01/31/2019 13:45:01	<a href="#">ac1c1</a>	Answering text call with number <b>+17811232334</b>
01/31/2019 13:45:01		Help! I need the police!
01/31/2019 13:45:04	<a href="#">ac1c1</a>	9-1-1, this session is recorded. What is the address and town of your emergency
01/31/2019 13:45:11		151 Campanelli Drive, Middleborough
01/31/2019 13:45:26		Please hurry. Someone is breaking in!
01/31/2019 13:45:27		ALI data received for call with number <b>null</b> - no changes
01/31/2019 13:45:36		Door on the right.
01/31/2019 13:45:40	<a href="#">ac1c1</a>	What is your phone number?
01/31/2019 13:45:57		ALI data received for call with number <b>null</b> - no changes
01/31/2019 13:46:17		<b>781-123-2334</b>
01/31/2019 13:46:28	<a href="#">ac1c1</a>	Are you in a safe location? Police are almost there.
01/31/2019 13:46:58		Yes. In a locked office.
01/31/2019 13:47:28		The police are here.
01/31/2019 13:47:49	<a href="#">ac1c1</a>	Released SMS call with number <b>+17811232334</b>

6. To export a Call Detail Record, click the **Export** button located in the top right hand corner of the Call Detail Record window (displayed in the image to the right). The PDF viewer will open and the PDF file can be saved or printed.



If you have additional questions, or would like to attend training on DecisionStation, email a request to

[911training@massmail.state.ma.us](mailto:911training@massmail.state.ma.us).

## Updates from our Systems Division

### Next Generation Routing 101

In the April 2019 newsletter, we discussed how important the address point and location each device produces is to the routing of an emergency request. This month, we would like to highlight how a call or text gets to your PSAP.

When a 9-1-1 emergency request is received by the network, the following happens:

1. Location Retrieved: The phone number (ANI), or pseudo ANI, is used to retrieve the location of the device from the appropriate database.
2. Location Translated: The location provided is compared against the Location Database (LDB) within the Massachusetts Next Generation 9-1-1 network to determine the probable PSAP of jurisdiction.
3. Request Processed: A set of routing rules that are built into the Next Generation 9-1-1 network are applied, which will geospatially route the request based on location information available.
4. Request Received: The emergency request is routed and starts ringing at the PSAP.

If the location data is inconclusive, the call will be routed to the Commonwealth's default PSAP.

**Want to know more about how a call or text gets to your PSAP?**

**The Systems Division will be conducting webinars on the following dates.**

**Tuesday, June 18, 2018 at 1 PM**

**or**

**Thursday, June 27, 2019 at 11 AM**



If interested in joining, please send an email to Charlie Ashworth at [charles.ashworth@mass.gov](mailto:charles.ashworth@mass.gov). A meeting invite will be sent with a link to the webinar. You will need a device that has speakers in order to hear the presentation. A microphone is optional, questions can be asked via the chat function on the screen.

### PSAP Renovations and Moves

If you're planning on renovating or building a new PSAP in 2020, please notify us by sending an email to

[EPS-DL-911ChangeRequest@MassMail.State.MA.US](mailto:EPS-DL-911ChangeRequest@MassMail.State.MA.US).



## Updates from our Systems Division (continued)



### New Cellular Device Available

The State 911 Department wants to make you aware of a new cellular product being offered by Verizon. This new cellular device allows the home owner to plug their home phone into it.

Callers often report calling from their “landline”. Verizon is currently using the class of service “RESL” which adds to the confusion. We are working with Verizon to resolve the routing and ALI issues.

For more information about the Verizon product, visit the website below.

[www.verizonwireless.com/home-office-solutions/wireless-home-phone/](http://www.verizonwireless.com/home-office-solutions/wireless-home-phone/)

### Multiline Telephone System Compliance

2019 is the unofficial year for Multiline Telephone System (MLTS) Compliance! The Systems Division team is working on a document helping MLTS operators understand the technical requirements. Kari’s Law Act of 2017 is a federal regulation requiring MLTS to allow direct dialing to 9-1-1 without adding any digits other than 9-1-1. Massachusetts regulations require operators of MLTS to provide the ANI/ALI specific to the calling telephone station. More information about the Massachusetts’ regulations is available at the website below. This link also contains a list of frequently asked questions.

[www.mass.gov/service-details/multi-line-telephone-system-mlts-regulations-information-and-resources](http://www.mass.gov/service-details/multi-line-telephone-system-mlts-regulations-information-and-resources)

#### What Should PSAPs Do?

Conduct test calls! We suggest contacting hotels, motels, large business, schools, hospitals, banks or any establishment within your jurisdiction that may use a MLTS, and have each do a test call to 9-1-1.

#### What to Look For?

PSAPs should look to see: 1) Did it display enough detail in the location information for an emergency response?  
2) Were you able to call the number back and speak directly to the caller?  
3) What digits were dialed to make the 9-1-1 call? Please ask the MLTS caller.

Kari’s Law Act of 2017 is named for Kari Hunt, who was murdered by her estranged husband in a Texas hotel room in December 2013. During the events of the incident, Hunt’s nine-year old daughter, Brianna, tried calling 9-1-1 four times from the hotel. Brianna was unfamiliar with the fact that the hotel required a prefix to be dialed to get an outside line, so none of the calls were received by a PSAP.



## Updates from our Fiscal Division



The State 911 Department is rolling out its grant programs for FY 2020. The funding cycle begins on July 1, 2019 and ends on June 30, 2020. The Training Grant, Emergency Medical Dispatch Grant, Support and Incentive Grant and the Wireless State Police PSAP Grant Guidelines, Applications, Worksheets and sample Applications have been posted to the State 911 Department's website at [www.mass.gov/e911](http://www.mass.gov/e911).

### What You Need to Know:

- The Training and Emergency Medical Dispatch Grant are now separate grant programs.
- The Training Grant has been revamped. Primary PSAPs, Regional Secondary PSAPs, Regional PSAPs, and RECCs now determine the allocation. Worksheets have been made available as part of the application to assist PSAPs.
- The Support and Incentive Grant and the Wireless State Police PSAP Grant require submission of proof of compliance with MassGIS requirements and State 911 Department's PSAP Contact Information Update Form.

They're  
Back!

# GRANT



The State 911 Department will be hosting grant camps for the FY20 Grant Programs on the following dates at its office in Middleborough, MA:

**Wednesday, June 5, 2019, Tuesday, June 11, 2019,**

**Thursday, June 13, 2019, Tuesday, June 18, 2019,**

**Thursday, June 20, 2019, and Wednesday, June 26, 2019.**

Please e-mail Cindy Reynolds at [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to confirm your attendance.

Friendly  
Reminder

**All goods and services under the FY19 Grant Programs shall be received on or before June 30, 2019.**

If you have questions or require assistance, please contact **Karen Robitaille at 508-821-7221 or email at [karen.robitaille@mass.gov](mailto:karen.robitaille@mass.gov).**

## Updates from Mass EDP



On Thursday, May 2, 2019 the Massachusetts Equipment Distribution Program (Mass EDP) Field Service Advisor (FSA) Chris Plant attended the Annual Senior Health and Lifestyle Wellness Fair, sponsored by the Scituate Council on Aging (COA).

The health fair had over 150 seniors and care givers present. The attendees had the opportunity to learn about helpful community resources and ways to achieve a healthy lifestyle through education and prevention. FSA Chris Plant spoke with attendees about the Mass EDP program, the equipment and services available, and the application process.

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 or equipment available, please contact **Grant Harrison** by email at [grant.harrison@mass.gov](mailto:grant.harrison@mass.gov).



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

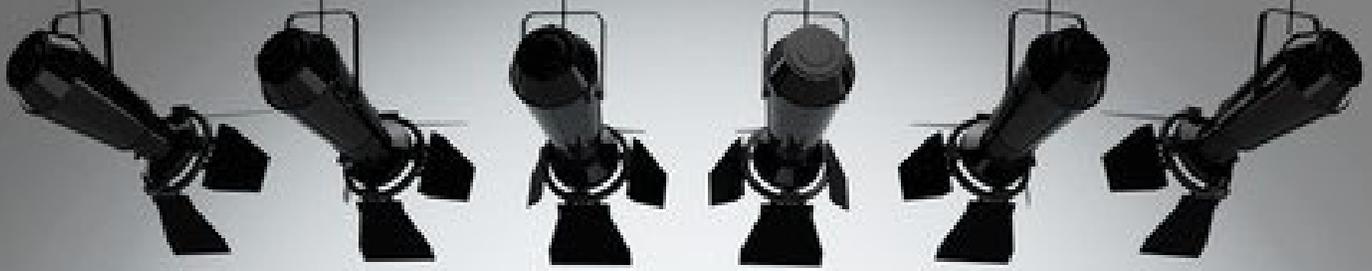
For outreach events, please contact **Katelyn Sylvia** by email at [katelyn.a.sylvia@mass.gov](mailto:katelyn.a.sylvia@mass.gov).

### Continuing Education for FY 2019

Time to complete your continuing education hours! By **June 30, 2019**, each telecommunicator must complete 16 hours of continuing education and if applicable, ensure that CPR and EMD certifications are up to date. For a complete list of all approved training courses, please see our website at [www.mass.gov/e911](http://www.mass.gov/e911).

# REMINDER





### 9-1-1 Spotlight:

### Dispatcher Robert Puleo, Weymouth Police

On Saturday, May 4, 2019, Dispatcher Puleo earned his “stork” recognition for assisting a father with the delivery of beautiful baby girl in the their home, using his EMD protocols. Moments after calling 9-1-1, and being instructed what to do by Dispatcher Puleo, baby Olivia arrived.

The family was assisted on scene very shortly after by Weymouth Police Officer Paul Torino, and the paramedics of South Shore Health System.

*Job Well Done!*



Monday,  
May 22, 2019



### ACADEMY IN ACTION



A special  
thank you to the  
Middleborough  
Fire Department.

