Massachusetts State 911 Department

Newsletter

9-1-1 Massachusetts **Help is at your fingertips.** EMERGENCY

Congratulations Graduates!

47th Public Safety Communications Academy

Graduates by Department

Acton Police Department
Kevin Laren

Attleborough Police Department
Helen Beaudet

Dracut Police Department
Michael Steere

Dukes County Sheriff
Erika Berg

Fall River Police Department
Maryann McAulay-Correia
Lori Torres

Holbrook Regional Emergency Communications Center
Linda Cormier
Jeremiah Gainey

Lowell Police Department
Amanda Ramos

Northborough Police Department
Emily Crimmings
Veronica Mueller

Waltham Police Department
Anthony Scarpone

Wellesley Police Department
Bianca Nalon

9-1-1 Massachusetts **Help is at your fingertips.** EMERGENCY Massachusetts State 911 Department

Text-to-9-1-1 Soft Rollout Deployment

December 14, 2018

This is one of the most exciting changes in access to emergency communications and accessibility in over twenty years for the Commonwealth. **On December 14, 2018 General Dynamics IT (GDIT) plans to enable the Short Message Service (SMS) payload within the Next Generation 9-1-1 network**, which makes the functionality of Text-to-9-1-1 available for the entire Commonwealth. Once enabled, your personnel will have the ability to begin simulating text messages into your PSAP allowing telecommunicators to practice and become familiar with the text feature.

Please note that while no public announcement of Text-to-9-1-1 will take place prior to January 2019, **Text-to-9-1-1 will be live and available to the public at the time of the soft-rollout**. If a citizen attempts a text session to 9-1-1, it will be received by the PSAP responsible for the jurisdiction provided by the coarse location.

During your simulation and practicing, please note the following:

- **Text-to-9-1-1 sessions can be received by all PSAPs and do not follow Wireless Direct routing paths.**

- **Coarse locations may place a text outside your PSAPs jurisdiction.**
  The coarse location is the latitude and longitude identifying the center point for the area where the texter may be potentially located. It is not wireless Phase 2 latitude and longitude. Be mindful that while you may have intended for the simulation to occur with your PSAP, it could be received by another PSAP, based on the coarse location available at the time of the text by the carrier and jurisdictional boundaries.

- **Initial messages should ALWAYS contain language indicating it is a <u>TEST,</u> <u>*i.e., This is a test of text for (PSAP name).*</u>**
  While practicing with the text feature, the initial simulated messages should **ALWAYS** contain language that indicates the text message is a test to avoid confusion between a practice text session with an actual emergency text session.

Text-to-9-1-1 Online Refresher

It is important that all certified 9-1-1 telecommunicators participate in the online refresher in order to become familiar with the Text-to-9-1-1 feature prior to the soft-rollout deployment date.

Please note that a Text-to-9-1-1 Online Refresher is available on the State 911 Departments website at **www.mass.gov/e911.**

1. Access the State 911 Department's webpage at **www.mass.gov/e911.**

2. Scroll to the "**What would you like to do?**" section and click the "**Information for Call Centers**" button, about halfway down the page.

   Information for Call Centers →

3. On the Information for Call Centers page, look in the Top tasks section and click the "**Text-to-9-1-1 Online Refresher**" button.

   Text-to-9-1-1 Online Refresher →

PLEASE READ THE OPENING PARAGRAPH carefully, as it contains important information regarding credit for continuing education hours and reimbursement.

Please also note:

  * *A roster signed by the PSAP manager must be submitted with request for continuing education hours (2 hours) and a reimbursement request.*

  * *Each PSAP manager is responsible for sharing this information with telecommunicators and overseeing staff participation.*

If you have questions about Text, please contact **Monna Wallace** at **monna.wallace@mass.gov.**

Automatic Retransmits

After reviewing the wireless activity across the Commonwealth, the State 911 Department has made the decision to enable automatic retransmits within the Next Generation 9-1-1 network. This means that moving forward, **the system will query the carrier for a new location automatically every 30 seconds.**

The benefit is that if more accurate Automatic Location Identification (ALI) information is available, it will be provided to the telecommunicator automatically, helping to obtain better location information of a wireless caller sooner.

What will the telecommunicator see?

As automatic retransmits are performed, the telecommunicator will see the following:

- Latitude and longitude data, and confidence factors change within the ALI Results tab of CallStation;

- Messages within the Event tab of CallStation for each retransmit— "ALI Data received for call number *XXX-XXX-XXXX"* (*ANI will be listed*);

- Multiple probable location circles surrounding the wireless location within the mapped display of ResponseAssist;

- Change in size of the shaded radius around the mapped location and a change in meters distance;

- Multiple bars at the bottom of the Incident Tile, representing the most recent four retransmitted locations and the original location, as seen in the image.
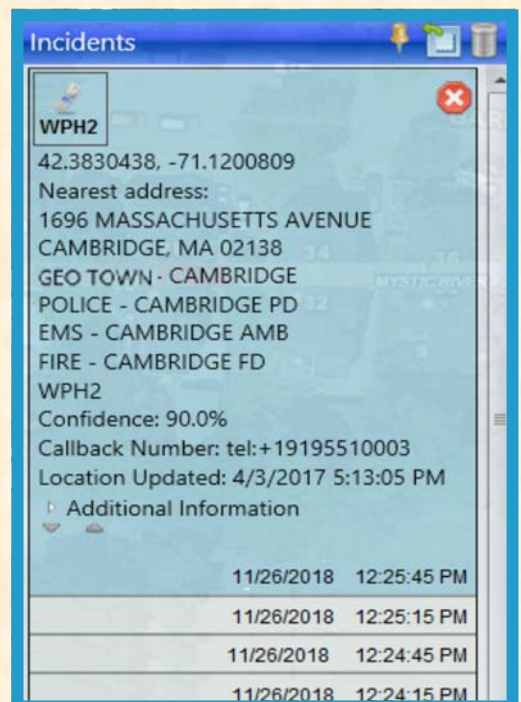
Please note that if RapidSOS data is available, it will also be displayed within CallStation and ResponseAssist. RapidSOS queries for new location data every 30 seconds as well.
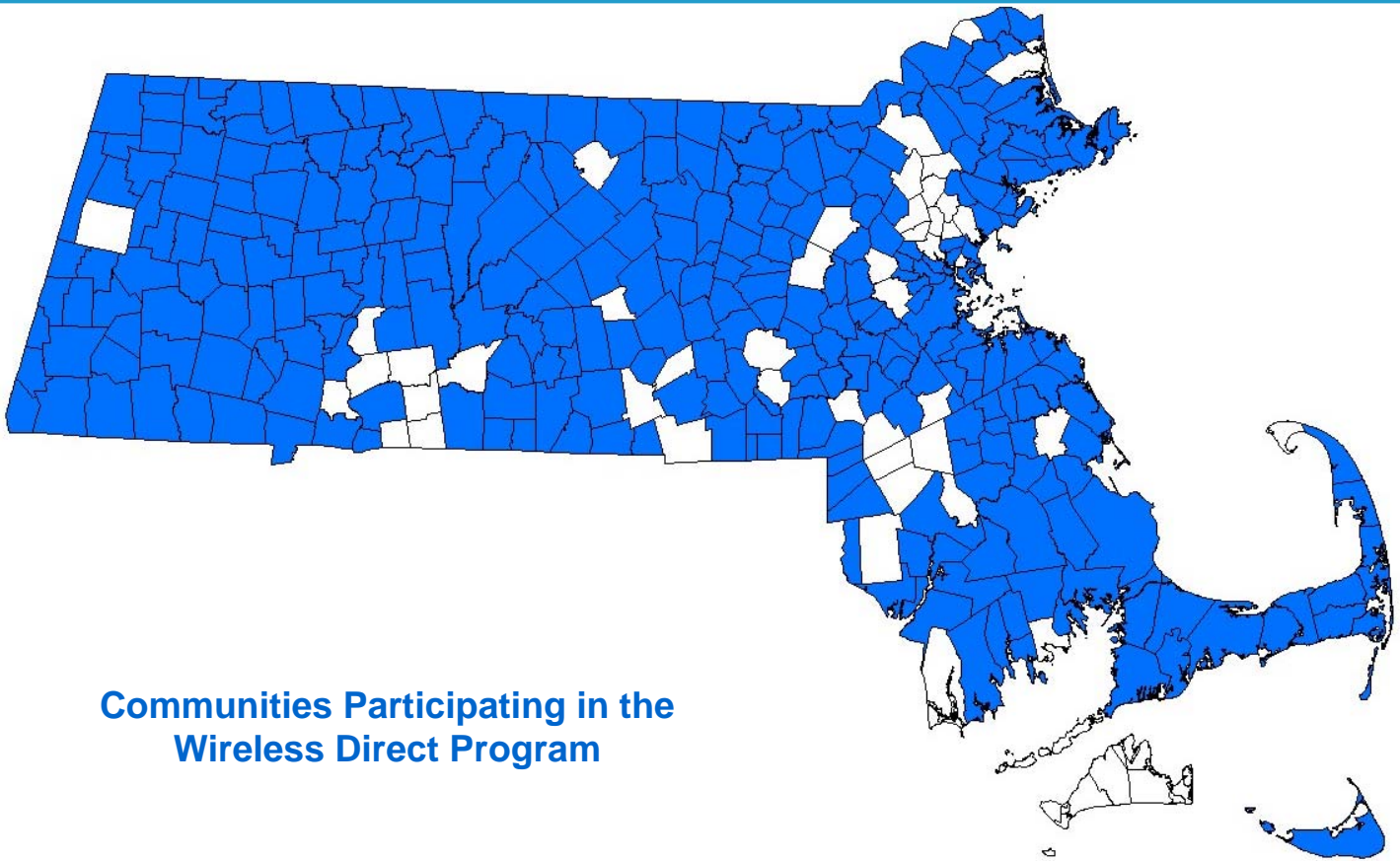
Wireless Direct Program

As of November 15, 2018, the Wireless Direct Program reached another milestone, with 182 participating PSAPs. The areas shaded in **BLUE** on the map below represent the 295 communities now covered as part of the Wireless Direct Program.

The nine newest additions to the program in November are: Athol Police, Blackstone Police, Boxford Police, Lynnfield Police, Lexington Police, Northbridge Police, Randolph Police, Sharon Police and Williamstown 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.**

Communities Participating in the Wireless Direct Program

New Automatic Call Distributor (ACD) Feature

Within the ACD version of CallStation, a new feature has been added. Dispatch Group to Dispatch Group transfer functionality is now available. This would enable telecomminicators to transfer within the dispatch groups of their own PSAP.

If you are interested in having this feature added to your PSAPs configuration, please contact **Charlie Ashworth at charles.ashworth@mass.gov.**

Phone System Recording Notice

If your Department is considering making changes or replacing its phone system, please read the following information regarding recording capabilities of the Equature DLR.

Equature supports the following Voice over Internet protocols:

- RFI, AS-SIP, SIP, and SIP/TLS, Skinny Call Control Protocol (SCCP), H323, H.248, Real-time Transport Protocol (RTP)/Secure Real-Time Transport Protocol (SRTP) and G711 codec.

Equature **does not** support:

- MITEL VoIP: Mitel utilizes an encrypted proprietary VoIP protocol. Equature can support the Non-Encrypted Mitel VoIP protocol utilizing RTP. However, the signaling events that include CallerID and other metadata is not included in the RTP stream, so Equature would not capture that data to associate with the calls.

If you are planning a phone system change, please contact the Systems Analyst that is assigned to your PSAP. If you need additional information, please contact the **Shahri Moin at shahri.moin@mass.gov**.

Updates from our Programs Division

PSAP Job Opportunities

The right public safety communications professional is a hard person to find. The State 911 Department is interested in assisting our PSAPs with advertising job openings in 9-1-1 centers. If you have an vacancy in your communications center, a form is now available on our website under "Information for 9-1-1 Centers" that will allow you to advertise your PSAP job openings through our website.

Simply fill out the form on our website at www.mass.gov/e911, and submit it via email to Monna Wallace at monna.wallace@state.ma.us.

November

APPLICATIONS: The application deadline is fast approaching. All applications for the FY 2019 Support and Incentive Grant and the FY 2019 Training and EMD/Regulatory Compliance Grant are due on or before **Friday, February 1, 2019.**   Guidelines and applications can be found on our website **www.mass.gov/e911**. **APPLY TODAY!!**

Please contact **911DeptGrants@mass.gov** should you require assistance with the application process.   Keep in mind that costs incurred prior to contract start date are ineligible under these grant programs.

CALCULATION ERRORS: PSAPs are reminded to review all reimbursement submission to ensure that the line total(s) and overall page total(s) agree.   Formulas embedded in the reimbursement sheets do not always calculate correctly when the form has been modified, i.e. lines added.

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

NOTICE: In an effort to eliminate confusion, effective January 1, 2019, the State 911 Department will no longer retain copies of reimbursement requests that are returned to PSAPs.   All documentation will be returned to the PSAP; only the return letter will be retained for the grant file.

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

Recently, members of the Massachusetts Equipment Distribution Program (Mass EDP) team attended the Massachusetts Council On Aging (COA) 2018 Fall Conference at the Sea Crest Hotel in Falmouth, Massachusetts.

Mass EDP Manager, Grant Harrison, and Field Service Advisors Melanie DaRosa and Chris Plant, had the opportunity to speak more in depth with multiple Directors and Supervisors of COAs across the Commonwealth who were in attendance about this amazing Program. It was an opportunity to highlight the mission of Mass EDP, and to discuss Mass EDP with a group of professionals who strive in improving the daily living and accessibility of an aging population throughout Massachusetts. The team demonstrated the specialized telephone equipment offered, distributed materials, including brochures on the program and applications, and discussed the local outreach programs available.

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

Flashback: This Year in 9-1-1
2004

With new funding in place, the Statewide Emergency Telecommunications Board (SETB) devised a plan to move the Commonwealth's emergency communications to the next level. Starting in 2004 and for the next four years, the SETB implemented the first computerized Enhanced 9-1-1 system for the Commonwealth. While a very exciting time, it was also a challenging time. Not only was the existing E9-1-1 system being replaced with all new equipment, wireless E9-1-1 call taking capabilities were added to the PSAP, with the first E9-1-1 mapping system. The SETB contracted with Verizon for the network, and Plant Equipment, Inc. (PEI), for new workstation equipment and software including VESTA, Orion Map Star and MagIC.

The PSAP conversions to VESTA began in August 2004, and the final PSAP conversion took place in December 2007. VESTA, MapStar and MagIC operated in the Commonwealth for over ten years, until the future of 9-1-1 communications began to take shape.

VETERANS DAY

Honoring all who served

Wishing you a

Season OF thanks