




# DISASTER




## CAN HAPPEN ANYWHERE.




September is Massachusetts Emergency Preparedness Month.  
**Take the Time to Prepare.**

Governor Charlie Baker proclaimed September 2019 to be Emergency Preparedness Month. The State 911 Department encourages all of our PSAPs and their personnel to prepare for large scale emergencies that may occur at any time. It is important for our centers, us as individuals, our communities, and our families to understand the effects that an emergency disaster could have on every aspect of our lives. Most importantly if an emergency disaster — whether natural or the result of human interaction, ever were to occur we want to be sure our communities are prepared and know when to call 9-1-1.



In support of the efforts of the Massachusetts Emergency Management Agency (MEMA), and in recognition of Emergency Preparedness Month please find tips and resources on page 2.



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**Dates have been selected for the 51st and 52nd Public Safety Communications Academy!**  
See page 3 for more details ~

**LATEST NEWS**



## Emergencies that can effect the Commonwealth:

Floods ~ Severe Weather ~ Power Outages ~ Hurricanes ~  
Winter Storms ~ Tornadoes ~ Earthquakes ~ Extreme Temperatures ~

## Ways to Prepare:

### 1. Be informed and receive Emergency Alerts



The Wireless Emergency Alerts (WEA) program is a national warning system that uses television, radio, and satellite channels to send alerts to mobile phones as a means of communication during emergency situations. The alerts are based on the region you are located in for situations such as: severe weather, emergencies, immediate public safety threats, and AMBER alerts.

### 2. Make a Family Emergency Plan



Develop a plan with the members of your household on exactly what to do if a disaster ever was to take place. Agree on two safe meeting places, one in your home and one a distance away incase you are asked to evacuate and get separated. Identify a family emergency contact. Once this plan is in place, practice 2-3 times a year to be most prepared in the event of an emergency.

### 3. Build an Emergency Kit



Create a kit with food, water, and survival supplies to last your household for at least up to three days. Inside the kit should be items you need for basic survival. Some examples include: water, food, pet supplies, medication, documents, money, and first-aid items.

### 4. Get Involved with your Communities' Emergency Preparedness



There are many ways to get involved and contribute to preparing the community you live in for emergencies. Volunteer work to support local emergency response is crucial, donating money, clothes, and food, checking on and helping your neighbors, and by being an active bystander — *IF YOU SEE SOMETHING, SAY SOMETHING!* —

**For more resources and additional information, visit:**

**[www.mass.gov/mema](http://www.mass.gov/mema) & [www.ready.gov](http://www.ready.gov)**

**Disaster Can Happen Anywhere. Take the Time to Prepare.**

## Updates from our Programs Division



# How Sweet!

Pictured to the left are State 911 Department Trainers Kevin Lewis and Linda Murphy with a PST1 class they taught in the beginning of September. At the conclusion of the week to celebrate completing the class, Casey Layon from Concord Police (pictured front, white shirt), made delicious homemade cappuccino cupcakes to bring in and share with the class.



## ANI and ALI Verification

REMEMBER - that upon connecting with a caller or texter, you **MUST** verify ANI/ALI information! Always use the information displayed in the Call Window of CallStation

**Address Toggle (WHP2/ RapidSOS)**

**Location Data (Geospatial)**

**Radius of the Probable Location Circle and Percentage of Confidence**

**Nearest Street Address to Latitude and Longitude, Access Town**

**Geographic Town**

**ELT - Response Agencies**

**ANI**

and the Incident Tile of ResponseAssist when verifying ANI/ALI information. Keep in mind that the location provided by the system may be different than the actual location of the emergency with Wireless Direct calls.

Pictured to the left is a breakdown of a Wireless Phase 2 Call Incident Tile.



Applications are now being accepted for the **51st & 52nd Public Safety Communications Academies (PSCAs)** being held:



51st PSCA February 10 — March 13, 2020 @ Middleborough  
52nd PSCA May 11— June 12, 2020 @ Middleborough

Applications can be found on our website:

<https://www.mass.gov/service-details/view-e9-1-1-upcoming-classes>

## Updates from our Programs Division (continued)

### Telecommunicator Certification Program

In an effort to support Massachusetts 9-1-1 centers that are experiencing staffing issues, the State 911 Department is kicking off a pilot “Telecommunicator Certification Program”.

This program will allow civilians that are interested in becoming a 9-1-1 dispatcher the opportunity to receive certifications that are required in order to be a certified telecommunicator in the Commonwealth. On **October 10, 2019**, the Department will host a workshop to educate attendees on the role of a dispatcher/telecommunicator and the process to receive the training.

Interested participants should email [state911department@massmail.state.ma.us](mailto:state911department@massmail.state.ma.us) for information on how to register for the workshop.

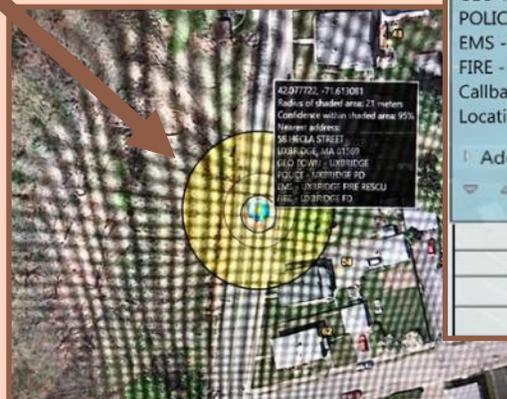
### Improvements to Text-to-911 Location

Initially, when Text-to-911 was deployed in the Commonwealth, the coarse location provided by the carrier was limited. The coarse locations provided the PSAP with only a limited latitude and longitude for either the center point for the area serving the texter’s device at the time of the text, or the location of the tower only. This resulted in large uncertainty factors, and a very large probable location circle displayed on the map.

However, with changes in technology happening on all levels, from the device used to the Text-to-911 feature at the carrier’s networks and the technology enhancements with our Next Generation 9-1-1 System, improvements in location accuracy will continue to be seen as time goes on.

### What to look for:

- Software enhancements** for the device-based location information in both Apple and Android devices, including both smartphones and other smart devices.
- Multiple location data sets** - When a text is received, the carrier coarse locations are being accompanied by RapidSOS Clearinghouse locations, which results in both a text coarse location and a RapidSOS location within the Incident Tile of ResponseAssist and on the active map, as seen in the images provided.
- Smaller probably location circles** are being seen, similar to those which may be seen with a wireless voice call.
- Automatic retransmits** as the text remains connected for both the coarse location and RapidSOS location, improving your ability to use the data in determining the dispatchable location.



## Updates from our Program's Division (continued)



On Thursday, September 19, 2019 the State 911 Department celebrated Massachusetts Day at The Big E in West Springfield. We spent the day educating hundreds of residents of all ages and from all over the Commonwealth about the Next Generation 9-1-1 System. We enjoyed providing tours of our mobile PSAP, educating on our Silent Call Procedure, and the Text-to-911 feature. A fun day had by all!

### Outreach Events

Do you have an upcoming outreach event in your community? The State 911 Department and Mass EDP would welcome the opportunity to participate if certain criteria are met!



### State 911 Department Outreach Program

For a showing of the Mobile PSAP, please contact **Shahri Moin** by email at [shari.moin@mass.gov](mailto:shari.moin@mass.gov)

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

## Updates from our Systems Division

### 2019 the unofficial year of MLTS.

When was the last time you did a test call from the schools in your municipality? Has the school department switched to a VoIP phone system?



#### Schools SHOULD:

##### 1. Provide ANI/ALI to the “station” level

- AKA the same location that the PSAP would receive from a stand-alone telephone calling from the same location

##### 2. Provide a number for direct call back to the originating phone

- i.e. the unique telephone number of the telephone that made the 9-1-1 and if that cannot be done, the number of an attendant who is on the premises 24 hours a day, 7 days a week, and 365 days per year

#### Schools SHOULD: Allow for direct dialing of 911

- The telephone station making the call should be able to dial the digits 9-1-1 and call directly (that is without the need to dial any other digits as is required by Kari’s Law). If that is not possible, then each telephone station should have a document attached to it that details HOW TO CALL 9-1-1 EMERGENCY.

State 911 Department has become aware of multiple municipalities “upgrading” to VoIP then having difficulties in complying with 9-1-1 requirements.

You can email [mlts911@mass.gov](mailto:mlts911@mass.gov) with any questions.

### Want to know more about how a call gets to your PSAP?

The Systems Division will be conducting webinars on the following dates:

Thursday, October 17, 2019 at 10AM

AND

Wednesday, October 23, 2019 at 2PM

If interested in joining please RSVP to [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.

### 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).



Time to Move



The FY 2020 Training Grant guidelines state “A Primary PSAP, Regional PSAP, Regional Secondary PSAP or RECC may petition the Executive Director for funding to support training above and beyond that minimally required under 560 CMR 5.0 or otherwise supported under these guidelines.” Any such petition shall provide supporting documentation:

- 1. Detailing the immediate need; and**
- 2. indicating the funding level being requested.**



PSAPs are reminded, if a pay period that is being requested for reimbursement contains dates outside of the contract period, then additional supporting documentation, such as schedules/timesheets, are needed to allow for reconciliation of the reimbursement request.



Eligibility for reimbursement under the State 911 Department’s grant programs requires the receipt of goods/services. Contractual obligations such as a deposit, pre-payment, and incremental payments, are not eligible for reimbursement until such time as the goods/services are received.



The FY20 grant camp season has come to a close. However, assistance is always available. Please e-mail [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to schedule an appointment to review the grant guidelines, applications and/or reimbursement process.



The FY20 reimbursement forms are available on our website ([www.mass.gov/e911](http://www.mass.gov/e911)). Be sure to use the current forms when completing reimbursement requests.

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 Tuesday, September 10, 2019, the Massachusetts Equipment Distribution Program's (MassEDP) Field Service Advisor (FSA) Chris Murphy attended the 5th Annual Senior Health and Safety Expo sponsored by the Franklin County Sheriff's TRIAD Program, Charlene Manor, and the Northwestern District Attorney's Office. The event was held at the Schuetzen Verein in Barton Cove, Gill, MA. In attendance with Chris were State 911 Department Trainers, our Mobile PSAP, our Department's Public Education Coordinator, along with dozens of vendors providing senior citizens with safety tips on how to live independently at home.

State 911 Department staff enjoyed the day educating the public on our Next Generation 9-1-1 System, our MassEDP Program, the Text-to-911 feature, and our Silent Call Procedure. We also provided tours of our Mobile PSAP, answered questions on 9-1-1 and MassEDP, and made connections with over 200 senior citizens.



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 and 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).



## 9-1-1 Spotlight:

### Congratulations on 25 years of Outstanding 9-1-1 Service!

On Sunday, September 15, 2019 the Massachusetts State Police Communications Section celebrated 25 years of Regional Dispatch Services to communities in Franklin, Hampshire, Hampden, and Worcester Counties. In 1994, community leaders with assistance from the Massachusetts State Police formed three regional communications centers: State Police New Braintree, State Police Northampton, and State Police Shelburne Falls. Twenty five years later, using the Next Generation 9-1-1 System and with access to the Commonwealth of Massachusetts Interoperable Radio System (CoMIRS) the highly trained professionals that staff these three centers provide services to 48 different communities. Thank you for your service!



Retired Dispatcher, Michael J. Ahearn Jr. was recognized for his more than 40-years of service to the Commonwealth



Certificates of Service were awarded to honor individuals in the Public Safety field at each of the three centers: SP Northampton, SP Braintree, & SP Shelburne Falls

*Pictures above are courtesy of the MA State Police Facebook Page*