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Massachusetts State 911 Department Newsletter

45th Public Safety Communications Academy

Congratulations Graduates!



Graduates by Department

Acton Police Department
Christopher McRell

Berkshire County Sheriff
Megan Doyle
Sheila Hughes
Cindy Newton
Frank M. Speth III

Cambridge Communications
Jeffrey Mompremier-Cruz
Seacia Pavao

Dukes County Sheriff
Christopher West

Leominster Police Department
Loran Wysk

Lowell Police Department
William Caunter

Medford Police Department
Nicholas Clemente
Eric Ferrazzani

Methuen Police Department
Monica Gallant

Newton Police Department
Patrick Geary
Riley Peterson

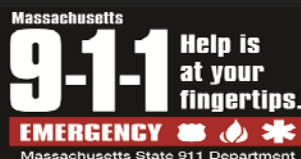
Northborough Police Department
Vance Huntoon

Randolph Police Department
Vincent Burton

Springfield Communicaitons
Asia Coleman
Ryan Dolan
Vedrana Murtic
Alfredo Wilson

Stoughton Police Department
Jody McCourt

Waltham Police Department
Crystal Beck
Darren Chadbourne



NEXT GENERATION 9-1-1



There are now two hundred and thirty-two (232) PSAPs and thirty-five (35) Limited Secondary PSAPs migrated to the Next Generation 9-1-1 system. The hardware in both Data Centers has been augmented to enhance system performance.

Updates from our Systems Division

Sub-location Information for ALI Records

For the legacy system, carriers used the Service Order Input, or SOI, record to capture location information for the ALI database. This format didn't provision for sub-location information such as Apartment, Suite, etc. However, it did have a generic field called "additional location information" that was a free form field. Carriers used this field to capture sub-location information and disability indicators.

The Next Generation 9-1-1 NENA format stipulates that the location database (LDB) have specific fields for sub-location information. Unfortunately, carriers are still submitting via SOI until full NENA compliance is achieved; so the possibility exists for the information to be in the wrong fields. This could cause the CallStation application to display information in the wrong field, which in turn causes the data spilled to your agency's CAD to populate an unexpected field.

Text-to-9-1-1



The State 911 Department is preparing to test text-to-9-1-1 on Nantucket in December. **Please note that only the island of Nantucket will be tested at this time.**

The training documentation is being finalized and will be further refined based on the experiences gained from the testing process on Nantucket.

Updates from our Systems Division (continued)

Multi-line Telephone System Location Accuracy

The State 911 Department encourages all municipalities to test multi-line telephone systems with your community for location accuracy.

Congress recently passed the "Kari's Law Act of 2017." This bill amends the Communications Act of 1934 to require multi-line telephone systems (often referred to as "PBX" or "Centrex" systems) to have a default configuration that allows users to directly initiate a call to 9-1-1 without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code to obtain an outside line, such as the digit "9". Businesses are prohibited from installing, managing, or operating multi-line telephone systems without such a direct 9-1-1 call configuration.

Massachusetts has also promulgated regulations governing enhanced 9-1-1 service for multi-line telephone systems. The regulations require that, beginning July 1, 2009, any new or substantially renovated multi-line telephone system shall provide the same level of enhanced 9-1-1 service that is provided to other phone systems in Massachusetts.

The regulations require that the operator of a multi-line telephone system provide a sufficiently precise indication of a caller's location when a 9-1-1 call is made, so that emergency response services may be dispatched to the **specific location of the caller** in an effort to increase response times and help save lives and property. Previously, multi-line system may have only displayed the primary location for the phone system, and no specifics on which phone location dialed 9-1-1.

Please take the time to do test calls with your local schools, town offices, hotels, and hospitals. Once the information is received on the Next Generation 9-1-1 system, review it for accuracy. If the address is wrong, please file an ALI Discrepancy Form, have your Municipal Database Liaison obtain authorization, submit the report to the location database support using the email address ldb support@ddti.net, and work with the telephone system administrator to ensure that the address is corrected.

Additional information is available on the State 911 Department website at [**www.mass.gov/e911**](http://www.mass.gov/e911).

Questions may be directed to the State 911 Department by e-mail at [**MLTS911@state.ma.us**](mailto:MLTS911@state.ma.us).



Updates from our Fiscal Division



The State 911 Department website has been updated. The reimbursement forms may now be found under “**Information for Call Centers**” in the “**What you need to know**” section. Click the **Grant Reimbursement** button.

[Grant reimbursement →](#)



Time is running out to apply for the FY 2018 Support and Incentive and Training and EMD/Regulatory Compliance Grants. Applications are **due** on or before **Friday, February 2, 2018**. Please contact Cindy Reynolds at 508-821-7299 or 911DeptGrants@state.ma.us should you require assistance with the application process.



The State 911 Department’s Fiscal Division is only a phone call or e-mail away. Whether you are new to our grant programs or simply would like a refresher course on the grant guidelines and/or reimbursement process, assistance is available at your convenience.

Please contact Karen Robitaille to schedule an appointment.
at 508-821-7221 or karen.robitalle@state.ma.us.

COMING

SOON!

As we complete the transition to the Next Generation 9-1-1 system, the State 911 Department finds itself with a surplus of used Information Technology equipment.

The Department will post a listing of equipment available to PSAPs, through the Commonwealth’s surplus property process, in the December Newsletter.

Role of the PSAP Administrator

With the implementation of the Next Generation 9-1-1 system, there are many important tasks falling under the umbrella of the PSAP Administrator. Here is a checklist to help guide your Agency.

- ☒ **Monitor Your Email**—*Emails will generated daily by the Next Generation 9-1-1 system. Monitor your email for important messages and designate someone to monitor it in your absence.*
- ☒ **ALI Discrepancies**—*Telecommunicators need to submit these reports electronically and **you will be emailed a daily report on all discrepancies, or a blank report if there are none.** As a PSAP Administrator, you are required to review these emails, obtain authorization by the Municipal Database Liaison and submit the report to location database support using the email address ldbsupport@ddti.net.*
- ☒ **Mapping**—*It is imperative that ResponseAssist remains an accurate and useful tool. Working with your local GIS contacts and MassGIS, you should continually update data for the map. This can include changes to existing businesses and roads, new addresses, and information specific to your municipality, such as fire hydrant locations.*
- ☒ **Speed Dial Maintenance**—*Having an accurate list of numbers within the Directory is important. You should check this regularly and ensure no changes or updates are needed. If you wish to make changes to existing entries, or add/delete an entry, please contact the Systems Division, Shahri Moin at 508-821-7306 or shahri.moin@state.ma.us.*
- ☒ **Monitor and Follow-up on Help Desk Tickets**—*PSAP Administrators should ensure there is a policy in place to track trouble reports and ticket numbers and ensure that the potential problems are resolved. One way might be a note within your CAD system. If there are any questions or issues regarding the reported troubles, please contact the Systems Division at the contact information above.*
- ☒ **Maintenance of User IDS**—*New Telecommunicators are added to the system after all of the minimum training requirements have been met. If an employee leaves your agency or if there are other changes to user accounts, please contact the Programs Coordinators.*

Venus Wheeler at 508-821-7201 or venus.wheeler@state.ma.us
Cathy Rodriguez at 508-821-7217 or cathy.rodriguez@state.ma.us

Regionalization Update

From the desk of...

Christine Wingfield, Regional PSAP Coordinator
(339) 224-0911 or via email

christine.wingfield@state.ma.us

On October 2nd, 2017, the Lee PSAP consolidated its 9-1-1 and dispatch services to the Berkshire County Sheriff's Office Communications Center. The Lee PSAP previously provided 9-1-1 dispatch services for Lee and Tyringham, both located in Berkshire County, servicing more than 6,000 residents.

Way to go, Berkshire County Sheriff's Office!



Updates from Mass EDP



EDP Program Manager, Grant Harrison, and Field Service Advisor, Chris Hartling represented the Massachusetts Equipment Distribution Program at the Massachusetts Councils on Aging (MCOA) Conference at the Double Tree Hilton in Danvers.



The MCOA event is always well attended and a great opportunity for the MassEDP representatives to interact with all the Councils on Aging (COA) across the State. It was also a pleasure to listen to Massachusetts Governor Charlie Baker speak about the important role the COA's play to all our Massachusetts Seniors.

For more information on the Massachusetts Equipment Distribution Program application process, to request an application, or to request a member of the EDP team to participate in an outreach event in your community, please contact us.



EDP Program Manager, Grant Harrison
grant.harrison@state.ma.us

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

Veterans

We are
Thankful for
your Service.



*From all of us at
The State 911 Department.*

