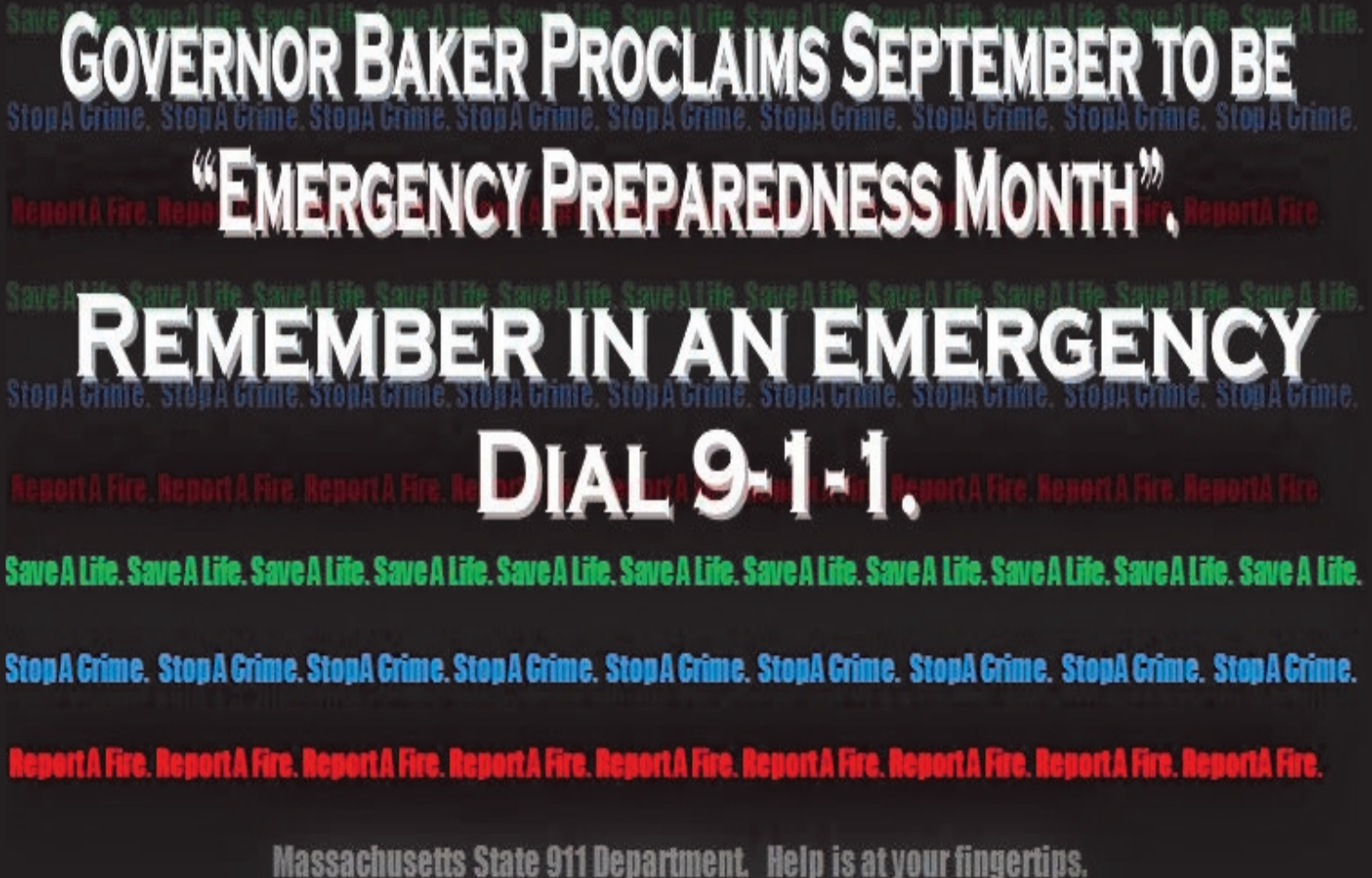


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# **Massachusetts State 911 Department Newsletter**



Governor Charlie Baker has proclaimed September, 2017 to be “Emergency Preparedness Month”. Many efforts are happening throughout the Commonwealth to help individuals, families and communities understand the importance of emergency preparedness and planning.

The State 911 Department encourages all of our PSAPs and their personnel to take steps to better prepare their department, themselves, and their families and friends, for emergencies at home, work and in their communities.





## Next Generation 9-1-1:

There are now two hundred and two (202) PSAPs and over thirty (30) Limited Secondary PSAPs migrated to the Next Generation 9-1-1 system. Satellites at certain PSAPs continue to experience performance issues and are being further tested by GDIT and all involved vendors. GDIT has informed us that those PSAPs who are migrated over to Next Generation 9-1-1 that had satellite perform satisfactorily during testing should still function per specification. In September and next month more ACD PSAPs will be cut over to Next Generation 9-1-1.

During the interoperability period when the legacy enhanced 9-1-1 system and Next Generation 9-1-1 system are in use, all transfers will be routed from Next Generation 9-1-1 to the E911 system using the secondary wireline trunk group. This will occur until all PSAPs are migrated over to the Next Generation 9-1-1 system.

## Updates from our Systems Division

### Systems:

Municipalities, businesses and school systems update/change their phone systems. Unfortunately, they don't always verify that the new system is transmitting the correct ANI / ALI. If you're aware of such changes in your community, please ensure they perform a test call to validate proper ANI / ALI is received at your PSAP.

### Text to 9-1-1:

As reported in the last newsletter, all four wireless carriers operating in the Commonwealth have the ability to steer text to 9-1-1 calls in Massachusetts. GDIT has completed the routing changes for the text to 9-1-1 service to the CPE. Training materials are under review.





# September



## Updates from our Fiscal Division



The State 911 Department is pleased to announce the recipients of the FY 2018 PSAP Leadership Scholarship Program. The State 911 Department extends its congratulations to:

Elizabeth Belmonte, Cambridge Emergency Communications Center;  
Theresa Bryce, Hudson Police,  
Joseph Crean, Regional Old Colony Communications Center;  
Michael Griffin, Salem Police Department; and  
Daniel Lally, Chelsea Emergency Management Agency.



PSAPs are reminded to utilize reimbursement forms from the proper fiscal year. Forms should not be carried forward each fiscal year. The forms have been modified to capture all required information to allow for processing of the reimbursement. Using a prior year form could result in a reduction in payment on the reimbursement request. Reimbursement forms can be found on our website ([www.mass.gov/e911](http://www.mass.gov/e911)).



PSAPs should review reimbursement requests prior to submission to ensure all required information and documentation is submitted. This will help to ensure payment of all eligible costs on the reimbursement. Several of the most common reasons for reductions on reimbursement submissions are noted below.

- Personnel not listed on approved application.
- Cost incurred prior to contract start date.
- Missing invoices.
- Missing proof of payment.
- Missing proof of course completion.

Avoid reductions by checking your reimbursement requests prior to submission.



PSAPs who have not yet applied for the FY 2018 Support and Incentive Grant and/or the Training and EMD/Regulatory Compliance Grant are encouraged to do so. Please contact Cindy Reynolds at 508-821-7299 or [911DeptGrants@state.ma.us](mailto:911DeptGrants@state.ma.us) for assistance.



## Updates from our Training Division

### **Use this Email Address for Training**

Recently, the State 911 Department created a new email address specifically for Training. You may email us at [911training@massmail.state.ma.us](mailto:911training@massmail.state.ma.us) with questions and log in ID requests. For your convenience, you may also submit your training applications via email to this address.

### **Reporting Issues to the GDIT Help Desk**

If you have deployed to the Next Generation 9-1-1 System, please report all equipment issues to the Next Generation 9-1-1 Help Desk! Their number is labeled on each monitor and is also a soft button titled “HELP DESK” on your 9-1-1 screen. It is important to always log the name of the person that you spoke with and request a ticket number.

### **Next Generation 9-1-1 Conversion Training Must Be Scheduled Now**

We are reaching the final stages of our transition to the Next Generation 9-1-1 system. If you have not scheduled your staff for the 8 hours transition training to the new system, please contact Cathy Rodriguez at [cathy.rodriguez@state.ma.us](mailto:cathy.rodriguez@state.ma.us) or by telephone at 508-821-7217 and she will provide you with training dates for your Department staff. It is important that you do this as soon as possible.

If you have questions about the **Annual Certification of Compliance** process, please contact Monna Wallace at [monna.wallace@state.ma.us](mailto:monna.wallace@state.ma.us) or by telephone at 508-821-7220 or Venus Wheeler at [venus.wheeler@state.ma.us](mailto:venus.wheeler@state.ma.us) or by telephone at 508-821-7201. Forms were due into the State 911 Department by July 31, 2017. You are reminded that funding under the State 911 Department Training and EMD / Regulatory Compliance Grant shall not be awarded until the PSAP has received the State 911 Department’s written approval of the Annual Certification of Compliance form.



## Updates from Mass EDP

The **Massachusetts Equipment Distribution Program (MassEDP)** is a State 911 Department funded program with a call center is located within the State 911 Department in Middleborough. The service provides residents with a permanent disability access to the wireline telephone network in their homes by offering specialized telephones for free or at a reduced cost depending on income. MassEDP fosters independence, empowerment and freedom of choice.

MassEDP Customer Service Representatives (CSR) are available to assist Massachusetts residents with questions about the service, the application process and telephones that are offered in the program.

Please call 1-800-300-5658 V/TTY or visit us at [mass.gov/massedp](http://mass.gov/massedp) if you would like to learn more about this important program.



Left to Right: CSR - Al Terminiello;  
CSR - Anne Ouellette; Manager - Grant Harrison;  
CSR - Paul Gambina; CSR - Al Gomes;  
CSR - Janice Barrette

