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# Massachusetts State 911 Department Newsletter

## ACADEMY IN ACTION!

As the Public Safety Communications Academy concluded its third week of training, with the completion of the newly implemented APCO Fire Service Communication course, members of the Middleborough Fire Department provided the group with a tour of Engine 1 and a demonstration of the many tools available on the apparatus as well as the Personal Protective Equipment (PPE) used by Fire personnel. In addition, the telecommunicators performed radio simulations with the Fire Department members to learn the intricacies of communicating with personnel equipped with self-contained breathing apparatus (SCBA).

*Special thanks to Middleborough Fire Chief Lance Benjamino,  
Captain D. Fontaine, Lieutenant S. Silva,  
and Firefighter L. Healey!*



# NEXT GENERATION 9-1-1



## Map Discrepancies

*Peter Grace, MassGIS*

With the onset of Next Generation 9-1-1, MassGIS has been receiving Map Discrepancies with increasing regularity. **A Map Discrepancy is a reporting tool in Response Assist, the mapping interface within NG 9-1-1.** MassGIS develops and maintains the map data. DDTi is the vendor responsible for the mapping interface and map performance. The Map Discrepancy report consists of a screen shot of the call taker's current map view and a comment written by the telecommunicator, describing the mapping error. This reporting tool provides a great opportunity for telecommunicators to help MassGIS by reporting mapping errors such as missing streets or addresses.

Once created, Map Discrepancies are sent via email to MassGIS, GDIT Help Desk (NOC) and DDTi. Upon receiving the email, MassGIS reviews it with the 9-1-1 municipal coordinator and makes the appropriate changes to the map data. If you have submitted a Map Discrepancy and have not heard from MassGIS, let us know—we will update our contact information so that you will be notified going forward (see the contact section on page 3).

We have received many reports that have helped us update the mapping; however, there are some cases where the reported problem is not a Map Discrepancy. These other reported cases are ALI Discrepancies and are handled with a separate reporting mechanism.

### Here are a few things to keep in mind when trying to decide which report to file.

#### ALI Discrepancies:

- Are always the result of a 9-1-1 call.
- Only apply to landline calls - VOIP too, but not wireless or telematics.

#### Map Discrepancies:

- The Incident Tile is red, or multiple matches are received.
- Mapped location is a road center line and icon is on the road.
- First-hand knowledge of incorrectly labeled street or landmark.
- An update to the data on the map is needed.

Both ALI and Map Discrepancies can result in a bad location being plotted within the map.

On the next few pages, you will find examples that show the difference between these two types of discrepancies.

Of course, we are always grateful for any information sent. If there is any doubt about whether or not a situation is a Map Discrepancy, send it to us and we will work with the database liaison to resolve the discrepancy.

## Next Generation 9-1-1 Updates continued

### Example 1: ALI Discrepancy



PSAP id:

User name/id:

Notes:

Reporting party stated she was calling from 50 Walton Street the Hillside Adult Day Health Center

The caller reported an incident location different than the location provided on the ALI, and this is not a wireless call.

The reason this is an ALI Discrepancy is because the address assigned by the carrier was in error and the map information was correct. The indicator MassGIS used to determine this was that the address within the incident dialogue box mapped correctly.

In this case, there is a 141 Park Street in the map and it is plotted correctly. Therefore, the carrier-assigned address received with the 9-1-1 call is potentially mistaken.

### Example 2: Map Discrepancy



PSAP id:

User name/id:

Notes:

Spouting Horn Road is not in the correct location. The current location is a drive way of 25 Pleasant Street. The location of Spouting Horn Road should be more north, slightly passed Cary Street. The beginning of the Spouting Horn Road is covered by trees, but you can see the end of the street where it is a cul-de-sac. The approximate Lat/long is 42.42583 by -70.91168 where the street should start off of Pleasant Street.

The telecommunicator notices that the location of an entire street is incorrect. The telecommunicator provides a very detailed description for the correct location of the street in the notes submitted with the Response Assist Map Discrepancy.

This is a good example of a Map Discrepancy because the street is visually wrong within the map, and clearly an error within the mapping.

A 9-1-1 call from a location along Spouting Horn Road may plot correctly, but the overall map view would be incorrect. Other examples of Map Discrepancies are missing new development or streets, or address numbers in the wrong location.

For questions regarding Map Discrepancies, or to let us know that you have reported issues and have not heard back, please contact our staff at [Mapdiscrepancies@MassMail.State.MA.US](mailto:Mapdiscrepancies@MassMail.State.MA.US)

Please know that if you submit a map discrepancy and it is really an ALI Discrepancy, MassGIS will send the request to the appropriate team so it can be fixed.

## Next Generation 9-1-1 Updates continued

### Example 3: Location Mapped to Road Center Line



PSAP id:

User name/id:

Notes:

The location plotted along the correct roadway, Martin Street. But it plotted in the middle of the street, as opposed to over the building at #43.

The telecommunicator reported that this residential call plotted to the correct roadway, but instead of showing over the address point at #43, it appeared in the middle of the road.

This is a good example of a Map Discrepancy. The icon representing the mapped location should appear over the address point location. This discrepancy is most common with landline locations.

Wireless locations are plotted based on the coordinates received. A similar mapped location for a wireless call may very well indicate that the caller is actually in the middle of the road.

Municipal Coordinators should be using the new digital form provided by MassGIS for new or changed addresses.  
[www.mass.gov/massit/address-editing](http://www.mass.gov/massit/address-editing).

For more information about addressing, please refer to [www.mass.gov/service-details/massgis-address-standard](http://www.mass.gov/service-details/massgis-address-standard).

## Updates from our Systems Division

As we continue our migration to NG 9-1-1, the data contained within the ALI database will be migrated from Verizon to GDIT. All carriers are required to migrate their data entry functions to the NG 9-1-1 database known as the Location Database (LDB).

An often overlooked ALI database is the Private Switch ALI database or PS/ALI. This database is used to provide precise location information from **within an organization's facility when a 9-1-1 call is made**, e.g. "room 1701" or "nurse's office at high school". Organizations have the option of programming their MLTS PBX with this information or to utilize a PS/ALI service provider. This PS/ALI service provider is often times the local telecom service provider, but can also be other entities as well.

We are working to collect all the correct data for each municipality and make the transition of this information to NG9-1-1 as seamless as possible. If your municipality is using an external service provider for this crucial function, please notify us via [MLTS911@state.ma.us](mailto:MLTS911@state.ma.us).





## Updates from our Fiscal Division

The State 911 Department's website has been recently updated. Information regarding grant applications can be found under "Information for Call Centers" on the website. Follow the simple steps below:

1. Access the webpage at [www.mass.gov/e911](http://www.mass.gov/e911).
2. Scroll to the "What do you need help with?" section and click the "Information for Call Centers" button, about halfway down the page.

[Information for Call Centers →](#)

- **To view the guidelines and applications for our various grants**, click the corresponding grant button under the All Tasks section.

[Apply for the Support or Incentive Grant →](#)

- **If the grant you are looking for is not listed**, click the "See all 7" link below the All Tasks section.

[See all 7 →](#)

- **To view the reimbursement forms for all grants**, in the "Search" field at the top of the page, type "911 reimbursement forms" and click the "Search" button.

911 reimbursement forms

SEARCH 

The Search results window lists all available reimbursement forms.

To access the forms themselves, click the [blue text link](#).

### Search Results

911 reimbursement forms

SEARCH 

#### SEARCH RESULTS

##### [Support & Incentive Reimbursement Forms →](#)

Support & Incentive [Reimbursement Forms](#). \*Please Note: The summary page must be completed, signed by the authorized signatory, and sent to the State [911](#) ...

##### [Development Grant Reimbursement Forms →](#)

Development Grant [Reimbursement Forms](#). \*Please Note: The summary page must be completed, signed by the authorized signatory, and sent to the State [911](#) ...

##### [Training Grant & Emergency Medical Dispatch \(EMD\) Grant →](#)

... [911](#) Department; Training Grant & Emergency Medical Dispatch (EMD) Grant ... FY 2018 [Reimbursement Forms](#). Summary Page : xlsx format of FY18 Training Grant [Reimbursement Forms](#)\Financial [Form](#) ... FY 2017 [Reimbursement Forms](#).

## Updates from our Fiscal Division continued



PSAPs are reminded to utilize the proper fiscal year reimbursement forms and complete all applicable fields. Using the proper forms and completing all fields will help ensure that all needed information is available for the reconciliation of the requests.



The State 911 Department has wrapped up another “camp” season. We, however, remain available to assist PSAPs with grant applications and/or the reimbursement process. Please contact Karen Robitaille at 508-821-7221 or [Karen.Robitaille@state.ma.us](mailto:Karen.Robitaille@state.ma.us) to schedule an appointment.

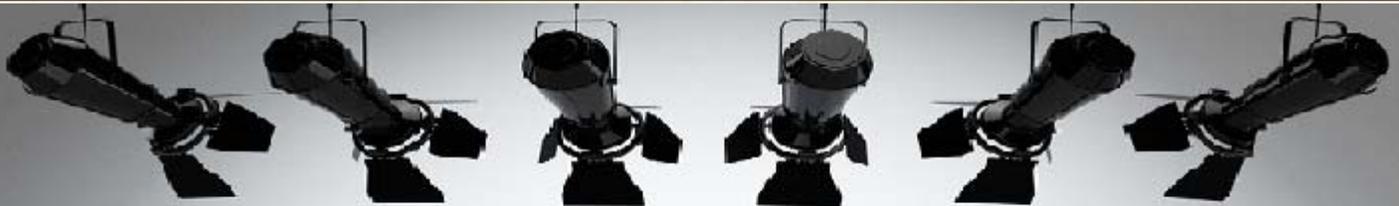


The State 911 Department is pleased to report that all **FY 2018** reimbursement requests are being processed in compliance with grant guidelines, that is within 30 business days of receipt of all necessary documentation. File early; file often!



Congratulations to Chief Michael Alves, Acushnet Police Department, for successfully closing out the **FY 2018** Support and Incentive Grant. **Spooktacular** Job!

## PSAP Spotlight

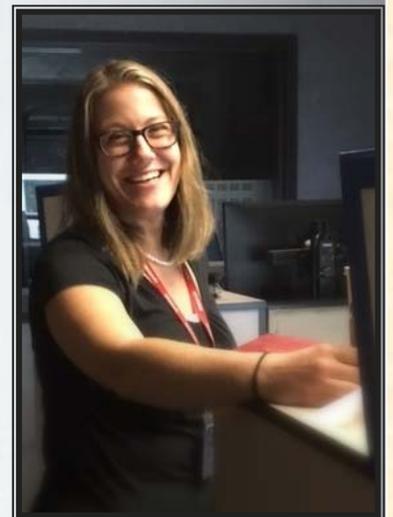


### Melissa Nazzaro

After many years in the trenches of the 9-1-1 communications world, Melissa Nazzaro is turning in her telephone. Melissa began her career at the Northampton Communications Center. In 2010, she became the Director of Communications for the City of Springfield.

Melissa has been newly named as the Commonwealth Statewide Interoperability Coordinator for the Massachusetts Public Safety Broadband Office (PSBO). Melissa will be working under the leadership of Curtis M. Wood, Undersecretary for Forensic Science and Technology for EOPSS.

*We wish Melissa the best of luck!*



## Updates from our Training Division

### Training Schedule, Training Applications and Approved Course List

When accessing the State 911 Department website recently, you will have noticed the newly formatted design. Need **help** retrieving the Training Schedule and Training applications, or Approved Course List? Follow the simple steps below:

1. Access the webpage at [www.mass.gov/e911](http://www.mass.gov/e911).
2. Scroll to the “What do you need help with?” section and click the “Information for Call Centers” button, about halfway down the page.

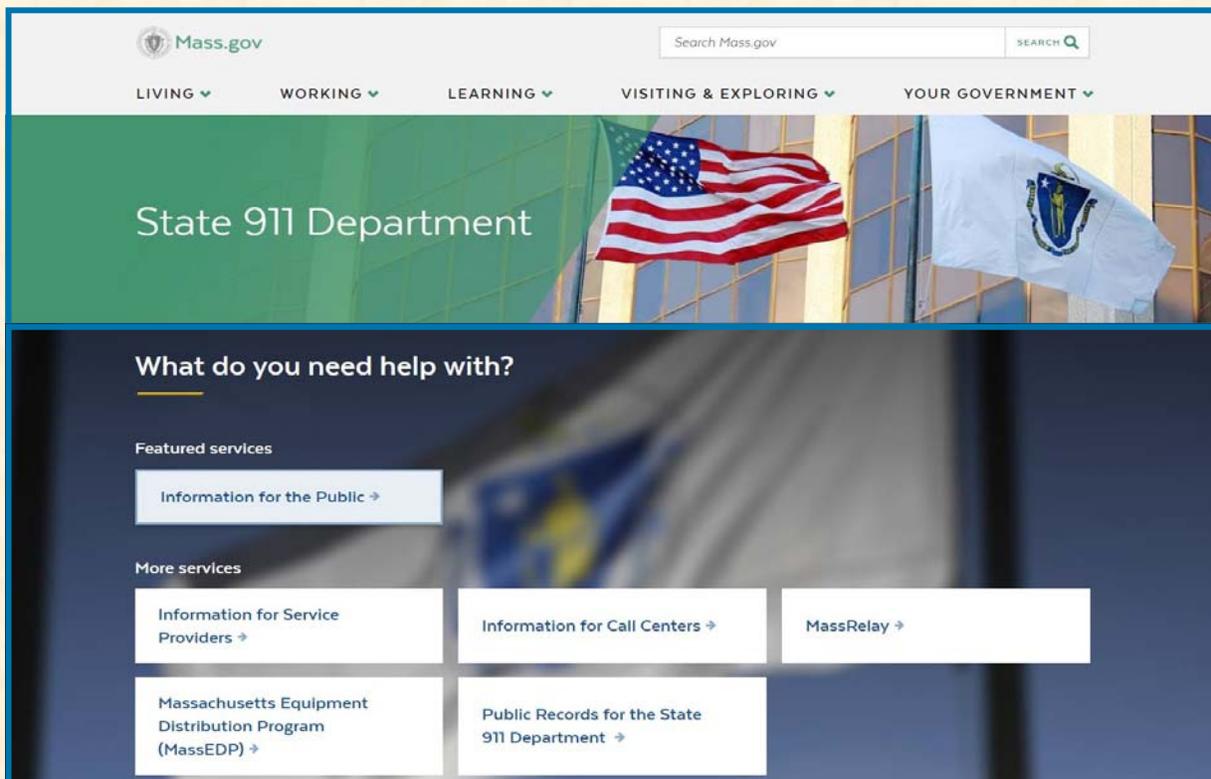
[Information for Call Centers →](#)

- **To view the upcoming schedule,** click the “View E9-1-1 upcoming classes” button under the Featured section.
- **To view the Approved Courses list,** click the “View State 9-1-1 Approved Courses” button under the Featured section.
- **To download a training request form,** click the “Register for training courses” button under the All tasks section.

[View E9-1-1 upcoming classes →](#)

[View State 911 Department Approved Courses →](#)

[Register for training courses →](#)



## Updates from Mass EDP



This month, the Massachusetts Equipment Distribution Program (Mass EDP) had the opportunity to present at the Western Massachusetts Elder Care Facility in South Hadley. For this event, Marguerite Szczawinski, EDP Field Advisor for western Massachusetts, partnered with Jan Reid, Activities Director at Hubert Place Elder Care.

The residents at this facility gathered to learn more about the Mass EDP program and the equipment available to residents. This new facility is dedicated to Mr. Roberval J. Hubert.

MassEDP outreach strives to spread the word about this great program and is able to do events like this all over Massachusetts.

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

EDP Manager, Grant Harrison  
[grant.harrison@state.ma.us](mailto:grant.harrison@state.ma.us)

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

