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Issue 1

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Massachusetts State 911 Department Newsletter



Winter Preparedness

The cold weather and winter snow events of the season are upon us. It is important for those of us in emergency communications to stress to the public to take caution for themselves and their susceptible neighbors when it comes to the following:

- ◇ For all emergencies, call 9-1-1.
- ◇ Check on the personal safety of elderly family and neighbors.
- ◇ Make sure supplies are well stocked, including batteries, food and medication.
- ◇ Make sure to dress in multiple layers in the extreme cold and wind.
- ◇ Avoid exposed skin and watch for signs of frostbite when enjoying outdoor activities.
- ◇ If power is lost, the utility company should be called to report the outage.
- ◇ If downed power lines are posing a safety risk, call 9-1-1.
- ◇ Watch for signs of frozen pipes.
- ◇ Keep your home safe by maintaining smoke detectors, and using safe heating sources.
- ◇ Know the symptoms of carbon monoxide exposure, including headaches, fatigue, confusion, dizziness and nausea.

NEXT GENERATION 9-1-1



Importance of Keeping the Address Data Up To Date

The backbone of the Next Generation 9-1-1 system is GIS data, and it is essential that GIS data is accurately maintained. With the migration to Next Generation 9-1-1 complete, MassGIS is now fully responsible for maintenance of the streets and addresses used for location validation.

MassGIS needs to learn about all address changes as they occur, as well as discrepancies within the map data of the ResponseAssist application. Every new address, address change, redevelopment, tear down, etc., affects address points within the GIS data, and changes the location used for routing and location validation. The information that was maintained previously by Verizon for the Master Street Address Guide (MSAG) has now been phased out and the new information needed goes beyond what was formerly provided.

Notification to MassGIS can happen through two different reporting mechanisms.

- **For PSAP Personnel:** When discrepancies are found in the *ResponseAssist* application, please use the map discrepancy reporting tool to submit errors such as: **mapping errors, missing streets, missing address points, wrong address numbers, and incorrect street names.**
- **For designated Municipal Coordinators** or those otherwise involved in the creation or dissemination of new/changed addresses: Please notify MassGIS of changes using the **Address Update Form**. The online form (pictured on page 3) can be found on the website at **www.mass.gov/massit/address-editing**.

Map discrepancy reports and address updates provided using the online form are all sent to a common electronic mailbox shared by the MassGIS staff. When a discrepancy or update is received, MassGIS will review it, make the appropriate changes to the mapping data, and send confirmation to the Municipal Coordinator.

For questions regarding address updates or to confirm receipt of the discrepancy/address form (if you have not received a response), **please contact MassGIS at mapdiscrepancies@massmail.state.ma.us**.

Next Generation 9-1-1 Updates (continued)

MassGIS Address Update Form

MassGIS - Address Edit Form

* Required

Next Generation 9-1-1
Report New, Changed or Deleted 9-1-1 Addresses

Note: This form is different from the Verizon MSAG update form – it tracks individual address numbers, as well as new or changed ranges and streets. This is needed because the Next Generation system uses individual address locations to route calls. (click on this link: [Help](#) for complete instructions)

1. Provide your contact information

Your name

Your department

Your email*

Your phone

Your municipality
ABINGTON ▾

Your PSAP
ABINGTON POLICE DEPARTMENT ▾

**2. Tell us what kind of address change this is and provide details
(form will update appropriately)**

☐ Add a new number or range on existing street

☐ Add a new number or range on new street

☐ Change the number for an existing address


☐ Change both number and street name at an existing address

☐ Rename a street

☐ Change the community name for an existing address

☐ Delete an address number on existing street

☐ Delete a street name (e.g. demolished)


[MassGIS Datalayers](#)
[Online Mapping](#)
[What's New](#)
[About MassGIS](#)
[Municipal GIS](#)
[GIS Resources](#)
[Standards](#)
[MassGIS FAQs](#)
[Contact MassGIS](#)
[MassGIS Property Tax Information](#)

Please find this electronic form at www.mass.gov/massit/address-editing

Updates from our Systems Division

Service Providers and Phone Number Portability

In 1996, the FCC established rules to enable a customer to keep the same telephone number even when the customer switches service providers (Docket 09-109). The FCC designated a Local Number Portability Administrator (LNPA) to ensure that number porting occurs in accordance with the FCC's rules and created the Number Portability Administration Center (NPAC).

Today, number porting occurs daily. To receive the most current service provider information associated with a telephone number (landline, wireless, VoIP), public safety and law enforcement agencies can access the NPAC via the interactive voice response (IVR) service **free of charge**. The NPAC IVR service is currently managed by Neustar (www.npac.com).

In early March, 2018, the FCC will be transitioning the NPAC IVR service to **iconectiv**, who will serve as the next LNPA. Once the NPAC transition occurs, only agencies that are registered with iconectiv will be able to continue to receive access to the NPAC IVR service.

To confirm your agency's primary registration contact, please contact:

Lynn Mell

Director, Public Safety & Law Enforcement Relations for iconectiv

Email: lmell@iconectiv.com Cell: 732.669.2207

Office Hours: 8 – 5pm Pacific Time

January



The **application deadline** for the FY 2018 Training Grant and EMD/Regulatory Compliance Grant and the FY 2018 Support and Incentive Grant is **Friday, February 2, 2018.**



We are now a little more than half way through the fiscal year. PSAPs should begin reviewing grant awards, activity and reimbursements to ensure a seamless close to the fiscal year. Remember, we are always available to meet to discuss the application, including modifications, and/or the reimbursement process.



PSAPs are reminded when submitting a reimbursement request that is the result of a previous reduction or return, an original signature on the summary page and all supporting documentation is required. Such a request should be considered a **new** request and not a supplement to that request that the State 911 Department has already taken action on and closed out.



The State 911 Department is seeing a number of errors regarding check dates on reimbursements. PSAPs are encouraged to double check the check date on the payroll reports to ensure it matches the check date noted on the reimbursement forms.



Please do not double-side the grant application, required contract forms, reimbursement forms, or the required supporting documentation.

To schedule an appointment or if you have questions, please contact **Karen Robitaille at 508-821-7221 or karen.robitaille@state.ma.us.**



Improve *Quality* with Quality Assurance

As soon as the term “quality assurance” is mentioned, the question “what did I do wrong?” enters everyone’s mind. However, a good quality assurance program shouldn’t receive that reaction. Below are five suggestions on how your department can improve the *quality* of its Quality Assurance (QA) program. By improving your QA program, your department receives the biggest benefit of all – **improved quality of service for the public.**

1. Explain it

In order to have an effective QA program, those being evaluated must have a clear understanding of the program and its objectives. Your telecommunicators should know exactly what the process will be – how they are monitored, the criteria being reviewed, how they are evaluated, and how the evaluations will be used. One suggestion is to allow telecommunicators to review the forms and score cards, so they understand how they will be used.

2. Clearly define your review

Industry experts say the key to a good QA program is to on three key areas: 1) Adherence to standard operating procedures/protocol compliance; 2) Quality of customer service; and 3) Telecommunicator knowledge and skills.

Separate forms for law enforcement, fire service and medical incident types may be needed, as specific questions within these can vary. A benchmark score for each should also be determined and adhered to program wide.

The questions on the forms should also be easy to answer, with clear-cut, simple answers such as “yes”, “no”, “NA”. Some questions can have follow-up responses that allow evaluators to rate job performance for certain areas, with responses such as “meets expectations,” “exceeds expectations” or “needs improvement.”

3. Recognize excellence

Good QA programs may be used not only to just identify areas telecommunicators struggle with, but also recognize the positive. Evaluations should include areas that assess proper compliance with department policy and procedure, take

(Continued on page 6)

Updates from our Training Division continued

(Continued from page 5)

account of correct actions taken by telecommunicators, recognize excellence in handling of incidents, as well as identifying learning opportunities and enhance coaching and skills development. No one ever hates having “exceeds expectations” checked off on their review. You can also look to find unique ways to identify a job well done by top achievers.

Quality assurance case studies, as well as policy and procedure review, are great areas to cover as part of in-house training curricula. In-house continuing education training must receive prior approval by Monna Wallace, Programs Director, to be used for continuing education hours.

4. **Broaden your review**

One other area to look at is what you are reviewing. Good QA programs look at all aspects of the call – from initial call taking and dispatching, to data entry including notes and CAD records, as well as pre-arrival and post-dispatch instructions to the caller and for responders. The entire call-taking and call-dispatch process should be considered as part of the QA.

Industry experts recommend that QA happens in a random fashion, for all types of calls—both good or bad, calls, and for all telecommunicators (full and part-time).

5. **High frequency**

As incidents occur and QA is performed, the results of the review should be shared with telecommunicators. Take the opportunity to perform QA as frequently as possible. By reviewing incidents regularly, instead of waiting until the end of the month or quarter, you can identify and sometimes modify undesirable behavior sooner, and not allow them as much time to perform them, which helps for remediation, possibly with peer assistance, coaching or training. In addition, spend time face-to-face with each employee to review his/her performance.

As part of your program, you can do such things as allow the telecommunicator to listen to their recordings and score themselves according to your score card, or allow the telecommunicator to see your review before your meeting. This can help make the meeting more productive and less stressful for both parties.

References for this article:

APCO/NENA ANS 1.107.1.2015 Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points

“10 Best Practices to Improve Your 9-1-1 Quality Assurance Program” by Linda Haelsen, The Call Magazine, published by NENA, Winter 2016. <http://www.naylornetwork.com/nen-nxt/>

Updates from our Training Division (continued)

Training Opportunity

Are you a PSAP Administrator looking for a way to create quality assurance forms, or make the paper form you are using today electronic? The State 911 Department offers a class focusing on the Assessment tool of DSS/Equature's ViewPoint application.

In the class, you will learn how to build and use an electronic form for call review. With this unique tool, you can take any form you currently use and make the form electronic. Then, with the click of a mouse, you can pull up a recording and critique it – all from one spot, ViewPoint.

For more information or to schedule this training, please contact the Programs Coordinators and ask about the QA class.

Email at 911training@massmail.state.ma.us

or call Venus Wheeler at 508-821-7201 or Cathy Rodriguez at 508-821-7217.

Updates from Mass EDP

The HD70 is the only corded phone that can also connect to your cell phone via Bluetooth®! It combines easy-to-use features, like big buttons and talking caller ID with the flexibility of having both cell phone and landline calls amplified. This phones also offers:

- Up to 50dB amplification with tone control, and speakerphone
- Loud visual ringer with tone control
- Talking Caller ID
- Large backlit keypad with adjustable colors, and 12 one-touch memory buttons
- Boost override
- Headset/neck loop jacks
- Hearing Aid compatible
- Wall or desk mount, and battery back-up (4 AA batteries not included)
- Q&A button calls customer service for technical support



For more information on the Massachusetts Equipment Distribution Program, please contact EDP Manager, Grant Harrison at grant.harrison@state.ma.us. To speak with a customer service representative, call **1-800-300-5658 Voice/TTY**.