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Massachusetts State 911 Department Newsletter



This month marks the 50th anniversary of the first 9-1-1 call, made in Haleyville, AL on February 16, 1968. On this date, Alabama Speaker of the House, Rankin Fite, made the first 9-1-1 call from the Haleyville City Hall, and Congressman Tom Bevill answered the call on a telephone located in the police department.

The telephone is still the most available, and most important means of access citizens have to obtain Public Safety services. From that small beginning, 9-1-1 has become more sophisticated in response to consumer expectations. But the premise of 9-1-1 remains the same ~ provide a common access point for the public to access emergency services when it is needed the most.

The industry and profession have changed dramatically in the last 50 years. While the system which took that first call looks nothing like what we see today, each advancement in technology has improved our nation's ability to get better, more reliable information to first responders so they can do their job of saving lives and property. Without the outstanding sacrifices made by the professionals who serve as 9-1-1 telecommunicators, the system couldn't operate effectively. They ensure that the 9-1-1 callers receive the help they need and save lives every day.

We at the State 911 Department are immensely grateful for your service.



MARCH 2018

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MARK YOUR CALENDARS

The next State 911 Commission Meeting
will be held on
Thursday, March 8, 2018 at 1:00 p.m.,
at the State 911 Department in Middleborough.



The community of PSAPs that have joined the State 911 Department's Wireless Direct Program continues to grow! We're pleased to report four additional PSAPs have joined the program since our last update in December 2017, raising the total to twenty-five. We applaud these PSAPs who are improving 9-1-1 for the citizens they serve.

By becoming a Wireless Direct PSAP, wireless calls in your community will be delivered directly to your PSAP instead of being answered by a wireless PSAP and then transferred to you. This enhances public safety for your community by expediting response to where it's needed.

Here is a complete listing of Wireless Direct PSAPs, with the newest additions in **bold**: Acton Police, Barnstable Police, Boston Police, Bourne Police, Bridgewater Police, Brookline Police, Burlington Police, Dartmouth Police, Everett Communications, **Granby Police**, Greenfield Police, Marblehead Police, Metro North RECC, **Middleboro Police**, Nantucket Police, Norfolk County RECC, Regional Old Colony Communications Center, Rutland RECC, **South Shore Emergency RECC**, South Worcester County Communications Center, Spencer Police, Watertown Police, **Westboro Communications**, West Bridgewater, and Yarmouth Police.

If you would like more information on the program, please contact
Octavio Sousa at 508-821-7206 or email at octavio.sousa@state.ma.us.

Updates from our Systems Division



Address Update Form for Municipal Coordinators

The MassGIS Address Update Form discussed in the January 2018 newsletter to report new/changed addresses can be found on the website at

www.mass.gov/massit/address-editing.

Service Provider Information for Call Traces

To continue to receive the most current service provider information associated with a telephone number (landline, wireless, VoIP), public safety and law enforcement agencies must confirm their agency's primary registration contact with iconectiv before March 2018. Iconectiv is the designated Local Number Portability Administrator (LNPA) provided by the FCC for the Number Portability Administration Center (NPAC).

Please contact **Lynn Mell**, Director, Public Safety & Law Enforcement Relations for iconectiv at lmell@iconectiv.com or by cell at 732.669.2207.

New Legislation Signed

On February 16, 2018, President Donald Trump signed into law H.R. 582, legislation better known as Kari's Law Act of 2017. This legislation requires phones associated with multi-line telephone systems (MLTS) to have a default configuration that allows emergency callers the ability to dial 9-1-1 directly, instead of having to include a prefix or additional number to get an outside line, from such places as hotels, offices and other enterprises.

The bill is named for Kari Hunt, who was murdered by her estranged husband in a Texas hotel room in December 2013. During the events of the incident, Hunt's 9-year-old daughter, Brianna, tried calling 9-1-1 four times from the hotel. Brianna was unfamiliar with the fact that the hotel required a prefix to be dialed to get an outside line, so none of the calls were received by a Public Safety Answering Point (PSAP).

Updates from our Fiscal Division

FEBRUARY



PSAPs are reminded to review their approved personnel list under the FY18 Support and Incentive Grant to ensure the list contains all certified telecommunicators for whom the PSAP intends to recover costs.



PSAPs should check to ensure that overtime costs associated with training being submitted under the FY18 Support and Incentive Grant have not already been reimbursed under the FY18 Training Grant and EMD/Regulatory Compliance Grant.



All budget modifications are due **on or before MARCH 31, 2018.**



PSAPs should check to ensure that hours and rates being requested under the Grant Programs reconcile to the payroll documentation being submitted.



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 will be contacting PSAPs who were awarded contracts prior to January 1, 2018 and who have not yet submitted reimbursements.

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

Updates from our Training Division

Policies Update

Wireless 9-1-1 Call Handling Protocol

This month, the State 911 Department made available the Wireless 9-1-1 Call Handling Protocol. The protocol was developed to establish guidelines for efficient and effective call processing of emergency 9-1-1 wireless calls and Silent Calls for those PSAPs that receive direct wireless 9-1-1 calls.

A copy of the protocol is on the website, under "Information for Call Centers."

www.mass.gov/orgs/state-911-department

[Information for Call Centers →](#)

Interpretative Services and Certified EMD Resources

For PSAPs utilizing a Certified EMD Resource, the Next Generation 9-1-1 system now allows you to connect a 9-1-1 caller, Interpreter and your Certified EMD Resource to the same call.



For applicable PSAPs, if you receive a call requiring an Interpreter,

- Conference in the Interpreter Services using the 9-1-1 application.
- Once you begin questioning the caller with the assistance of the Interpreter, and it is determined that the incident is medical in nature, conference in your Certified EMD Resource using the 9-1-1 application.

This enables PSAPs and the Certified EMD Resource to provide continued translation services without the necessity of having to disconnect any party or reconnect with an Interpreter.

If any party were to disconnect from the call at any time, there is still no disruption to the conversation.

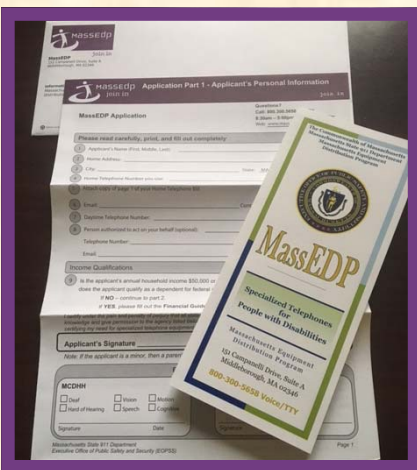
Updates from Mass EDP



Recently, EDP Field Service Advisor Chris Plant represented the Massachusetts Equipment Distribution Program at the “Seas the Day” event held by the Scituate Commission on Disabilities in Scituate, Massachusetts.

The event was held in a beautiful setting at the Harbor Community Building on the water of Scituate Harbor. The event was well attended by residents of Scituate, as well as care takers, family and friends that were looking for better accessibility with an analog landline telephone.

The residents were delighted to learn of the many services and equipment offered by the program, as well as the easy application process.



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** at grant.harrison@state.ma.us.

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

