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# Massachusetts State 911 Department Newsletter



## CALL TAKING 101 AT ANNA MARIA COLLEGE



This month, the State 911 Department participated in the first ever collegiate level Public Safety program made possible through a collaboration between the State 911 Department's Programs Director, Monna Wallace, Anna Maria College's Vice President for Academic Affairs, Dr. Judy Kenary and Holden Police Chief, David Armstrong.

Thirty students enrolled in the Criminal Justice and Fire Science programs at Anna Maria College participated in training programs taught by State 911 Department Instructors Kevin Lewis and Christine Molloy. Students successfully completed the minimum training requirements necessary to become a certified telecommunicator in Massachusetts deeming them eligible for employment at a Massachusetts PSAP. Anna Maria plans to award each student with two college credits for completing this training.

This important program will allow students to work while in school to help fund their education and define their career choices while at the same time assist Massachusetts PSAPs with the ability to hire certified 9-1-1 telecommunicators.

This concept is not new to the State 911 Department. In 2002, Chief Armstrong and Monna Wallace began a similar program for high school students at Wachusett Regional High School in Holden, MA. Over the years, students from Greater New Bedford Vocational Technical High School in New Bedford, Tri County Technical High School in Franklin and South Eastern Regional Vocational High School in Easton, have also participated in the training. On many occasions, students have been hired by a PSAP right after graduation and have gone on to fulfill their goal of obtaining a position in Public Safety.

For more information about the certification program or if a PSAP is interested in interviewing eligible candidates to fill vacancies in their call center, please contact **Monna Wallace** at **508-821-7220** or [monna.wallace@state.ma.us](mailto:monna.wallace@state.ma.us).



## Updates from our Systems Division



The State 911 Department is very happy with the growing success of the Wireless Direct Program and applaud the PSAPs who are improving 9-1-1 for the citizens they serve. We are pleased to report three recent additions to the growing list of Wireless Direct PSAPs, raising the total to **twenty-eight**. Here is a complete listing of Wireless Direct PSAPs as of March 2018, with the newest additions in **bold**: Acton Police, Barnstable Police, **Beverly Police**, Boston Police, Bourne Police, Bridgewater Police, Brookline Police, Burlington Police, Dartmouth Police, Everett Communications, Granby Police, Greenfield Police, **Manchester By the Sea Police**, Marblehead Police, Metro North RECC, Middleboro Police, Nantucket Police, **New Bedford Police**, Norfolk County RECC, Regional Old Colony Communications Center, Rutland RECC, South Shore Emergency RECC, South Worcester County Communications Center, Spencer Police, Watertown Police, Westborough Communications, West Bridgewater and Yarmouth Police.

If you would like more information on the Wireless Direct Program, please contact **Octavio Sousa** at **508-821-7206** or [octavio.sousa@state.ma.us](mailto:octavio.sousa@state.ma.us).



### Generator Testing

During the past several storms that hit our region several PSAPs experienced power outages due to generator failures. When the PSAP is without power, 9-1-1 calls are delivered through alternate routing.

We would like to remind all PSAPs to be sure to test your generators on a weekly basis. This routine test will help ensure proper operation, as well as adequate fuel supplies. On an annual basis, we recommend the test to be under full load if possible. This requires cutting street power and thus using the generator exclusively. This test not only verifies the proper sizing of the generator, it also validates the proper operation of the transfer switch. Following these recommendations helps to ensure your PSAP's operation is not affected when utility power is lost. Please remember to schedule any generator test that will involve removing street power with the State 911 Department well in advance of the test.

## Updates from our Fiscal Division

# MARCH



The **FY 2019 REGIONAL and REGIONAL SECONDARY PSAP and RECC DEVELOPMENT GRANT** Guidelines and application have been released. All applications are due on or before **5:00 PM** on **Tuesday, May 15, 2018**.



The State 911 Department will be hosting a **two-hour workshop** for all parties interested in applying for funding under the FY 2019 Regional Public Safety Answering Point and Regional Secondary PSAP and Regional Emergency Communication Center Development Grant. The workshop will be hosted at the State 911 Department's offices located at **151 Campanelli Drive, Suite A, Middleborough, MA** on **Thursday, April 12, 2018** beginning at **10:30 a.m.** The workshop will review the Grant Guidelines, the application process and documentation, as well as answer any general questions regarding the Grant. Registration is suggested but not required. Please e-mail [911Deptgrants@state.ma.us](mailto:911Deptgrants@state.ma.us).



Requests for budget modifications filed under the FY 2018 grant programs should be filed by April 2, 2018.



Development Grant awardees are reminded that requests for extensions should be filed at least ninety (90) days in advance of contract expiration. All awards currently expire on **June 30, 2018**.



PSAPs are reminded that Next Generation 9-1-1 new hire training is only eligible for a maximum of fifteen (15) classroom hours under the Training and EMD/Regulatory Compliance Grant. (Course is only 7.5 hours per day.)



Please note shipping costs under the grant programs are eligible at standard shipping rates. (APCO's standard shipping rate is currently 7% of the total order.)



PSAPs are reminded that proof of payment can be either a copy of the check made payable to the vendor or a report from your city or town Treasurer/Accountant which will have all of the same information that appears on a check. Also, if the check amount is greater than the invoice amount, a breakdown of the check is needed.

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

## Updates from our Training Division



*Pictured are student of the Anna Maria College's Criminal Justice and Fire Science programs during APCO's Public Safety Telecommunicator I course.*

**April 8 to 14, 2018**

**National Public Safety Telecommunicator Week**

[www.npstw.org](http://www.npstw.org)

Sponsored by APCO International



How will you be celebrating your telecommunicators this year? Share what your are doing in your PSAPs throughout the week!

[@MAState911](https://twitter.com/MAState911)

[#GreatJobMA911](https://twitter.com/GreatJobMA911)



### COMPLIANCE



**Training**



**EMD/CPR**



**Employment**



**Quality Assurance**

The FY2018 Certification of Compliance form will be available on the State 911 Department's website in April 2018. The due date for submission is July 31, 2018. Early submissions are always accepted!

If you have questions, please contact Venus Wheeler at 508-821-7201 or [venus.wheeler@state.ma.us](mailto:venus.wheeler@state.ma.us).

### Continuing Education for FY2018

There are only about three more months to get your continuing education hours completed for this fiscal year! In order to recertify on the Annual Certification of Compliance, you must complete 16 hours by June 30, 2018. For a complete list of all approved training courses, please see the website at

[www.mass.gov/doc/approved-training-course-list](http://www.mass.gov/doc/approved-training-course-list).

# REMINDER



## Updates from Mass EDP

The Panasonic KX-TGM430 is a featured phone for Low Vision, Blind, Hard of Hearing, and Motion disabilities. With Advanced Class 1 Bluetooth®, Link2Cell technology, and easy-to-use features, this phone offers:

- Link2Cell Syncs Two Cell/Smartphones, expandable to 6 Link2Cell Handsets
- Voice Volume Booster to 40 dB
- Ringer Volume up to 100 dB
- Noise Reduction
- Talking Caller ID (English and Spanish)
- Talking Keypad and Phonebook7



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](mailto:grant.harrison@state.ma.us).

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



### Flashback: This Year in 9-1-1

## 1987

**By 1987, approximately 50% of the United States population had access to 9-1-1 as an emergency service number, which came after much work to increase awareness for the benefits of 9-1-1.**

The White House's Office of Telecommunications developed the Federal Information Center in 1973 to help with planning and implementation, and encourage the nationwide adoption of 9-1-1. As awareness for 9-1-1 grew, the need for proper routing of calls increased, and the 9-1-1 operators began to recognize the importance of an automated delivery of name, address and phone number information. In the late 1970s, selective routing, as well as standards for automatic number identification (ANI) and automatic location information (ALI) were being developed. By the beginning of the 1980s, 9-1-1 went from a local utility service to an expanded network, with approximately 26% of the U.S. population with 9-1-1 service.

If you have a 9-1-1 related memory you would like to share as part of our celebration of 50 years of 9-1-1, please send it to **Monna Wallace** at [monna.wallace@state.ma.us](mailto:monna.wallace@state.ma.us). It may be featured in an upcoming newsletter.

