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Massachusetts State 911 Department Newsletter



Summer Safety

The sun is shining and people are out swimming, boating, visiting family and friends, playing and having a good time. Just as the summer sun and fun start to heat up, it is important for those of us in emergency communications to stress to the public ways to stay safe while enjoying all the amazing things that Massachusetts has to offer!

Please see page 2 for some safety reminders you can share with your communities.

Photo credit: Kristen Vaidya

Summer Safety Reminders

Courtesy of the Massachusetts State 911 Department



Those of us in emergency communications would like to remind you to stay safe while enjoying all the amazing summertime fun that Massachusetts has to offer!

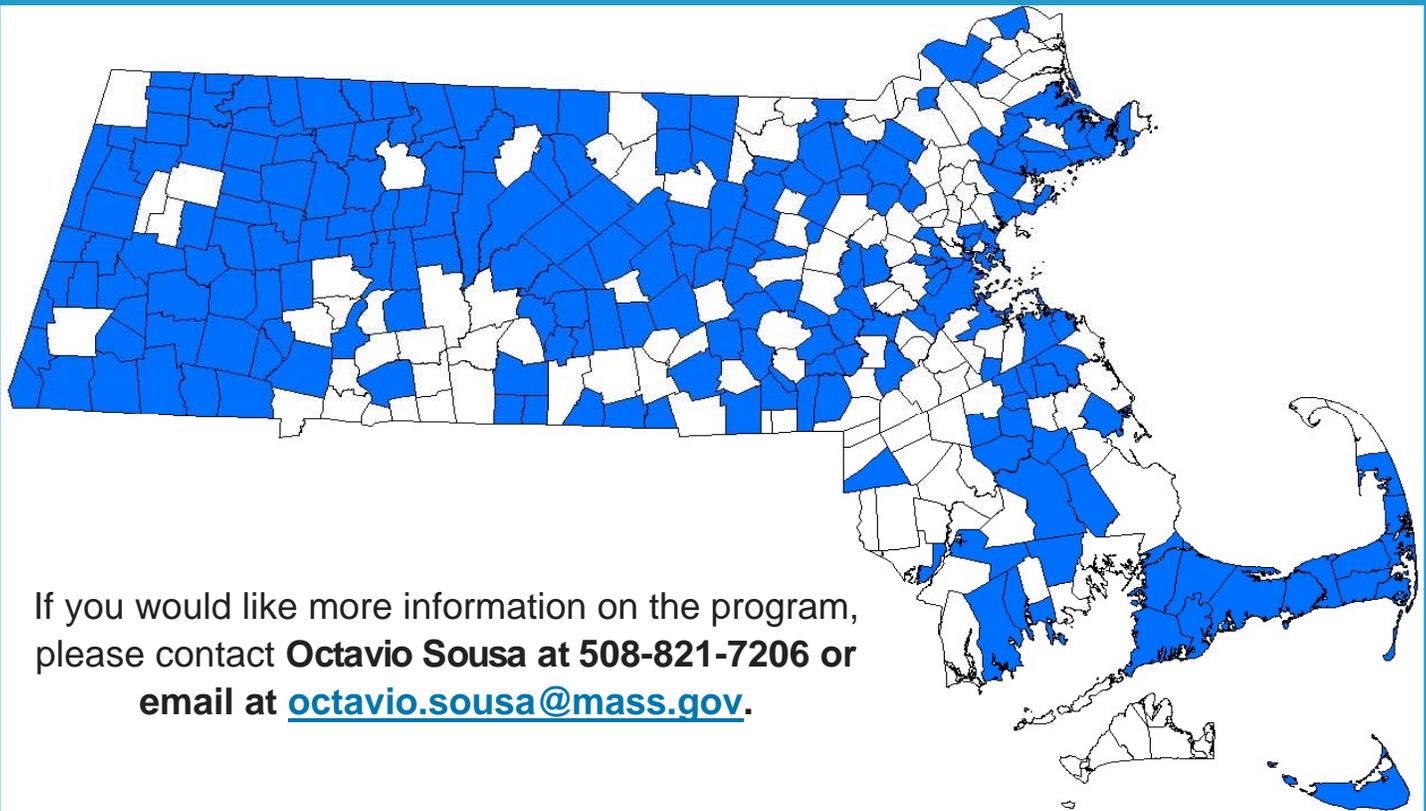
- For all emergencies, call 9-1-1.
- Check on the personal safety of elderly family and neighbors in extreme heat.
- Stay cool ~ dress in loose, light-weight, light-colored clothing.
- Stay hydrated ~ try to limit or avoid sugary and highly caffeinated beverages, including coffee, soda and alcohol.
- Know the signs and symptoms of heat related injuries, including heat exhaustion, heat stroke, and heat cramps ~ headaches, heavy sweating, general weakness, skin changes, rapid, but weak pulse and breathing, fainting, nausea or vomiting, and painful muscle spasms.
- If you believe someone has heat stroke, act quickly! Call 9-1-1!
- Enjoy the water safely! Never swim alone, supervise children, know your personal swimming limits, wear life-saving equipment, and when in swift-moving water, monitor current changes and watch for rip currents.
- Protect people and your pool! Make sure young children are supervised at all times, fence the pool according to local guidelines and ensure all equipment is secured when not in use, such as gates, ladders and stairs, cleaning equipment, chemicals and recreational floats.
- Boat safely! Wear a life jacket, know your boat operations and limits, know the area you are boating in and how to navigate it.
- Be safe on the playground ~ check metal, rubber and plastic equipment to ensure it is not too hot and that surfaces underneath are soft in case of falls.
- Bike, walk and jog your way to a fun summer! Wear the right safety gear, including good shoes and helmets, choose light-weight, reflective clothing (especially at night), warm up and cool down after each activity, stay hydrated, stay in familiar areas and carry a whistle or cell phone to contact help.
- Grill responsibly! Check the recommendations for grill placement near or on structures. Use caution with propane cylinders and make sure to clean grills before cooking to prevent a flare-up. If you smell gas while cooking, turn off the grill and get to a safe location to call 9-1-1.
- Be vigilant about food safety – from washing hands and utensils during preparation, grilling meats, storing dishes on ice while serving them and refrigerating leftovers quickly, to help limit bacteria and food born illness.
- Remember, it is illegal for private citizens to use, possess, or sell fireworks in Massachusetts, or to purchase them legally elsewhere and then transport them into the state. The law prohibits any article designed to produce a visible or audible effect. *Per MGL Chapter 148, S. 39*

NEXT GENERATION 9-1-1



Wireless Direct Program

As of June 20, 2018, the Wireless Direct Program has 79 participating PSAPs. The areas shaded **BLUE** on the map below represent the 126 communities now covered as part of the Wireless Direct Program.



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

The newest additions to the program in June are: Ashburnham Police, Ashland, Attleboro, Bellingham, Carlisle Police, Chelmsford, Danvers Police, Dover, Fairhaven Police, Freetown Police, Gloucester Police, Holliston Police, Holyoke Police, Hudson, Ipswich Police, Mendon, New Braintree, North Adams RECC, Northborough, Peabody Police, Quincy Police, Shelburne Falls, Sherborn, Somerset Police, Southborough, Southbridge Police, Sterling, Sutton Police, Templeton RECC, Tyngsborough, Walpole Police, Westfield Public Safety, Westford, and Winchendon Communications.

Updates from our Systems Division

Address Points in ResponseAssist

The GIS process automatically adds a **Site/Structure Address Point**, as defined by NENA, for any structure represented on the mapping system. This information is cross-referenced with other public information, such as tax lot data, when determining the address points placement.

A Non-Structure Location (ANSL) is a place that needs a dispatchable address, such as town/state parks, beach or sports fields, but may not have a physical structure, as seen in the image to the right. For public safety reasons, the State 911 Department is seeking to work with PSAPs to identify these locations and determine suitability of obtaining an address point for these locations.



For assistance or to ask questions about locations within your community, please contact **Charlie Ashworth at 508-821-7301 or email at charles.ashworth@mass.gov.**



Firefox Browser Memory Pool

From time to time, the GDIT Help Desk may ask you to close your Firefox browser. The reason for this is to free up memory that Firefox is consuming as working space. Firefox uses a pool of memory for all instances where it is open.

Under normal operations of the Next Generation 9-1-1 position, this means that CallStation, ResponseAssist and, in many cases, the DLR's Equature ViewPoint are running. The size of this memory pool grows the **longer** the browser is open, to the point of exhausting the available physical memory causing unpredictable behavior in any or all applications.

As part of normal shift change operations, you should be closing the map application, logging out of CallStation and closing the browser. This is to allow the memory pool to reset. You should also ensure that you close the browser for the DLR's Equature ViewPoint at each shift change as well. When you're asked to logout of ECW and close your browser by the GDIT Help Desk, please remember to include Equature ViewPoint.

Telecommunicator Headsets

If you are considering purchasing headsets for your telecommunicator's use, please note that only **Plantronics models HW251 and HW261** are supported by GDIT. You may purchase headsets from GDIT or a vendor of your choice.

We discourage the use of wireless headsets since they can introduce audio quality issues, and battery life can affect call handling.



Updates from our Fiscal Division



GRANT CAMPS

Wednesday, July 11, 2018 and Tuesday, July 31, 2018

Located at 151 Campanelli Drive, Suite A, Middleborough, MA



The State 911 Department will once again be hosting **GRANT CAMPS**. During these sessions you may seek assistance with your FY 2019 grant applications or FY 2018 reimbursement submissions. Fiscal Division staff will be available to answer all your questions. Please e-mail 911DeptGrants@mass.gov to schedule your appointment.



The **FY 2019 Training Grant and EMD/Regulatory Compliance Grant** and the **FY 2019 Support and Incentive Grant** Guidelines and Applications are **now available** on the State 911 Department's website. The funding cycle is July 1, 2018 – June 30, 2019.

PSAPs are reminded that the Annual Certifications of Compliance shall be on file and approved by the State 911 Department prior to award of these FY 2019 grants. **APPLY TODAY!!**



PSAPs should review grant files to ensure filing of reimbursements are being made timely. All reimbursements under the FY 2018 grant programs are required by **September 30, 2018**. Payment of reimbursements submitted under the FY 2018 grant programs are being processed within thirty (30) business days. To ensure proper closure of the fiscal year, it is recommended that PSAPs submit reimbursements by July 31, 2018.

Continued to page 6.

Updates from our Fiscal Division (continued)



As personnel changes are experienced throughout the year, it is recommended that PSAPs review the authorized signatories for their FY 2018 grant awards. To the extent that changes are needed, please contact 911DeptGrants@mass.gov prior to June 30, 2018.



PSAPs are advised that the State 911 Department has executed contracts with the following training consultants: **Municipal Police Institute, PowerPhone, Priority Dispatch, Public Safety Group and The Healthy Dispatcher.**

The contract start dates vary (February 26, 2018 – March 20, 2018). The contracts/pricing will be in effect through February 25, 2023.

A summary of the awards, including courses and pricing, can be found on the State 911 Department's website. Pricing noted for these vendors/courses will be the maximum amount eligible for reimbursement under the Training Grant and EMD/Regulatory Compliance Grant.

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

On the State 911 Department Website...

To view the guidelines and applications for our various grants, visit www.mass.gov/e911, under the **Information for Call Centers** section, and click the corresponding grant button.

Information for Call Centers

Our call centers strive to enhance all emergency communications to ensure the quickest and most effective response possible.

Apply for the Support or Incentive Grant →

Apply for the Training Grant and Emergency Medical Dispatch (EMD) Grant →

To view the courses and pricing for the executed contracts with various training consultants, visit www.mass.gov/e911, under the **Information for Call Centers** section, and click the approved course button.

Information for Call Centers

Our call centers strive to enhance all emergency communications to ensure the quickest and most effective response possible.

View State 911 Department Approved Courses →



What Does Your Training Plan Look Like?

As you get ready to hit the reset button on your telecommunicator's continuing education hours, now is a good time to look at what your PSAP has accomplished this past year, and assess the needs of your personnel moving into the next fiscal year. Below are some suggested steps to create a training plan for your agency:

1. **Training Needs Assessment** ~ Identify any gaps in performance as it relates to tasks performed and knowledge needed on the job—what can your workers do now/what do they know now, and what they must be able to do or know moving forward.
2. **Develop Learning Objectives** ~ Think about what kind of training activities will help learners to perform those tasks and make the training most effective. Objectives should address knowledge, skills, or attitudes (KSAs) and be a list of what the learner can do or will know after the training.
3. **Design Training Materials or Seek Outside Courses to Attend** ~ If the needs assessment points to internal policies and procedures that personnel need to be re-educated on, look to design your own, in-house training course for continuing education. The Approved Course List available on the website also lists courses that the State 911 Department or contracted vendors offer which may help to fulfill your training needs.
4. **Implement the Training** ~ Once you design or find the best course(s) to meet your training objectives, work with your personnel to determine how and when is the best time to run or attend the training. Some courses, such as in-house training, will require prior approval from Monna Wallace, Director of Programs.
5. **Evaluate the Training in Meeting the Agency Needs** ~ To do this best, you must look at four things 1) the personnel's reaction to the training; 2) learning the objectives; 3) application of new knowledge, skills or attitude by your personnel; and 4) were quantifiable results achieved? —were fewer mistakes made, customer service improved or higher morale experienced.

Updates from our Training Division (continued)

COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance

Annual Certification of Compliance

The FY2018 Annual Certification of Compliance Form is due to the Training Division on or before **July 31, 2018**. If you have any questions regarding your PSAP's compliance, or for any of your training needs, please contact

Monna Wallace at 508-821-7220 or monna.wallace@mass.gov, or Venus Wheeler at 508-821-7201 or venus.wheeler@mass.gov, or Cathy Rodriguez at 508-821-7217 or cathy.rodriguez@mass.gov.

Updates from Mass EDP



Recently, Chris Plant, Field Service Advisor (FSA), and Grant Harrison, Manager, for the Massachusetts Equipment Distribution Program attended the Senior and Law Enforcement Together (S.A.L.T) Event sponsored by the East Bridgewater Council on Aging (COA). The event was held at the newly renovated East Bridgewater COA building.

The event had multiple exhibitors such as community services and medical disability services, as well as leisure and recreation events that benefit the East Bridgewater community and surrounding area.

Chris Plant did a great job fielding many questions about how to apply for the Mass EDP program and what type of adaptive telephone equipment Mass EDP has available for applicants. Chris's display highlighted the more popular analog telephones that Mass EDP offers through the program.

Mass EDP Field Service Advisors are available for on-site presentations at your local facility. For more information and to obtain a complete list of specialized telephones available in the Mass EDP program, please call an EDP Representative at **1-800-300-5658**.

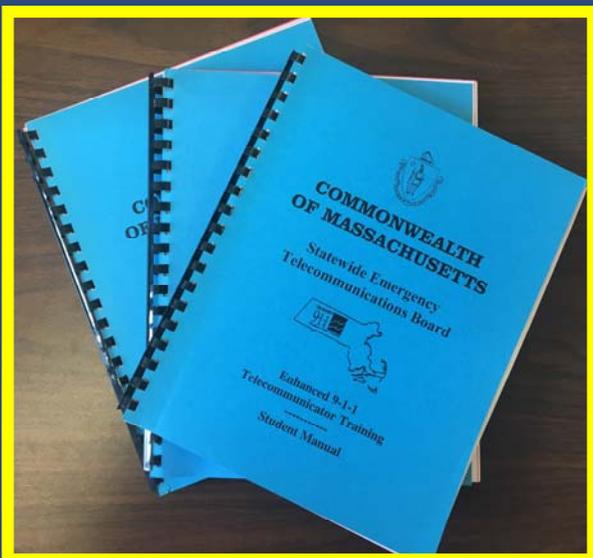


Flashback: This Year in 9-1-1 1993



In 1993, the Statewide Emergency Telecommunications Board (SETB) began implementation of the Enhanced 9-1-1 (E911) system in Massachusetts.

Installations of the Modular ANI/ALI Retrieval System equipment, manufactured by Plant Equipment Incorporated (PEI), most commonly known as MAARS, began with the first PSAP—Franklin Police. The caller information, ANI and ALI, linked to the E911 system was maintained, at that time, by the Database Management Center (DMC) of Bell Atlantic.



To accompany this new technology, all call takers, dispatchers, police officers, fire fighters and emergency medical personnel who would be responsible for answering the 9-1-1 calls were provided with equipment training.

The training included operation of the equipment, E911 call routing, as well as Call Handling and TTY Call Handling procedures. This was the first time that communications personnel were offered a comprehensive standardized training of this

type, and leading the charge was our very own Monna Wallace. Pictured above are some of the first telecommunicator training manuals.

Just before implementation began, the SETB suffered a devastating loss. Jeff Grossman, a key player, passed away, never having seen the results of his hard work. In his honor, the Jeff Grossman 9-1-1 Foundation was created by his family, and for twenty years honored individuals who displayed similar traits as Jeff, and dedication to public safety communications.

If you have a 9-1-1 related memory you would like to share, which may be featured in an upcoming newsletter throughout our celebration of 50 years of 9-1-1, please send it to **Monna Wallace** at monna.wallace@mass.gov.

