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Issue 10 | Volume 6 | October 2018

**Massachusetts**  
**State 911 Department**  
*Newsletter*



*October is*  
**National Breast Cancer Awareness Month**

Throughout the month, many Massachusetts public safety agencies have joined the goal of the Pink Patch Project to increase awareness about the benefits of early detection and early intervention in fighting the battle against breast cancer. In following the efforts of these public safety agencies around the Commonwealth, the State 911 Department “went pink” in October.

This disease is one that effects approximately 1 in 8 woman, as well as some men. The impacts of this disease are profound, and effect not only the individual, but the family, friends, and coworkers which surround them. The hope is by doing this, we can bring attention to this devastating disease, and recognize the work of many breast cancer organizations around the Commonwealth.



For more information of the Pink Patch Project, and to see what communities participated from Massachusetts, please visit [www.pinkpatchproject.com](http://www.pinkpatchproject.com), or check out Pink Patch Project on Facebook.



## Text-to-9-1-1

As announced in a memo sent to PSAPs, dated August 22, 2018, and through various informational workshops last month, the State 911 Department is rapidly moving forward with the deployment of Text-to-9-1-1 in the Commonwealth.

Text-to-9-1-1 will be incorporated into the existing Next Generation 9-1-1 applications, using CallStation to process the text session and ResponseAssist to identify the approximate address of the coarse location provided by the wireless carrier.

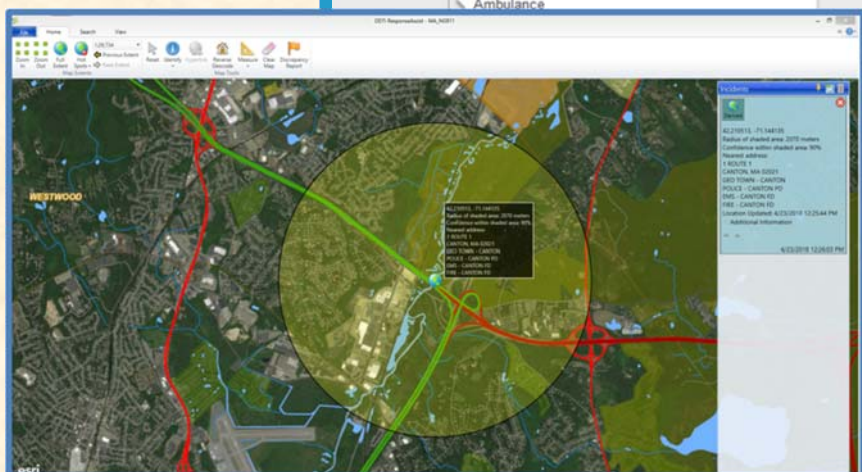
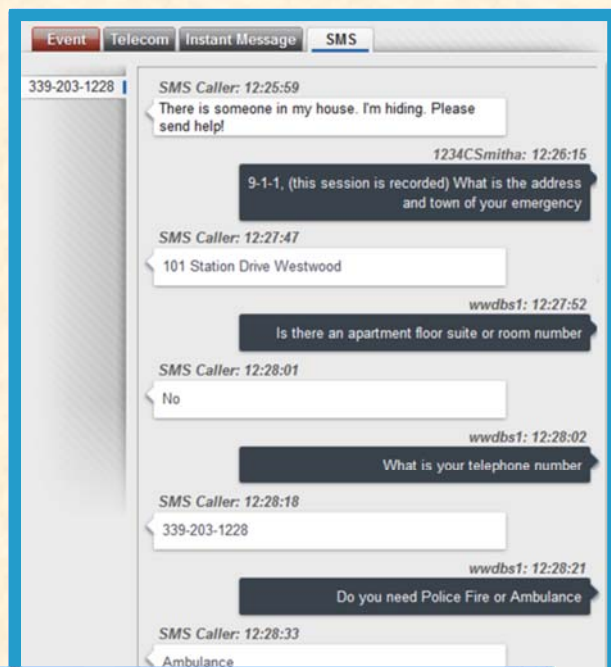
Text-to-9-1-1 provides a means of communications between the caller and emergency responders in lieu of voice communications, using carrier Short Message Service (SMS).

Within CallStation, the text session will be received in a similar fashion to a voice call, but with a unique alert tone to distinguish it from other emergency requests. The telecommunicator will use the SMS feature of CallStation to process the session.

ResponseAssist will translate the coarse location received and provide the telecommunicator a mapped location.

**A complete overview of this feature is provided in the Training Division's Text-to-9-1-1 Online Refresher.**

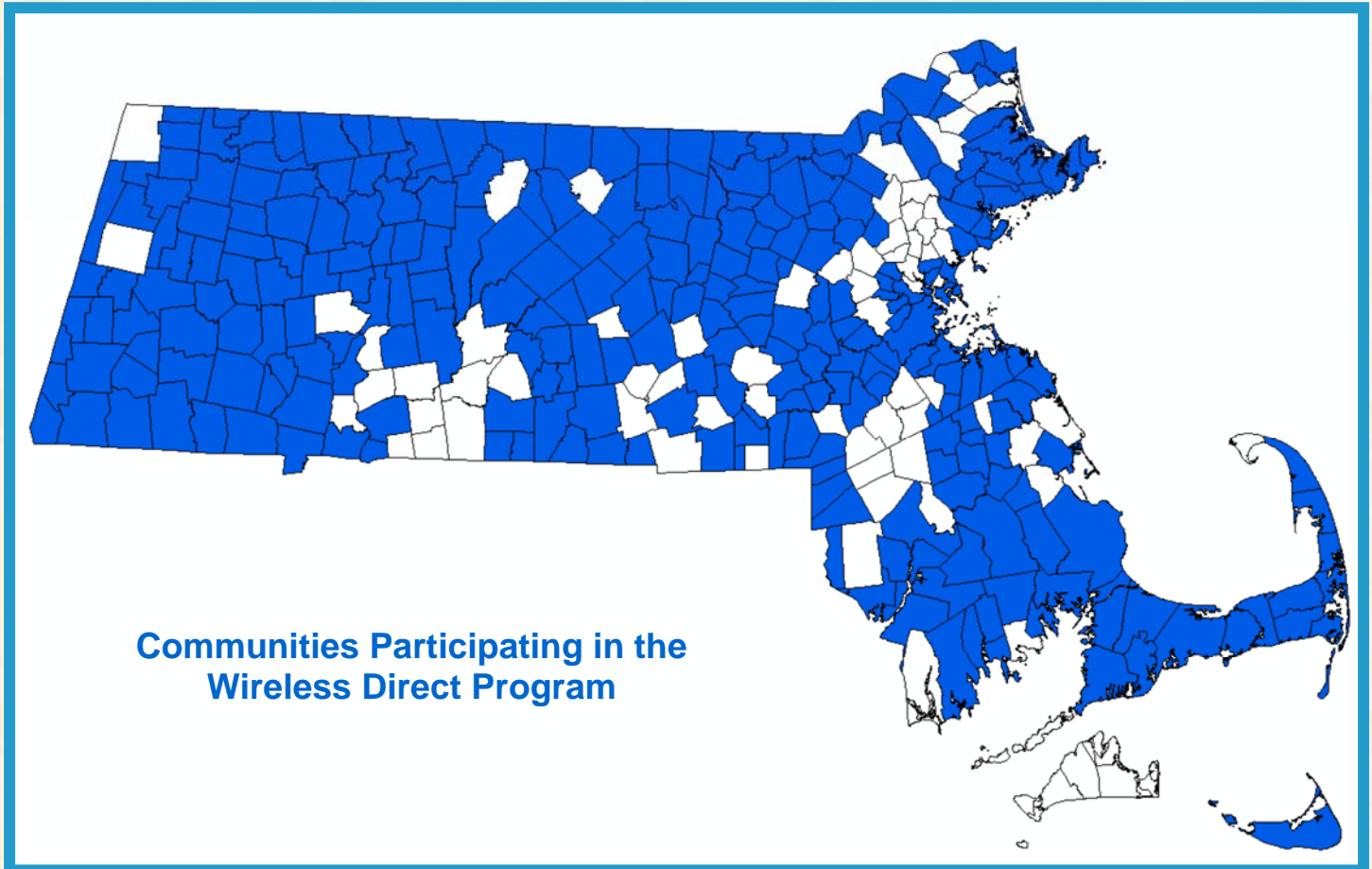
Please see pages 6 and 7 for more specific information.



## Updates from our Systems Division

### Wireless Direct Program

As of October 24, 2018, the Wireless Direct Program reached a new milestone, with 171 participating PSAPs. The areas shaded in **BLUE** on the map below represent the 285 communities now covered as part of the Wireless Direct Program.



The twenty-one newest additions to the program in October are:

Auburn Police, Belchertown Police, Canton Police, Dalton Police, Easthampton Police, Georgetown Police, Hanscom Air Force Base, Hanson Police, Kingston Police, Longmeadow Police, Marshfield Police, Maynard Police, Nahant Police, Northampton Public Safety, Plymouth Police, Seekonk Police, Shrewsbury Police, Somerville Police, Sturbridge Police, Truro Police, West Newbury Police.



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

## Updates from our Systems Division (continued)



### **Important Notice of Policy Change**

The State 911 Department would like to announce two policy statements below.

#### **Policy Regarding Relocation of the Admin Position**

Effective Monday, December 3, 2018, the State 911 Department will no longer fund relocation of the Admin position. Any PSAP wishing to relocate this position must make the necessary arrangements with GDIT and incur all related expenses. PSAPs may use their Support Grant funds for this effort. Please note that GDIT is the only authorized vendor approved to move Next Generation 9-1-1 equipment.

PSAPs that rely on a VPN to access recordings and reports, and no longer use this position are encouraged to contact us, so that we can remove the unit.

For additional information, please contact the Systems Analyst assigned to your PSAP or Shahri Moin at [Shahri.moin@mass.gov](mailto:Shahri.moin@mass.gov)

#### **Policy Regarding Connectivity to 911 Time Server**

Effective Monday December 3, 2018, PSAPs requesting connectivity to the 911 Time Server for their CAD or LAN must contract with GDIT independently. The State 911 Department will not directly fund such requests. PSAPs may use their Support Grant funds for this effort.

Please note that GDIT is the only authorized vendor allowed to connect to the 911 Time Server.

For additional information, please contact the Systems Analyst assigned to your PSAP or Shahri Moin at [Shahri.moin@mass.gov](mailto:Shahri.moin@mass.gov)

## Updates from our Fiscal Division



Fiscal Year 2019 is well underway. The deadline for applying for FY 2019 Training and EMD/Regulatory Compliance Grant and the Support and Incentive Grant is only three (3) months away: **Friday, February 1, 2019. Apply Today!**



The FY 2019 Development Grant awards have been issued. Thirteen (13) Awards totaling fifteen million dollars (\$15,000,000) were made. A complete listing of awards will be available on our website ([www.mass.gov/e911](http://www.mass.gov/e911)).



PSAPs are reminded that the State 911 Department reimbursement forms are reviewed and/or modified each fiscal year. PSAPs, therefore, should be sure to utilize the proper fiscal year reimbursement forms and complete all required fields. This will assist in the reconciliation process and may lead to fewer reductions/returns. All forms are available for download on our website ([www.mass.gov/e911](http://www.mass.gov/e911)).



**REIMBURSEMENT RETURNS/REDUCTIONS:** Although returns/reductions may be scary, PSAPs can submit a **NEW** request for eligible expenses. This **NEW** request shall include all the required forms, original signatures, and all supporting documentation. As the funding agency, the State 911 Department is unable to compile a request on behalf of a PSAP; this includes supplementing a reimbursement request by pulling document(s) previously submitted by a PSAP.

### Need Help? Who you gonna call?

Contact Michelle Hallahan at 508-821-7216 ([Michelle.Hallahan@mass.gov](mailto:Michelle.Hallahan@mass.gov)) for questions/assistance with grant reimbursements.

Contact Cindy Reynolds at 508-821-7299 ([911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov)) for questions/assistance with grant applications.



# Text-to-9-1-1

### Text-to-9-1-1 Online Refresher

Please note that a Text-to-9-1-1 Online Refresher is now available on the State 911 Departments website at [www.mass.gov/e911](http://www.mass.gov/e911).

**It is important that all certified 9-1-1 telecommunicators participate in the on-line refresher in order to be prepared for Text-to-9-1-1 when it becomes available in Massachusetts in December 2018.**

Once a soft roll out occurs, meaning no public education has taken place, and Text-to-9-1-1 is available, each PSAP will have the ability to receive a live text message from the public if a person sends a text message to 9-1-1.

During the soft roll out period, managers are strongly encouraged to have the call center staff test the feature often. A message can be generated by simply creating a new text message on a cell phone, putting 911 in the "To" field, and using the message "This is a test" in the text field when typing a message. All simulated "test text" messages **MUST** indicate that the text message is a "**test**" to avoid confusing a practice text session with an actual emergency text session.

The State 911 Department plans to deploy a public education campaign in early 2019, announcing to the public that Text-to-9-1-1 is available. The message tag line to the public will be, "*Call if you can, Text if you can't*".

On the next page, you will find detail instruction on accessing the Text-to-9-1-1 Online Refresher. **PLEASE READ THE OPENING PARAGRAPH** carefully, as it contains important information regarding credit for continuing education hours and reimbursement. **Please also note:**

- \* *A roster signed by the PSAP manager must be submitted with request for continuing education hours (2 hours) or a reimbursement request.*
- \* *Each PSAP manager is responsible for sharing this information with telecommunicators and overseeing staff participation.*

If you have questions about Text, please contact **Programs Director, Monna Wallace** by email at [monna.wallace@mass.gov](mailto:monna.wallace@mass.gov).

## Updates from our Training Division (continued)

### Instructions for Text-to-9-1-1 Online Refresher

1. Access the State 911 Department's webpage at [www.mass.gov/e911](http://www.mass.gov/e911).
2. Scroll to the "What would you like to do?" section and click the "Information for Call Centers" button, about halfway down the page.
3. On the Information for Call Centers page, look in the Top tasks section and click the "Text-to-9-1-1 Online Refresher" button.
4. On the "Text-to-9-1-1 Online Refresher" page you will find:

[Information for Call Centers →](#)

[Text-to-9-1-1 Online Refresher →](#)

- Important information regarding credit for continuing education hours and reimbursement.
- Text-to-9-1-1 Content section containing links to the **three parts** of the refresher video.
- Additional Resources including the Online Refresher roster, Standard Operating Procedures for Text-to-9-1-1 in Massachusetts, and job aids for both Ring-all PSAPs and ACD PSAPs.

#### Note:

\* A roster signed by the PSAP manager must be submitted with request for continuing education hours (2 hours) or a reimbursement request.

\* Each PSAP manager is responsible for sharing this information with telecommunicators and overseeing staff participation.

If you have questions about Text, please contact **Programs Director, Monna Wallace** by email at [monna.wallace@mass.gov](mailto:monna.wallace@mass.gov).

### Text-to-9-1-1 Online Refresher

To better prepare for the deployment of Text-to-9-1-1 in Massachusetts, an online training refresher for Text-to-9-1-1 for Telecommunicators is now available. During the deployment of Next Generation 9-1-1, all certified telecommunicators were trained on the Text feature of CallStation as part of the NG 9-1-1 conversion classes. This Text-to-9-1-1 refresher course is designed to provide Massachusetts telecommunicators certified in NG 9-1-1 to better understand the technology of Text-to-9-1-1 and refresh their knowledge and skills necessary to process a Text-to-9-1-1 session. This online refresher course has been approved for (2) hours of in-house continuing education credits. In order to seek reimbursement or credit for continuing education hours, a completed roster **MUST** be submitted with the request. Rosters must indicate the PSAP Name, PSAP Managers signature, students name (printed), students initials, and the date the online material was reviewed. No certificate will be issued for this course.

#### Text-to-9-1-1 Content

The online training refresher consists of three parts:

[Part One: Overview of Text-to-9-1-1](#)

[Part Two: Processing a Text Session](#)

[Part Three: Review: What Did You Learn?](#)

#### Additional Resources

 [Text-to-9-1-1 Online Refresher Roster](#) (PDF 42.32 KB)

 [Standard Operating Procedures for Massachusetts Text-to-9-1-1 Solution](#) (PDF 38111 KB)

 [Text-to-9-1-1 for Ring-All PSAPs JOB AID](#) (PDF 272.7 KB)

 [Text-to-9-1-1 for Automatic Call Distributor \(ACD\) PSAPs JOB AID](#) (PDF 294.12 KB)

## Updates from Mass EDP



### Massachusetts Equipment Distribution Program (Mass EDP) Outreach Events

Mass EDP travels around the Commonwealth, participating in various outreach events and promotion of this great program. The Field Service Advisor (FSA) work closely with community based Council on Aging, as well as disability groups, to customize each outreach event to the audience it is focused on. At the outreach event, we review the specialized telephone equipment offered to Massachusetts residents with a permanent disability and give hands-on demonstrations of the equipment. In addition, the FSA will also go over the application process, and can spend one-on-one time with individuals on how to become a Mass EDP applicant.

Mass EDP Field Service Advisors are available now for on-site presentations at your 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 2002 and 2003

The need for more accurate wireless locations and improved mapping was increasing, as the upward trend in the number of wireless 9-1-1 calls received continued. The Statewide Emergency Telecommunications Board (SETB) devised a plan to move Enhanced 9-1-1 (E9-1-1) in the Commonwealth to the next level.

As part of this plan, new funding for the SETB was approved by legislation. In July 2002, a wireless surcharge of 30 cents per month, per cell phone was approved; and in August 2003, a wireline surcharge of 85 cents per month, per household was approved. The new funds would help maintain the existing system and support the implementation of the Commonwealth's next Enhanced 9-1-1 system, VESTA.

The SETB also looked at the increasing wireless 9-1-1 call volume. Since 1996, the Commonwealth had been processing wireless 9-1-1 Phase 1 and Phase 2 calls through two wireless centers. In 2003, a third center was opened.

