Massachusetts State 911 Department

Monthly Newsletter

Massachusetts 9-1-1 Help is at your fingertips. EMERGENCY

Text-to-911 Now Available Across the Commonwealth

Call if you can. Text if you can't.

The State 911 Department is on Facebook and Twitter! Follow us for the latest news and updates.

We put 9-1-1 first! Stay connected!

LATEST NEWS

Text-to-911 Information Resources

Please see our website, www.mass.gov/e911, for documents designed to assist PSAPs in educating communities about Text-to-911. When using Text-to-911, it is important for people to keep in mind the following :

- To use Text-to-911, the mobile device requires an active telephone number with a carrier and an active texting/data plan.

- Type the numbers "911" into the "To" or "Recipient" field of a new text message. Do not place dashes between the numbers.

- Text what is happening and what assistance you may need—police, fire or an ambulance.

- Text the location of the emergency, including the address and town name;

- Text any details that may help locate you, such as landmarks, cross streets, nearby business names, apartment number, floor, room or suite numbers.

- Text locations provided by carriers are not the same, or as accurate, as the location received when a voice call is made.

- If Text-to-911 is temporarily unavailable in the area you are sending a message from, wireless carriers send a bounce-back message. The message will advise you to contact emergency services by other means, such as a voice call.

- When your message has been received, the 9-1-1 professionals will send you messages and begin asking questions about the emergency you reported, and may provide instructions on things for you to do.

- You cannot send emojis, pictures or videos to 911.

- You cannot send a group text-to-911 and other people.

- **Remember, at any time, you can make a voice call to 911.** If you cannot speak, the 9-1-1 professional will try to communicate with you using another means.

48th Public Safety Communications Academy

Applications are now being accepted for the PSCA being held
February 11 to March 15, 2019
at the Middleborough Training Facility.
Please contact **Cathy Rodriguez at 508-821-7217**
or email at cathy.rodriguez@mass.gov.

JOB SEARCH

PSAP Job Opportunities

If you have a vacancy in your communications center or are looking for job openings in the 9-1-1 communications profession, we are here to help!

To post a job opening on our website.

1. Go to **www.mass.gov/e911**.

2. Click on **Information for Call Centers** (located under More actions & services).

3. Click on the **9-1-1 Communications Job Posting** link (located under All other tasks).

To view job postings on our website.

1. Go to **www.mass.gov/e911**.

2. Click on **Information for the Public** (located under Top actions & services).

3. Click on the **Available 9-1-1 Communications Job Postings** link (located under Top tasks).

**If you have any question, please contact
Monna Wallace at monna.wallace@mass.gov.**

WELCOME

Tim Buckley has joined our Training team!

Tim was a contract trainer with GDIT during the Next Generation 9-1-1 deployment in Massachusetts, coming to us with a very good understanding of our current 9-1-1 applications.

Tim brings a great deal of knowledge and experience, having been an educator for many years within the Commonwealth's public education system. In addition, Tim is a veteran of the United States Air Force, where he was a firefighter/EMT.

Please help us in welcoming Tim to the State 911 Department!

Automatic Retransmits

As first announced in the November 2018, **on January 30, 2019, automatic retransmits within the Next Generation 9-1-1 network will be enabled.** This means that **the system will query the carrier for a new location automatically every 30 seconds.**

Automatic retransmits will occur for any **text or voice call** including landline, wireless, Telematics, and Voice Over Internet Protocol.

What will the telecommunicator see?

As automatic retransmits are performed, the telecommunicator will see the following:

- Latitude and longitude data, and confidence factors change within the ALI Results tab of CallStation;

- Messages within the Event tab of CallStation for each retransmit— "ALI Data received for call number *XXX-XXX-XXXX"* (*ANI will be listed*);

- Multiple probable location circles surrounding the wireless location within the mapped display of ResponseAssist;

- Change in size of the shaded radius around the mapped location and a change in meters distance;

- Multiple bars at the bottom of the Incident Tile, representing the most recent four locations provided by the carrier and the original location, as seen in the image to the right.
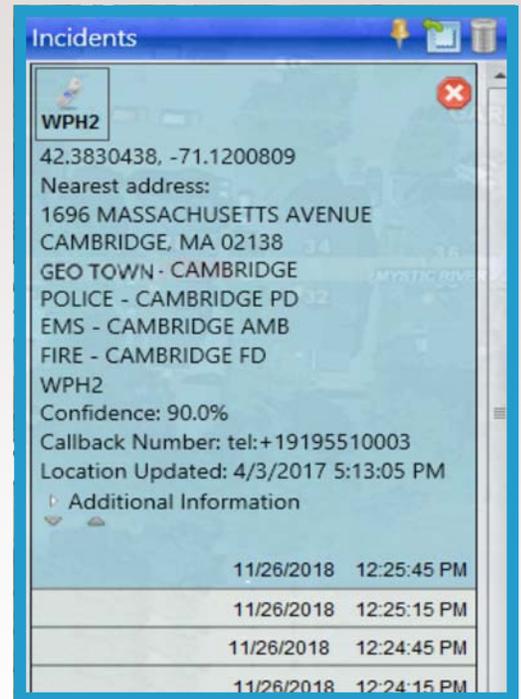
Please note that if RapidSOS data is available and is displayed within CallStation and ResponseAssist, it is already querying for new location data every 30 seconds and displaying as available.

New Automatic Call Distributor (ACD) Feature

By the beginning of February, Genovation keypads at the ACD PSAPs will undergo a renovation!

With the implementation of automatic retransmits, the decision was made to modify the ACD keypad to now include **Ready and Not Ready buttons**—and remove the "Retrans ALI" and "Clear" buttons. Pictured here is the new layout of the ACD Genovation keypads.

Genovation keypads at Ring-all PSAPs will not be effected with this change.

Wireless Direct Program

The State 911 Department is happy to report 205 participating PSAPs, and 318 communities now covered as part of the Wireless Direct Program, shaded in **BLUE** on the map below. We applaud these PSAPs who are improving 9-1-1 for the citizens they serve! There are currently 23 PSAPs remaining to be converted to Wireless Direct, which represents 33 communities.

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

Communities Participating in the Wireless Direct Program
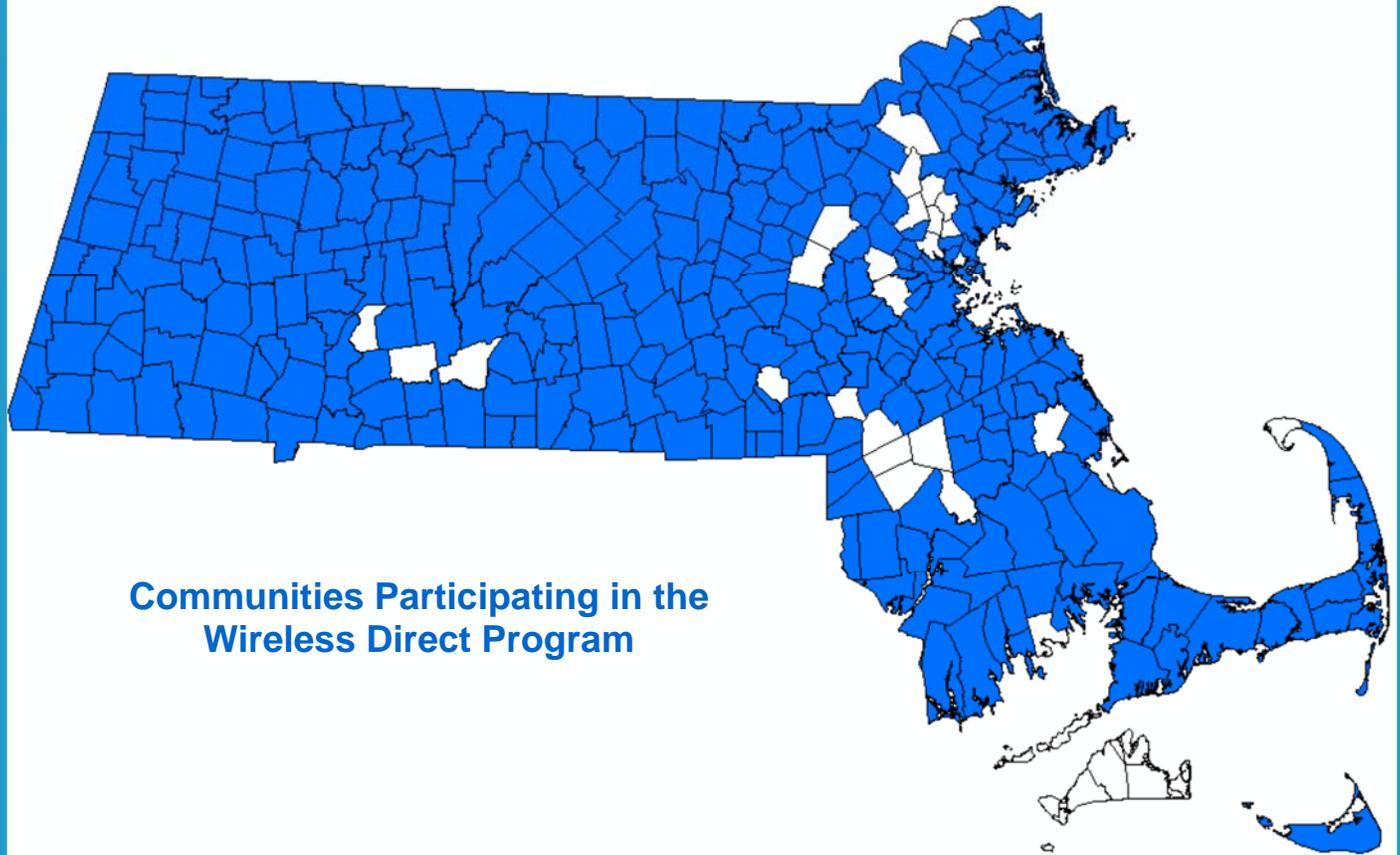
Running Reports: Changes within DecisionStation

With the implementation of Motorola CallWorks (MCWs) newest DecisionStation application, it has been found that the criteria for running some reports has changed. Some reports now require you to select the "skill set" dispatch group rather than the "routing" dispatch group. It has been found that if you select the wrong dispatch group option, you may get no results when the report is run.

If you have questions, please contact **Charlie Ashworth at at 508-821-7206 or email at charles.ashworth@mass.gov.**

JANUARY

In an effort to eliminate confusion, the State 911 Department no longer retains copies of reimbursement requests that are returned to PSAPs. All documentation will be returned to the PSAP; only the return letter will be retained for the grant file.

With five (5) months remaining in the FY19 grant cycle, PSAPs should review their approved applications to ensure all certified telecommunicators for whom they may request reimbursement are listed on that application. Authorized signatories may add additional certified telecommunicators by submitting a request to 911DeptGrants@mass.gov.

PSAPs are reminded that detailed invoices are required with submission of reimbursements. PSAPs should work with its vendors to ensure that invoice(s) detail the goods and/or services received and does not simply reference a quote/contract number.

Please note PSAPs are required to complete the check date column on the reimbursement form. PSAPs should ensure that this column is updated with each submission and reconciles with the payroll documents attached to the reimbursement request.

FY2020 Regional Development grant applications are due on or before **5:00 PM on Friday, March 1, 2019.**

Budget Modifications under the FY 2019 Support and Incentive Grant and the Training and EMD/Regulatory Compliance Grant are due on or before **Friday, March 29, 2019.**

If you have questions, please contact **Karen Robitaille** at **508-821-7221 or email at karen.robitaille@mass.gov.**

Updates from Mass EDP

The **Serene 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 flexibility of having both cell phone and landline calls amplified. This telephone amplifies incoming sounds up to 50 decibels!

Other features include:

- Loud Visual ringer with tone control.

- Speakerphone.

- Hearing Aid Compatible.

- Talking Caller ID.

- Large backlit keypad and adjustable colors with 12 one-touch memory buttons.

- Boost override.

- Q&A button calls customer service for tech support.

- Battery back-up (4 AA batteries not included).

- Wall or desk mount options.

For more information and to obtain a complete list of specialized telephones available in Mass EDP, please call an EDP Representative at **1-800-300-5658.**
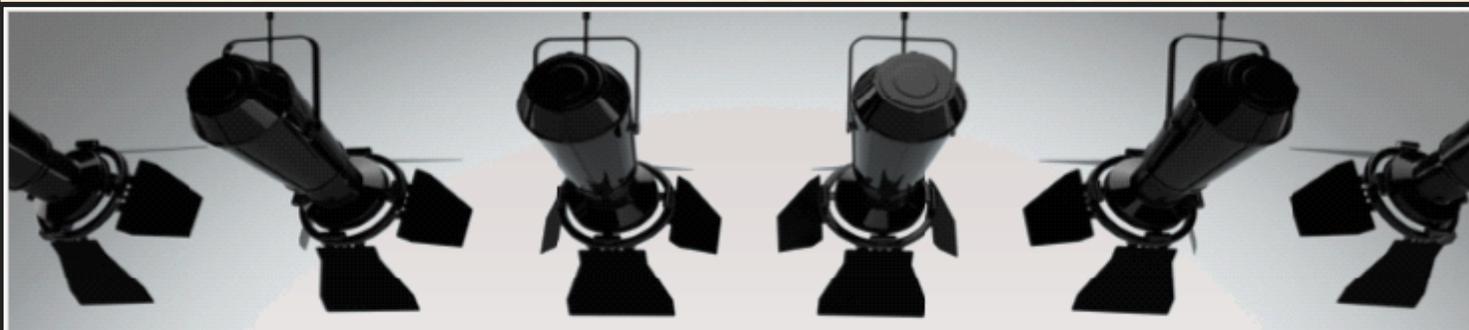
9-1-1 Spotlight

The State 911 Department would like to recognize two 9-1-1 telecommunicators who assisted with the delivery of healthy babies this month over the phone!

Dispatcher Aleah Donahue, Newton Police Department

and **Dispatcher Ryan Bancroft, Saugus Police Department**

Job well done!