

Massachusetts State 911 Department Monthly Newsletter



Issue 4

Volume 7

April 2019

THIS IS 911



Artwork by Kristen Vaidya
Programs Specialist, MA State 911 Department

IN THIS ISSUE

- ▶ THIS IS 911- NPSTW 1
- ▶ PROGRAMS UPDATE..... 2
- ▶ SYSTEMS UPDATE 4
- ▶ FISCAL UPDATE..... 6
- ▶ MASS EDP UPDATE..... 7
- ▶ OPERATIONS UPDATE..... 8
- ▶ 9-1-1 SPOTLIGHT..... 8

Celebrating 911!
National Public Safety
Telecommunicator Week
April 14-20, 2019

LATEST

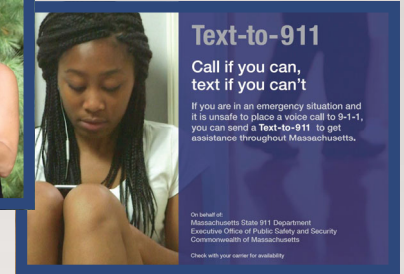
NEWS

Updates from our Programs Division

Text-to-911 Public Information

In recent months, the State 911 Department ran public service announcements (PSAs) as part of the Text-to-911 Public Education campaign through television airtime. The PSAs focus on getting assistance by sending a Text-to-911 if you cannot speak, such as:

- Deaf, hard of hearing, or speech impaired individuals;
- When in an unsafe place or situation such as a home invasion or domestic violence.



You can access these videos as part of the Text-to-911 Public Information section of our website at www.mass.gov/e911.



In addition, the videos and other public information on Text-to-911 is available on our Facebook page. We encourage PSAPs to share the information provided about Text-to-911 through their community's social media outlets and websites as well.

For questions about Text-to-911, please contact **Monna Wallace** by email at monna.wallace@mass.gov.

If your PSAP would like to schedule a refresher training course, which includes the Text-to-911 feature, please contact the **Programs Coordinators, Venus Wheeler and Cathy Rodriguez**, by email at 911training@massmail.state.ma.us.

Do you have an upcoming outreach event in your community? The State 911 Department and Mass EDP would welcome the opportunity to participate!

This month, the State 911 Department's Mobile PSAP was at the starting line for the Boston Marathon, and onsite at the Cambridge Science Festival at the Cambridge Police Department.



For a showing of the Mobile PSAP, please contact **Shahri Moin** by email at shahri.moin@mass.gov

For outreach events, please contact **Monna Wallace** by email at monna.wallace@mass.gov.

Updates from our Programs Division (continued)

Disability Indicator Form Program

The Massachusetts Disability Indicator Program offers a free, voluntary service that alerts 9-1-1 personnel that an individual with a disability lives in the home and may have unique safety, communications or other needs in case of an emergency. **This service is available for landline telephone service subscribers only.** Individuals are required to complete this form at their police department, fire department, or other emergency agency. The form is available on our website at www.mass.gov/e911.

Once the form is completed, 9-1-1 Municipal Coordinators shall email the form to LDBSUPPORT@DDTI.NET. The original forms needs to be maintained by the local department. All forms must be signed by both parties, or it will be returned.

The information provided for input into the 9-1-1 system will remain until a change is requested or until a request is made to have the information removed. A new Disability Indicator Form should be submitted when there is a change to **ANY** information on the form including:

- The service provider, customer telephone number or customer address;
- The disability (where adding a new disability or deleting an existing individual);
- Or to add a new resident with a disability to an existing address.

For questions on the program, email **Monna Wallace** at monna.wallace@mass.gov.

COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance

It's Compliance Time Again!

The FY 2019 Annual Certification of Compliance form is now available on our website at www.mass.gov/e911.

The form must be submitted on or before July 31, 2019. If your PSAP has completed all of the compliance requirements, submit your form now to expedite processing.

For questions about the 2019 Annual Certification of Compliance process, email **Monna Wallace** at monna.wallace@mass.gov.

Continuing Education for FY 2019

There is just about two months left to get your continuing education hours completed!

Each telecommunicator must complete 16 hours of continuing education by **June 30, 2019** and if applicable, CPR and EMD certifications must be up to date. For a complete list of all approved training courses, please see our website at www.mass.gov/e911.

REMINDER



Updates from our Systems Division

Location! Location! Location!

There are three primary areas where location is the key to Next Generation 9-1-1:

- **Where** the 9-1-1 emergency request originated from;
- **Where** the 9-1-1 emergency request needs to be delivered to;
- **Where** help needs to be sent—the ***dispatchable location***.

The most common devices used to contact 9-1-1 today include: traditional landline telephones; wireless devices and cell phones for voice and text; teletype (TTY); internet-based phone or Voice over IP (VoIP); and telematics, or vehicle notification systems.

With Next Generation 9-1-1, there is an address for every point and a point for every address—the **address point!** The location each device produces is the key to where it goes, what is available for information and who responds. When an emergency request is received, the network uses the phone number for the device, or a pseudo ANI generated by the provider, to retrieve available location information for the device. The location obtained will be either civic or geodetic.

The initial location received is used for routing the emergency request to the PSAP. The type of location information available will depend on the type of phone service (whether a static phone services or dynamic phone services), the service provider, and the database the requested location data is coming from. If the location data is inconclusive, the call will be routed to the Commonwealth's default PSAP.

Civic location



**1234 Main Street
Anytown, MA**

- Number (which sometimes includes a unit number, suite number, etc.)
- Full street name (which can include a prefix direction, name, suffix and type)
- Community from MSAG

Geodetic location



Lat: 42.3601, Long: -71.0589

25 meters; 95%

- Latitude and longitude
- Uncertainty (in meters)
- Confidence percentage in that location

Updates from our Systems Division (continued)

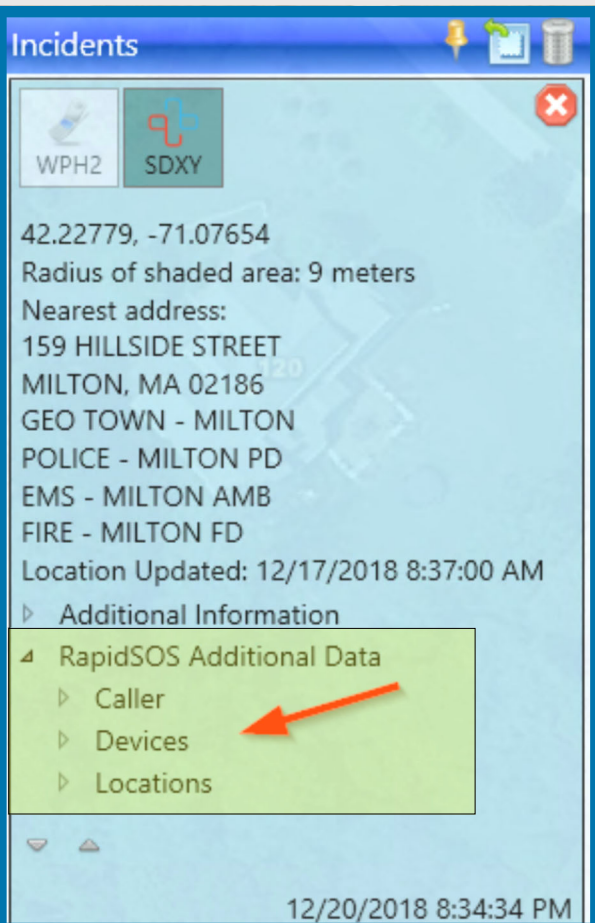
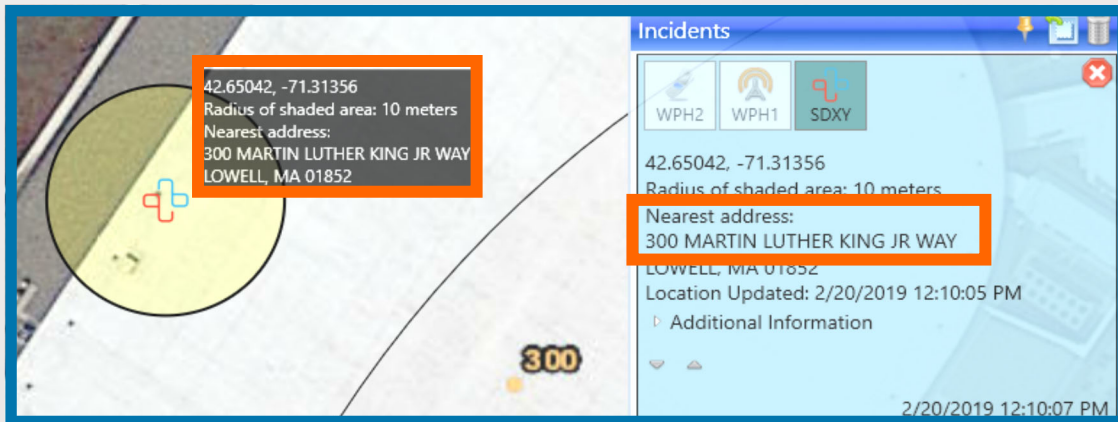


ResponseAssist Update Coming!

In May 2019, the ResponseAssist mapping application will be updated and include two major changes pertaining specifically to RapidSOS.

“Nearest Address” Display

The new “nearest address” reference display will be added to the map display data (black box) and the Incident Tile for SDXY data, in a similar fashion to the display for WPH2, as outlined in orange in the figure below.



Additional Data in the Incident Tile

RapidSOS has integrated with multiple vendors to extract the vendors supplemental data and make it available through the RapidSOS Clearinghouse.

The Incident Tile will now include additional information from RapidSOS. If available, you will see a new section added to the Incident Tile called **“RapidSOS Additional Data”**, shaded yellow in the figure to the left.

When expanded, it will include fields of information, such as caller data, device data and location data.

Each of these categories can also be expanded and display unique pieces of information that has been supplied to the RapidSOS Clearinghouse. The additional data may include the following, just to name a few: device owner’s name, known addresses, allergies, disabilities, emergency contacts, etc.

Updates from our Fiscal Division



All set to close out the fiscal year? Have you reviewed your grant files to ensure all certified telecommunicators, goods and or services that you wish to request reimbursement are approved on the grants? Have you checked in with your vendors to ensure delivery of goods and services on or before June 30, 2019?

Payments: Have you filed reimbursements to ensure payments are received by your municipality so as to allow for a proper fiscal year close?

Ready for FY2020? The State 911 Department anticipates release of the FY2020 Training Grant, EMD Grant, and Support and Incentive Grant mid/late May. Watch our newsletter and website for their release as well as a schedule for grant camps. The annual certificate of compliance form has been released. You can begin that process in anticipation of the release of the grant.

Information is only a phone call away. If you have questions regarding a reimbursement or wish to schedule a meeting to review the reimbursement process, please contact **Michelle Hallahan at 508-821-7216 or michelle.hallahan@mass.gov**.

Let's review: Reimbursements must be filed using the proper fiscal year forms, must contain an original signature from an authorized signatory, must contain all documentation required for the reconciliation of the requested costs, i.e. invoice, proof of payment, payroll documentation, proof of course completion.

The State 911 Department is unable to accept e-mails containing supplemental documentation for a previously submitted reimbursement. It is recommended that you review the reimbursement request to ensure all required documentation is Included prior to sending it to the State 911 Department. Finally, if a PSAP elects to submit for personnel costs beginning/ending on the contract start/end date and that contract start/end date is not the beginning/end of the pay period, the PSAP is required to submit time cards/schedules along with the payroll reports to document that the hours requested fall within the contract start date.

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

Updates from Mass EDP

On Thursday, April 18, 2019 the Massachusetts Equipment Distribution Program (Mass EDP) Field Service Advisors (FSAs) Melanie DaRosa and Glen Schultz, and Training Specialist John Brunelli, attended the "Senior Spectacular" in North Attleboro.

The event was held at the North Attleboro Middle School, and sponsored by State Representative Betty Poirier, R-North Attleboro. It included booths from various health organizations, councils on aging, veterans services, ride-sharing services, as well as financial and legal assistance. Our team had the opportunity to speak with visitors about the adaptive telephone equipment Mass EDP offers, the application process for Mass EDP, as well as answer questions about 9-1-1 in the Commonwealth.

The State 911 Department team was humbled with a visit from Governor Charlie Baker at our booth.

To request a member of Mass EDP to participate in an outreach event in your community, or for more information on the Mass EDP application process or equipment available, please contact **Grant Harrison** by email at grant.harrison@mass.gov.

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

For outreach events, please contact **Monna Wallace** by email at monna.wallace@mass.gov.



Find us on Facebook!
Massachusetts State 911
@MAstate911

Follow us on Twitter!
@MAstate911

Visit our website!
www.mass.gov/e911



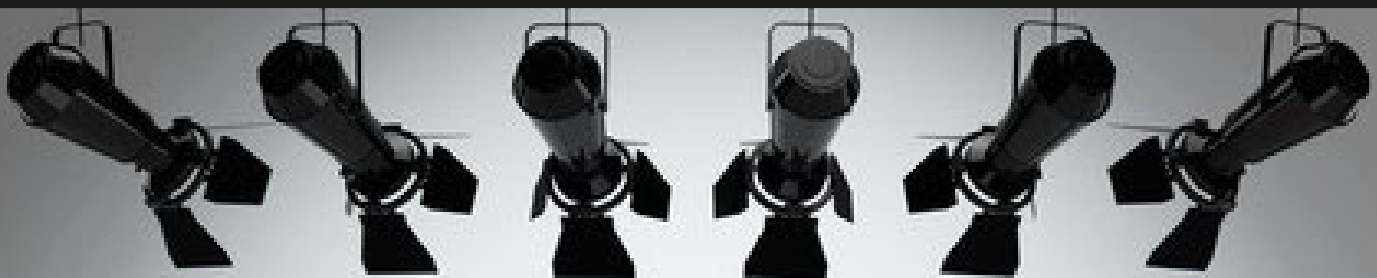
Updates from our Operations Division



Taking the Call!

During a month in which extra time is taken to thank Public Safety Telecommunicators, the State 911 Department recognizes the essential role played by our communications personnel in all PSAPs throughout the Commonwealth. Pictured here are personnel working in the State 911 Department's PSAP Operations Division (POD).

The State 911 Department's Framingham PSAP, known as POD 1, functions as both a wireless PSAP—handling calls from throughout central and southeastern Massachusetts—and the default PSAP for the Commonwealth. Any call and text which is unable to be routed to a designated Primary or Regional PSAP, or RECC, is routed by the Next Generation 9-1-1 system to POD 1. If you have questions, please contact **Richard H. Fiske, III** by email at richard.fiske@mass.gov.



9-1-1 Spotlight: Massachusetts Telecommunicators



Between the thin green, blue and red lines of public safety lies the thinnest gold line.
Those who are rarely seen, and most often heard.
The calm voice to be the confidant or comfort for the person
on the other end of each communication.