

# Massachusetts State 911 Department Monthly Newsletter



Issue 6

Volume 7

June 2019

## Congratulations!



*49th Public Safety Communications Academy*

**Auburn Police**

Sean Pratt

**Framingham Police**

Kathleen O'Mara

**Medford Police**

David Blacquier

**Metacomet ECC**

Michael Heinz

**Brookline Police**

Shelby Jeffes

Sarah Lemnios

**Lowell Police**

Jennifer Palisoul

Dena Dalelio

James Durham

Jacob Lessard

Joanne Mejia

Samary Montes

Christopher Murphy

Joseph Pellegrino

Caitlin Tarentino

Judith Wells

Ericka Ziobro

**New Bedford Police**

Lindsey Vermette

**Fall River Police**

Jeffrey Barbosa

Scott Boyer

Nicole Motta

David Souliere

**Wellesley Police**

Sheila Chafin

Megan Downing

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**FY 2020**  
**grant guidelines**  
**have been released!**  
Visit [www.mass.gov/e911](http://www.mass.gov/e911).

**LATEST**

**NEWS**

## Updates from our Programs Division

### It's Compliance Time!

The FY 2019 Annual Certification of Compliance form is available on our website at [www.mass.gov/e911](http://www.mass.gov/e911), under the Information for Call Centers section. Forms are available for both PSAPs/RECCs, as well as Certified EMD Resources. **The completed 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.**

As a reminder, in order to maintain certification, each certified enhanced 911 telecommunicator shall successfully complete sixteen (16) hours of Department-approved continuing education annually. If a person fails to comply with this requirement, or is not listed, their User Login ID will be made inactive, and they will lose their ability to log into the Next Generation 9-1-1 system. **Continuing education hours should be completed by June 30, 2019.**

**If you are using the Text-to-911 Online Refresher as part of continuing education hours, please attach the appropriate Text-to-911 Online Refresher Roster to your compliance form.**

For questions about the FY 2019 Annual Certification of Compliance process, email **Monna Wallace** at [monna.wallace@mass.gov](mailto:monna.wallace@mass.gov).

### COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance

### Is Your PSAP Testing Text-to-911?

As the public awareness increases, the use of Text-to-911 for select emergency situations may also increase. It is important that your PSAP knows exactly what to do.

If you are not performing regular quality assurance testing for Text-to-911 within your PSAPs, the State 911 Department encourages you to do so. Each shift should be tested regularly to ensure they have a complete understanding of technology behind Text-to-911 and the protocol. Please remember that all test text messages should have the following wording as the initial message: **“This is a TEST text message for (PSAP name)”** or similar.

If your PSAP has questions about the Text-to-911 feature or the Next Generation 9-1-1 applications, please contact the Programs Coordinators, Venus Wheeler and Cathy Rodriguez, to schedule a refresher training course for your PSAP by email at [911training@massmail.state.ma.us](mailto:911training@massmail.state.ma.us).



## Updates from our Programs Division (continued)

### Text-to-911 Training Resources

Remember, training resources for Text-to-911 are available on our website at [www.mass.gov/e911](http://www.mass.gov/e911). Information includes links to the online refresher training videos, job aids, and reference sheets.



If you choose to use the online refresher training as in-house continuing education, please note that it has been approved for (2) hours of credits. A completed roster must be submitted with your compliance form if using these hours.

### Did You Know?

### Multiple Party Conferences and Transfers

Next Generation 9-1-1 allows your PSAP to easily connect multiple parties and/or agencies to the same call at the same time with no restriction. In all cases, the caller, the receiving PSAP, and any additional resources needed such as a Fire Department, EMD Resource, another PSAP of jurisdiction, another state agency and/or language interpretation service can all be connected and talking at the same time. For example: You have a non-English speaking caller reporting a medical emergency outside of your jurisdiction. Here you can connect the caller, first, with an interpreter. Then you can conference in the PSAP of jurisdiction to the call (or a Fire Department or EMD Resource, as needed), allowing the new agency to use the interpretative service to communicate with the caller as well. If you remain on the line, and continue to participate, the call will be maintained as a conference call. If you release the call, control will be transferred and the call will remain connected as long as necessary, or until the caller disconnects. It will appear with a black status light indicator on the Softphone Call Table.

If an agency would like to be dropped from the call, they can simply release or hang-up.

### Reminder: Abandoned Calls

When an abandoned call is received, a PSAP receives an audible alert and a blue status light indicator in the Softphone Call Table. Abandoned voice calls are generated for a variety of reasons on the Next Generation 9-1-1 network.

1. The **caller hung-up** prior to the voice call being answered at a PSAP.
2. When a voice call **alternate routes** to another PSAP if the call is unanswered at the primary PSAP, at either 21 seconds (ring-all PSAP) or 54 seconds (ACD PSAP).
3. If the **wrong PSAP directory** entry is selected in an attempt to do a conference or transfer. If you cancel the transfer using the Conference Release function, an abandoned call will be generated at the receiving PSAP. Instead, you may initiate a second transfer to the correct PSAP directory entry at the same time, and effectively communicate which PSAP's jurisdiction the caller is in.

## Updates from our Systems Division

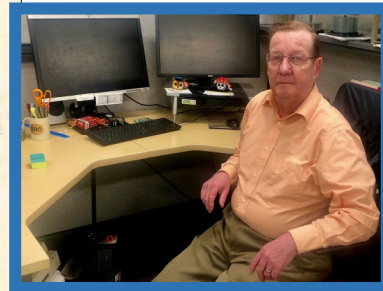


### Copper-based T-1 Circuit Replacement

To enhance circuit availability and reliability, we have initiated a project to replace all copper-based T-1 circuits with fiber. The T-1 circuits were used as secondary/backup circuits at the PSAPs.

Due to the nature of that technology, the copper based circuits were susceptible to a variety of environmental issues that may have affected their functionality when needed. Fiber optic technology readily will improve on the reliability of backup circuits. The new circuits have to be provisioned, installed and tested before switching over. In the coming months, PSAPs with copper T-1s will be contacted by Comtech, or their contractor, to make arrangements for installation and testing. This work will not interfere with your daily processing of calls.

If you have any questions, please don't hesitate to contact your PSAPs **Systems Analyst** or **Shahri Moin** by email at [shahri.moin@mass.gov](mailto:shahri.moin@mass.gov).



### The State 911 Department wishes to announce the retirement of Clayton "Jeff" Jeffers!

A crucial part of the Systems Division, Jeff Jeffers retired this month after 14 years of service. Hired first on as a contracted consultant and then full time, Mr. Jeffers worked in our Systems Division, focusing on archiving and networking, "a jack of all trades" he said,

when asked what his responsibilities were. Updating databases, archiving emails, and working with vendors, Jeff is a technology wiz and has been an asset to our Department.

After years of waking up early, Jeffers has retirement plans to become the full time Chaplin for eight churches he serves located around the Commonwealth. He also plans to continue traveling back and forth to Virginia with his wife Laura to visit their daughter and grandson who reside there.

From all of us at the State 911 Department: Thank you Mr. Jeffers for your dedication and service in the field of public safety. We wish you a very happy, healthy, and fun retirement! Enjoy!



## Updates from our Fiscal Division



### FY 2019 REMINDERS:



All goods/services shall be received on or before June 30, 2019 to be eligible for reimbursement under the FY 2019 Training/EMD Regulatory Compliance Grant and the FY 2019 Support and Incentive Grant, as well as Regional Development Grants with an end date of June 30, 2019.



All **FY 2019 reimbursement requests** are due on or before **Friday, August 30, 2019**. All FY 2019 reimbursements requests are being processed within thirty (30) business days. PSAPs should review their municipal/state year-end requirements and be sure to submit reimbursement requests to allow time for processing by the State 911 Department.



It is recommended that PSAPs double-check reimbursement requests prior to submission. To avoid returns/reductions please ensure all proper documentation (proper payroll report, invoice, proof of payment, course roster/certificate) is included with each submission.

### “THE BUZZ” ABOUT FY 2020:

**The FY 2020 grant guidelines have been released and are available on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911).**



The Training Grant has transitioned to a “needs based” grant. The PSAP now determines, within the parameters of the Grant, its training grant allocation. Please take some time to review the guidelines prior to preparing the application.



The Emergency Medical Dispatch Grant is now a separate grant. This Grant funds certified emergency medical dispatch resources, costs associated with emergency medical dispatch protocol reference systems, and cost associated with quality assurance of emergency medical dispatch.

*(Continued on page 6)*

## Updates from our Fiscal Division (continued)

(Continued from page 5)



The Support and Incentive Grant has a couple of new submission requirements. Applicants are required to document proof of compliance with the MassGIS reporting requirements and to provide the PSAP contact form. Please review the guidelines to ensure submission of all required documentation so as not to delay contract award.



Please keep in mind that continuing education hours are not required in the first year of certification. For example, if a new telecommunicator is certified in August 2019, they do not have a continuing education requirement for FY 2020.



**A PSAP must file and receive approval of its Annual Certificate of Compliance before FY20 grant awards can be made.**

# GRANT



Grant camps will continue through the month of July on Tuesdays and Thursdays beginning on July 9, 2019. Please e-mail Cindy Reynolds at [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to confirm your attendance.

- Tuesday, July 9, 2019
- Thursday, July 11, 2019
- Tuesday, July 16, 2019
- Thursday, July 18, 2019
- Tuesday, July 23, 2019
- Thursday, July 25, 2019
- Tuesday, July 30, 2019
- Thursday, August 1, 2019



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

## Updates from Mass EDP

On Thursday, June 6, 2019, the Massachusetts Equipment Distribution Program's (Mass EDP) Field Service Advisor Chris Plant attended the East Bridgewater "Seniors and Law Enforcement Together" (S.A.L.T) Conference which was held at the East Bridgewater Community Center.

This event was organized to focus on bringing seniors and law enforcement together. In attendance with Chris was the Plymouth County Sheriff's Department, Plymouth County's District Attorney's Office, and the Police and Fire Departments of East Bridgewater. During the event the Sheriff's Department K-9 unit put on an impressive performance highlighting their unit's specially trained dogs.

As a representative of the State 911 Department and the Massachusetts Equipment Distribution Program, Chris enjoyed his time and made many connections all while passing along program information to citizens.



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](mailto:grant.harrison@mass.gov).

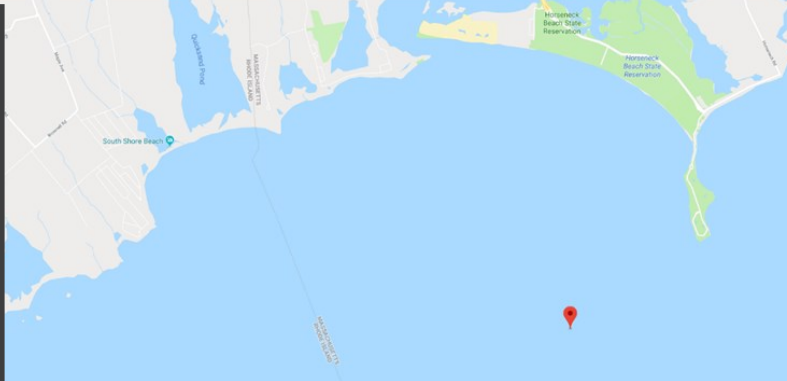
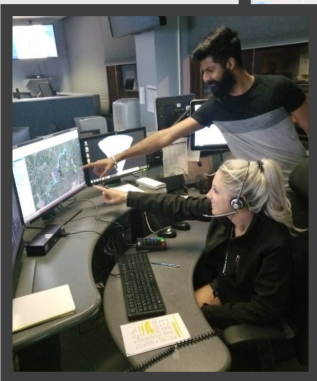


To speak with a customer service representative, call **1-800-300-5658 Voice/TTY**.

For outreach events, please contact **Katelyn Sylvia** by email at [katelyn.a.sylvia@mass.gov](mailto:katelyn.a.sylvia@mass.gov).



## 9-1-1 Spotlight: Dispatcher Courtney Sheehan and Dispatcher Manvir Singh State 911 PSAP Operations, Framingham



On Friday, May 24, 2019, together Dispatcher Courtney Sheehan and Dispatcher Manvir Singh exemplified terrific teamwork and extraordinary life-saving skills to assist in locating and rescuing two victims who were stranded in the open ocean. A call came into the State 911 Department PSAP Operations Division 1 Framingham site from a non-English speaking male, who was calling from a non-service initialized (911 only) phone and who was clearly in distress. Using her best judgement, Dispatcher Sheehan quickly connected with the language line. While doing so the map updated and was pinging on a spot in the open ocean. Within minutes of the first male calling in, a second call came in and was answered by Dispatcher Singh. The second caller was also a non-English speaking male who was pinging in the open ocean very close to the first caller. Using their special trained skills Dispatchers Sheehan and Singh realized these two males were together, in open water and in need of immediate help.

Following protocol, the Westport PSAP who was the closest land area to the victims was notified. In addition, the harbormaster, rescue personnel and the Coast Guard were notified to respond. Within just 13 minutes of the original call, the Coast Guard confirmed they had a boat in the water and had eyes on the victims. The two males had gone out kayaking earlier in the day, their boats capsized in rough waters and they were clinging onto one of the kayaks in extremely frigid and rough sea conditions.

The quick and efficient teamwork done by Dispatchers Sheehan and Singh played a crucial role in the two victim's survival. Using their mapping tools, skilled training and past experience resulted in the quick response by first responders. Had it not been for these two dispatchers, this story could have resulted in a far more tragic outcome. Pictured above are Dispatchers Sheehan and Singh, and an image of the mapping tools that were used to help determine the callers' exact location.

The State 911 Department would like to recognize and congratulate the excellent work done by these two individuals. All of our 9-1-1 professionals play a crucial role in keeping the citizens of the Commonwealth safe, and this wonderful story is proof.

***Job Well Done!***