Massachusetts State 911 Department Monthly Newsletter

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

North Shore Regional 911

On July 1, 2019, the Massachusetts State 911 Department took over operations of the North Shore Regional 911 Center formerly known as the Essex Regional Emergency Communication Center. The Center serves the communities of Middleton, Wenham, Essex, Amesbury and Topsfield, and answers wireless 911 calls for citizens calling from Essex County, and parts of Middlesex County and Suffolk County. The center is located in Middleton, MA. The director of the center is Alyson Dellisola.

In This Issue

The 2019 MCSA Scholarship Recipients have been selected!

LATEST NEWS

See page 9 for more details ~

It's Compliance Time!

The FY 2019 Annual Certification of Compliance form is available on our website at **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 this month, on or before July 31, 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**.

COMPLIANCE

Training   EMD/CPR   Employment   Quality Assurance

50th Public Safety Communications Academy

Applications are now being accepted for the 50th PSCA being held
October 7 — November 8, 2019
at the Middleborough Training Facility

Applications can be found on our website:
https://www.mass.gov/service-details/view-e9-1-1-upcoming-classes

For more information please contact Cathy Rodriguez at 508.821.7217 or by email at cathy.rodriguez@mass.gov

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

State 911 Department

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

For outreach events, please contact **Katelyn Sylvia by email at katelyn.a.sylvia@mass.gov**.

On the Road ~ Testing Text-to-911

As the public awareness of Text-to-911 increases across the United States, the use of it may also increase in our state. With the summer months upon us, Massachusetts sees an influx of out-of-state travelers and an increase in the need for emergency services. It is important that your PSAP knows exactly what to do.

Over the coming months, members of the Programs Division's Training Team will be available to perform quality assurance testing for Text-to-911 within your PSAPs and provide on-site training for personnel. This will provide your PSAP staff with the opportunity to have hands-on training with the Text-to-911 feature and ask questions about any aspect of the Next Generation 9-1-1 applications.

If you would like to take advantage of this unique opportunity, please **email at** 911training@massmail.state.ma.us.

We also encourage PSAPs to continue to regularly test Text-to-911 with each shift to ensure they have a complete understanding of the 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 would like to schedule a one day refresher training course at one of our training sites, please contact the Programs Coordinators, Venus Wheeler and Cathy Rodriguez, by **email at** 911training@massmail.state.ma.us.
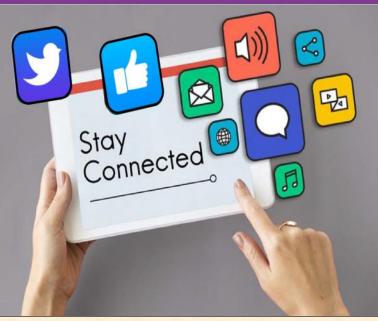
Find us on Facebook!

Massachusetts State 911

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Follow us on Twitter!

@MAstate911

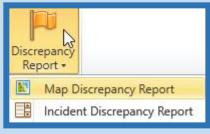**Visit our website!**

www.mass.gov/e911

Updates from our Systems Division

Updates to ResponseAssist

Initially intended to report map feature display anomalies, the discrepancy report feature is now expanded to effectively support reporting map feature and 9-1-1 call incident discrepancies. Now, when processing a discrepancy in ResponseAssist, separate user interface options enable you to open a report dialogue box tailored to the nature of the discrepancy. The main goal of the feature enhancement is to streamline and standardize the discrepancy reporting process.

Discrepancy Report Tool

Based on the discrepancy type selected from the **Discrepancy Report** tool menu (pictured to the right), a completed report is delivered to targeted recipients assigned to reconcile the reported issue.

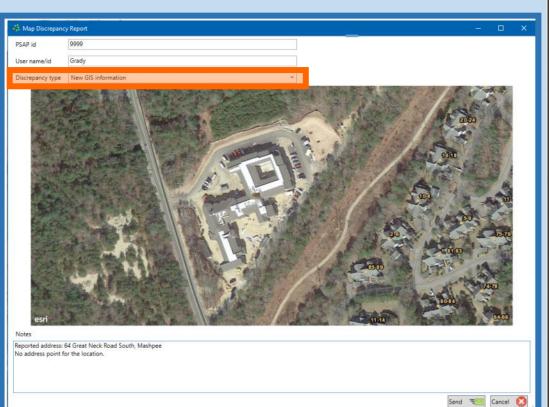

Map Discrepancy Report

The Map Discrepancy Report dialog box interface (pictured below) will remain very similar to previous versions with only small changes.

The first change is the "Discrepancy type" menu options (highlighted in orange) are now limited to only two choices: "New GIS information" and "Associated with a PIDF-LO discrepancy". The "New GIS information" selection should be used when there is information not displayed on the map. The "Associated with a PIDF-LO discrepancy" option will be the same as previous, allowing specific notes to be entered relating to a mapping error on the visible map in the discrepancy dialog box.

The second change is that the read-only configuration displays on the input form have been removed.

Please note: The format for submitting the report by e-mail has not changed.

(Continued from page 4)

NEW! Incident Discrepancy Report

When a 9-1-1 civic event is received (not a dynamic event, such as a wireless call) with a location discrepancy conveyed from the caller, users can now enter updates for the call record in a prepopulated form when selecting **Incident Discrepancy Report**.

The form's table (as pictured below) lists the call location attributes and automatically populates existing attribute values based on the active Incident Tile in the application's Incidents window. In order to have the correct values populate, the user must select the appropriate Incident Tile.

The telecommunicator will be able to enter new or reported information provided by the caller, that deviates from the existing call data visible, into the respective attribute field(s) under the **New Value column** (highlighted yellow).

If an existing call attribute is not relevant for the location, it can be flagged for removal by checking the box in the **Omit column** (highlighted green).

Abbreviation	PIDF-LO Attribute	Existing Value	New Value	Omit
Console Position	Console Position	1522		☐
CoS	Class of Service	VOIP		☐
Callback Number	Callback Number	19999999999		☐
Service Provider	Service Provider	Emergency CallWorks [cluster2.mass.clj2.com]		☐
NAM	Subscriber Name	JANE DOE		☐

Incident Discre…

Incident Date/Tin…

PSAP id: 9999

User name/id: Grady

Abbreviation	PIDF-LO Attribute	Existing Value	New Value	Omit
Console Position	Console Position	1522		☐
CoS	Class of Service	VOIP		☐
Callback Number	Callback Number	19999999999		☐
Service Provider	Service Provider	Emergency CallWorks [cluster2.mass.clj2.com]		☐
NAM	Subscriber Name	JANE DOE		☐
HNP	Address Number Prefix			☐
HNO	Address Number	44	28	☐
HNS	Address Number Suffix	1		☑
MP	Milepost			☐
BLD	Building			☐
FLR	Floor			☐
UNIT	Unit	1		☐
LOC	Additional Location information			☐
LMK	Landmark			☐
PRM	Street Name Pre-Modifer			☐
PRD	Street Name Pre-Directional			☐
STP	Street Name Pre-Type			☐
STPS	Street Name Pre-Type Separator			☐
RD	Street Name	HIGH	LEDGE	☐
STS	Street Name Post Type	STREET		☐
POD	Street Name Post Directional			☐
POM	Street Name Post Modifier			☐
A5	Neighborhood / Subdivision	NEWTON UPPER FALLS		☑
COMM	MSAG Community	NEWTON	NEEDHAM	☐
A3	Incorporated Municipality			☐
A4	Unincorporated Community			☐
PCN	Postal Community Name			☐
PC	Postal Code			☐
A2	County			☐
A1	State	MA		☐
Country	Country	US		☐
DI	Disability Indicator		COGNITIVELY IMPAIRED	☐

Notes

The **Notes field at the bottom** (highlight orange) is still available to add comments for the discrepancy.

Please note: The report will be submitted by e-mail.

The submitted Incident Discrepancy Report e-mail will display a similar table view for the call record update.

JULY

Tips and Reminders for FY 2019 Reimbursements:

☐ All FY 2019 reimbursement requests are due on or before **Friday, August 30, 2019**.

☐ Reimbursements must be signed by an authorized signatory.

☐ Original signatures are required.

☐ Submissions must contain proof of payment, detailed invoice (if applicable), proof of course completion (if applicable), proper reimbursement forms.

☐ All goods and services must have been received on or before June 30, 2019.

☐ Incomplete requests will be reduced or returned.

Tips and Reminders for FY 2020 Applications:

☐ FY 2020 Grant Guidelines are available on our website: **www.mass.gov/e911**

☐ Reminder to include MassGIS compliance documentation with the Support and Incentive Grant application. (See page 15 of the guidelines.)

☐ Reminder to include the PSAP Contact Information Update Form with your Support and Incentive Grant application. (See page 15 of the guidelines.)

Announcements:

☐ Grant Camps will be held on Wednesdays through the month of August. Please e-mail Cindy Reynolds at **911DepGrants@mass.gov** to reserve your spot.

☐ The **FY 2020 Regional Development Grant** awards are targeted for release during the month of August.

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

Last month on Friday, June 21, 2019 the Massachusetts Equipment Distribution Program's (MassEDP) Field Service Advisor, Marguerite Szczawinski and the State 911 Department's Public Education Coordinator Katie Sylvia attended the "Thrive After 55" senior fair.

This event was held in the Springfield College Field House and featured over 60 different exhibitors who were all in attendance to assist our seniors in being able to thrive after the age of 55.

Also held during the event were compelling seminars and an impressive raffle consisting of hundreds of different prizes.

As representatives of the State 911 Department and MassEDP, Katie and Marguerite discussed the Text-To-911 feature, handed out over 200 MassEDP applications, educated on the adaptive telephone equipment MassEDP offers, and connected with hundreds of senior citizens, all the while enjoying their time at the event.

MassEDP participates in events such as this across the Commonwealth to educate on this great program. 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 and equipment available, please contact **Grant Harrison by email at** grant.harrison@mass.gov.

State 911 Department Outreach Program

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.

Did You Know?

Each year the Massachusetts Communications Supervisors Association (MCSA) proudly administers a scholarship funded by the State 911 Department. This scholarship is open to ALL certified telecommunicators employed by a PSAP in the state of Massachusetts that have a minimum of 3 years in the telecommunicators field. This year the MSCA is proud to say this year's scholarship is in the amount of $50,000 and 5 recipients have been selected. Recipients of this year's scholarship will to travel to either Little Rock, AR to participate in the Communication Center Manager Course OR to Daytona Beach, Florida to participate in the Certified Public-Safety Executive Course.

For more information and to find out how to participate next year please visit: **www.ma911.org**

Please direct any questions to the MCSA Scholarship Review Committee who can be reached at **ccmgrant@ma911.org**

9-1-1 Spotlight:

2019 MCSA Scholarship Recipients

Jason Barrett ~ Leominster Police

Nicole Janey ~ Chelsea Police

David Harmon ~ Cambridge Police

James Thomas ~ Barnstable County Sheriff

Julie Kelly ~ Newton Police

Congratulations to all!