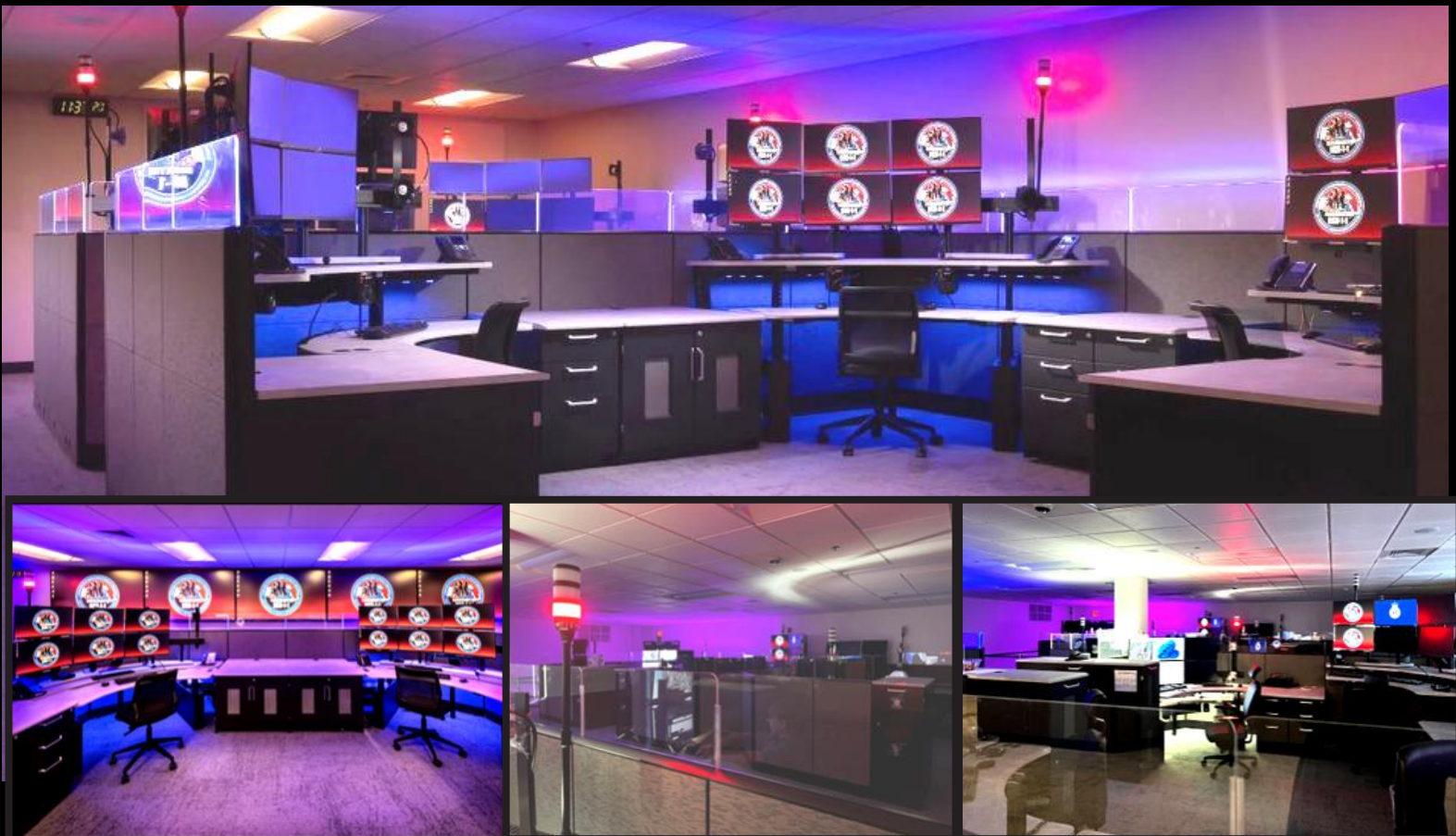


Massachusetts State 911 Department January 2024 Newsletter



Issue 1

Volume 12



The State 911 Department is happy to announce that as of January 22, 2024, its PSAP Operations Division 1 center has successfully transitioned from its location at the Massachusetts State Police General Headquarters in Framingham to a new, state-of-the-art facility at 31 Maple Street in Milford. This transition provides its dedicated team of telecommunicators with an enhanced environment to serve the emergency response needs of the Commonwealth.

The new facility is a culmination of over a year of planning and work. “Our team worked closely with state and local officials and vendors to ensure a smooth and seamless move, minimizing any disruption to the 9-1-1 service”, said Director of Special Projects Joseph Crean. Dispatch Supervisor II Timothy McCarthy added that “ Our team is able to utilize the newest technology to help those in need”.

The move to the new Milford facility is a testament to the State 911 Department’s commitment to providing the best possible service to the people of Massachusetts. Thank you to all involved in this effort.

Update from our Programs Division

The Massachusetts State 911 Department Training Center in Maynard, is now closed.

We have relocated to **31 Maple Street in Milford**, and training classes will resume at this new location.

We are excited to showcase our new facility by offering our new hire trainings as well as other exciting training opportunities throughout the year. Applications will be updated on our website with the new address and directions.



Please email 911training@mass.gov if you have questions.



*State 911 Department Training Center; Front Entrance
31 Maple St, Milford MA*



Update from our Programs Division

Language Service



The State 911 Department has contracted with a second interpreter service. As a result, a new soft button labeled “**Language Services**” (pictured right) will be added to all 9-1-1 positions at some point over the next few weeks during the overnight shift. The Comtech help desk will contact each PSAP upon deployment and ask that the dispatcher/call taker test the new number to ensure that it is connecting properly.

Things to know about the new service:

- When connected, you will be greeted by an auto attendant.
- You **DO NOT** have to provide your PSAP name or a pin #.
- There are six (6) language options (commonly requested and can be changed). You simply press the number for the language you are seeking, and you will be connected directly to an interpreter. **If you know the number for the language you do not have to wait for the auto-attendant.**
- If the language is not listed, press “0” and you will be connected directly to an operator that will connect you with an interpreter for the language that you need. The operator can also assist you with identifying the language that the caller is speaking.
- **There is NO MUSIC ever.** Just simply a soft beep to let you know you are still connected.

We have created a job aid and will see that it is made available to each PSAP. Please make copies and share with each member of the call center.

Please email Director of Programs, Monna Wallace at monna.wallace@mass.gov if you have questions.

APCO Communications Training Officer (CTO) Training Opportunities



The State 911 Department is excited to announce we are back to offering APCO CTO classes. There has been an APCO CTO class added to our 2024 calendar for February, March, and April. For an application, visit our website. www.mass.gov/e911.

- February 21-23, 2024; Middleboro
- March 13-15, 2024; Milford
- April 22-24, 2024; Milford

Community Outreach Events

Do you have an upcoming outreach event in your community? The State 911 Department and Mass EDP would love to join forces with you! For more information or to schedule an outreach event, please contact State 911 Department Program’s Coordinator, **Katelyn Sylvia** by email at Katelyn.A.Sylvia@mass.gov.





JANUARY



Don't get left out in the cold. Calling all Regional PSAPs and RECCs. The application deadline for submission under the **FY 2025 Regional Development Grant** is fast approaching. [Applications are due on or before 5:00 PM on Thursday, March 7, 2024.](#)



Skate into the close of the fiscal year. File your FY 2024 grant reimbursements early and often. The grant guidelines require submission of reimbursement requests within 30 days of incurring the expense. Filing timely not only ensures compliance with grant guidelines but will allow for a smooth close to the fiscal year without any surprises. Any adjustments needed on the grant can be made on or before June 30, 2024. Adjustments after that are not allowed. Warmer weather and June are just around the corner! File your reimbursements today!!

Sliding by with a few reminders:

- Development Grant applications are due no later than 5:00 PM on Thursday, March 7, 2024.
- Budget modifications are due on or before March 31, 2024.
- Regional Development Grant extension requests are due on or before March 31, 2024.
- Reimbursement workshops are held virtually on the third Wednesday of each month; e-mail 911DeptGrants@mass.gov to register.



If you have any questions, or require assistance—please contact Finance Director, Karen Robitaille at Karen.Robitaille@mass.gov.

Find us on Facebook!
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Visit our website!
www.mass.gov/e911



Non-Service Initialized (NSI) Phones

Beginning in 1996, the Federal Communications Commission (FCC) required all cellular phones must be able to contact 9-1-1 whether they have a voice plan or not (out of minutes).

Phones that do not have an active voice plan are referred to as “Non-Service Initialized” or “NSI” or “Uninitialized.” They are different from pre-paid or “burner” phones that do not have a monthly service plan but have an assigned phone number. A pre-paid phone that has run out of minutes (and is out of the Communication Service Providers (CSP) renewal window) will present similar to an NSI.

Call Back Number and Location

Dispatchers should expect to see a caller location consistent with the technology of the handset. NSI phones do not have a valid phone number. The industry adopted the practice of “9-1-1” as the area code to indicate an NSI phone. Since the number is randomly generated (not real) the handset cannot receive calls; as such if a dispatcher attempts to make a call back, they will hear a message indicating the error.

The practice of using “9-1-1” as the area code seems to be changing:

- In March 2021, we learned Verizon does not always use 9-1-1 as the area code. Verizon uses an area code that starts with an 0. For example: 078 or 083.
- In January 2024, we learned T-Mobile is adding extra digits before 911. For example: 6409115551234.

Can NSI Calls Be Traced?

NSI phones CAN be traced: The company ID shown to dispatchers on the ALI screen represents the CSP who delivered the call to the 9-1-1 system. The CSPs contact phone numbers are listed under the “special services” tab of the MCW screen. Contact the CSP and provide them with the ANI. *They may ask for the request in writing.

As part of the call trace CSPs can provide the subscriber name and billing information. Typically CSPs cannot provide information on pre-paid phones.

Can calls from NSI devices be blocked?

In scenarios where a PSAP is being inundated with calls: Follow the silent call procedure, confirm there is no emergency at the location of the caller. Call the CSP that delivered the calls. Ask them to block the device from calling. *They may require this in writing.

MassGIS’ Statewide Geospatial Strategic Planning Initiative

MassGIS is undertaking an update of the Commonwealth’s geospatial strategy, last updated in 2007. **MassGIS would like all geospatial data and technology users in municipal and regional government, state government, federal agencies, non-profit organizations, higher education, utilities, and the private sector to participate in the development of the strategy.**

The strategy will lay out the strategic direction for all geospatial activities in the Commonwealth. MassGIS will lead the strategy development.

Updates from our Systems Division

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Applied Geographics (AppGeo), a national company that has done such work for dozens of states, is under contract to assist with this update. The work will begin with distribution of a [survey](#) to capture initial input and feedback. The survey is intended for anyone who uses geospatial data and technology.

[Please take the survey now.](#)



There will be **six workshops** between **February 19 and March 7** around Massachusetts to engage participants in dialogue regarding the strategic direction of geospatial technology, data development, and collaboration.

See a map of locations of the workshops and check the [MassGIS 2024 Strategic Plan web page](#) for more information about the locations and other details.



Update On the State 911 Department MLTS Compliance Program



The State 911 Department launched an MLTS Compliance Program in June of 2020. One can read all about the twin goals of the program and find a wealth of additional information on our website at this link: <https://www.mass.gov/info-details/multi-line-telephone-system-mlts-regulations-information-and-resources>.

Due to the increasing frequency of school shootings and violent incidents, the Department has placed a particular emphasis on public and private K-12 schools. In the summer of 2022, every public school district and K-12 private school received a letter from the Department. From the inception of the compliance program, we have been involved with a total of 48 public school districts and K-12 private schools. In 2022, no K-12 schools achieved compliance but in 2023, 16 public school districts and 2 K-12 private schools demonstrated that they had achieved compliance via test calls. That is a significant win for school safety. In addition, another 14 public school districts and 3 K-12 private schools are “working towards compliance”. **We strongly encourage every PSAP to get involved** by reaching out to their local schools to invite them to make test calls.

As of the end of calendar year 2023, a total of 207 entities have been involved with our MLTS Compliance Program. Of these 207 entities, 69 have “graduated” from the program after demonstrating compliance via a series of test calls. At the close of the 2023 calendar year, 138 entities remain in the program having yet to test compliance. A list of entities remaining in the compliance program is updated and published on our website monthly. The entities presently in the compliance program could be categorized as **Education Related (37)**, **Medical Related** (hospitals, clinics, medical and dental offices) (27), **Residential Care Givers** (assisted living, nursing home, residential rehabs) (23), **Commercial Enterprises** (banks, retail, businesses) (14), **Hotels and Motels** (14), **Communication Service Providers (12)**, **Cities and Towns (8)**, and **Condo and Apartment Complexes (3)**.

The 69 entities that had “graduated” from the program by the end of 2023 could be categorized as: **Education Related (16 K-12 Public and Private School Districts and 2 Universities)**, **Commercial Enterprises (18 banks, retail/businesses)**, **Medical Related** (10 hospital, clinics, medical and dental offices), **Residential Care Givers** (9 assisted living, nursing home, residential rehabs), **Cities and Towns (5)**, **Communication Service Providers (3)**, **Hotels and Motels (2)**, and **Condo and Apartment Complexes (2)**.

How Does the Compliance Program Work?

The Department learns of potential MLTS compliance issues when we are notified by either a PSAP, a 9-1-1 Service Provider, or an internal Departmental source, with the majority coming from our PSAPs. **To date, we have received non-compliance notifications from 52 of the 208 PSAPs . We encourage more PSAPs to provide notifications of MLTS issues.**

When a PSAP receives a non-compliant 911 call from an MLTS, they are directed to notify the Department by sending an email to MLTS911@state.ma.us. The email notification must contain actionable information such as the date and time the non-compliant call was received, the name, address, and telephone number received with the call, and a brief description of the nature of the non-compliance (such as, “incorrect address”, “no location information within the building”, “could not reach the 9-1-1 caller when the number was called back” etc.).

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PSAP's Role

PSAPs play two essential roles in the MLTS Compliance Program. First, as previously mentioned, the Department relies on them to provide actionable notifications of potential MLTS non-compliance. Second, the PSAPs play a critical role in determining if an entity in the Compliance Program has achieved compliance. Since the only way to determine compliance is to have the entity in the Compliance Program make a series of 9-1-1 test calls which will be routed to a PSAP, it is critical that both parties to the test call follow the documented process. If the test call process detailed in the Multi-Line Telephone System MLTS Job Aid document is followed by the test calling entity and the receiving PSAP, then the data necessary to determine compliance will be created. The Job Aid document may be accessed at this link: [Callstation Job Aid \(mass.gov\)](https://www.mass.gov/info-details/callstation-job-aid)

The Department hosts a monthly two-hour online MLTS Workshop that is designed to familiarize the PSAPs and the public with the MLTS Regulations of Massachusetts and the FCC. A significant part of each workshop is devoted to the critically important MLTS 9-1-1 test call process. We have conducted a total of 35 workshops since January 2022. A total of 188 individuals have attended the workshops, including 91 of approximately 4000+ PSAP telecommunicators and personnel.

We encourage every telecommunicator and their supervisors to participate in an MLTS Workshop so that they will be able to recognize 9-1-1 calls with MLTS compliance issues, properly notify the Department with actionable information, and be equipped to handle MLTS 9-1-1 test calls so that sufficient data is created to determine compliance. Currently, workshops are scheduled for 1PM to 3PM on 2/14/24 and 3/20/24. Anyone may register to participate in a workshop by submitting the form that may be downloaded from at: <https://www.mass.gov/info-details/multi-line-telephone-system-mlts-regulations-information-and-resources>.

MassEDP is now offering the iPhone 13 Cellular Phone!

The cell phone comes pre-programmed with applications based on the applicant's disability.

Features

- Wireless device—black in color
- Otter Box protective case
- 128 GB Memory
- 6.1' diagonal all-screen LCD multi-touch display
- Face ID unlocking
- Siri-voice commands
- Charging block as well as wireless capabilities



*Please note, MassEDP **DOES NOT** provide the cellular service plan.*

Updates from Massachusetts PSAPs

South Eastern Massachusetts Regional Emergency Communications Center (SEMRECC) Outreach!

“Communications Officer and CTO Haley Spicuzza (pictured right) of SEMRECC teamed up with Mansfield School Resource Officer (SRO) Kenneth Wright and his assistance dog Bentley to hand out two Bentley awards. This award is given to a student who has been recognized for their selfless deeds, contributions to community betterment, or remarkable personal growth. It's always a good feeling to get out from behind the desk and interact with the public. Thank you to SRO Wright and Bentley for the invite.”

*~Lindsay Mitchell
Training Section Chief
SEMRECC*

