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Monthly Meeting

February 20, 2019

10:00-13:00

South Worcester County
Communications Center
357 Main Street
Worcester, MA 01570

MARCH – MCSA's

Training Event

Survive & Thrive – Stress

Resilience Training

March 27, 2019

8am-5pm

Boxboro Regency Hotel &
Conference Center
242 Adams Place
Boxborough, MA 01719

April 17, 2019

10:00-13:00

Maynard Police Department
197 Main Street
Maynard, MA 01754



this issue

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On a Winter's Day...

Here at MCSA, we have high hopes winter is coming to a close. After all, the Punxsutawney Phil saw his shadow, so hopefully spring is on the way soon. (We've also been contemplating what a Groundhog Day command post must look like. This may have to be a feature for a future issue.) Sending warm wishes to everyone's PSAPs as we trudge through the remaining wintery days.

If you haven't had the opportunity to peruse our newly revamped website at ma911.org, we encourage you to take a look. Shoutout to Anne Camaro for her hard work in reorganizing the site. Sidebars now include more information about becoming a member of MCSA, MCSA policies, procedures, and bylaws, as well as training opportunities, job postings throughout the state, and initiatives undertaken by MCSA. We are constantly working to add more literature and resources to the website and would love your input, stories, and participation as this group continues to grow.

Test Your Knowledge

Which TWO PSAPs in the Commonwealth currently utilize the "Safety Toolkit" in the Uber app in the event an Uber ride calls 911 from the app? (Answer will be posted in the March issue.)

Answer from January issue:

FALSE (The Silent Monitor feature does not work with Text-to-911.)



We're always actively looking for stories and/or topics that we can cover in future issues.

Contact us today with your ideas:

outreach@ma911.org

Upcoming Conferences

Conferences are an excellent way to network and learn more about PSAPs and best practices in 911, immerse yourself in educational courses and workshops, and network with other dispatchers, supervisors, management, and public safety personnel from all across the country. Consider attending one of these conferences in the near future. We'd love to hear about your experiences!

NAVIGATOR 2019

April 24-26, 2019

Gaylord National Resort and Convention Center

National Harbor, MD

NENA

June 14-19, 2019

Gaylord Palms

Orlando, FL

APCO

August 11-14, 2019

The Baltimore Convention Center

Baltimore, MD

APCO Atlantic

November 11-13, 2019

Sea Crest Beach Hotel

North Falmouth, MA

Legislative Information and Updates

Our first issue included a letter from MCSA President Christopher Campbell, giving an overview of the new legislative session beginning on Beacon Hill in 2019. This letter outlined one of MCSA's objectives to work toward legislation and awareness in relation to reclassify emergency telecommunications professionals all throughout the Commonwealth into Class 2 of the state's retirement system. This has been a long road thus far, as at the close of 2018, SB.1479 and HB.1449 failed to come out of the Senate Ways & Means Committee and did not see hearings. We are hopeful that in 2019, that will change.

Reach Out to Your Legislators

It seemingly goes without saying why emergency telecommunications dispatchers throughout the state should be reclassified into Class 2 of the state's retirement system. The work we do everyday takes an immense toll physically, emotionally, and quite possibly, psychologically on us and our loved ones. It is imperative all of us reach out at this crucial time in the process and speak with our elected representatives, educating them on what exactly it is that we do, and how our work conditions, roles, and workloads have changed (and continue to change over time). By personally reaching out to elected officials and sharing our stories, we can create change for ourselves, our co-workers, and our future as emergency telecommunications.



It is also extremely important to have links to both the House and Senate bills, for purposes of following those bills, keeping up-to-date with information and updates, and to be aware of the co-sponsors of those bills.

You'll find information for both the House and Senate bills here.

Bill HD.1615 – An Act Relative to Massachusetts Certified Emergency Telecommunicators

<https://malegislature.gov/Bills/191/HD1615>

Bill SD.1962 – An Act Relative to Massachusetts Certified Emergency Telecommunications

<https://malegislature.gov/Bills/191/SD1962>

Consider taking a few moments out of your day to stay current on updates relative to these bills, and continue spreading the work

**REACH OUT
TO YOUR LEGISLATORS –
TELL YOUR STORY
TODAY!**

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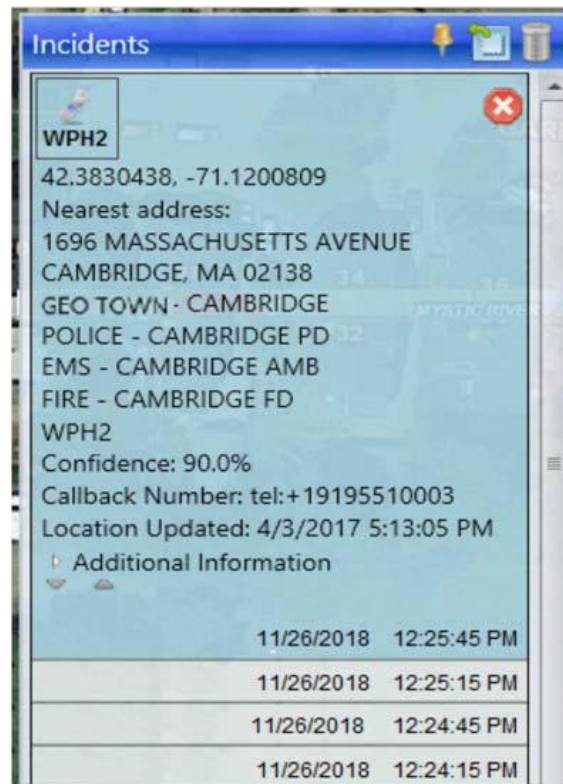
Board@ma911.org

News from Commonwealth PSAPs and State 911

AUTOMATIC RETRANSMITS

Automatic retransmits within NG911 were enabled as of January 30, 2019. Now, the NG911 system will query the service carrier for new locations automatically every 30 seconds.

Auto retransmits will occur for ANY text or voice call (including landlines, wireless calls, telematics, and VOIPs).



The incident tiles on the right side of the NG911 mapping screen will now look like the above photo, indicating the most recent four locations from the carrier and the original location. Auto retransmits will also likely result in multiple/probable location circles around the wireless location on the map display, changes in the size of a shaped radius around a location, as well as latitude/longitude data, and confidence factors.

BACK SPACE	CONF/RELEASE	READY	NOT READY
7	8	9	MUTE
4	5	6	DIAL
1	2	3	ANSWER
*	0	#	
RELEASE	CONF/TRANS	HOLD	

Around the beginning of February, all Genovation keypads at Automatic Call Distributor (ACD) PSAPs will undergo a renovation, which includes “Ready” and “Not Ready” buttons. These buttons will replace the “Retrans ALI” and “Clear” buttons that current exist on the keypad.

The State 911’s January 2019 Newsletter reported that **205 PSAPs** (and 318 communities!) are now covered as part of the Commonwealth’s Wireless Direct Program. At this time, there are 23 remaining PSAPs (representing 33 communities) to be converted to Wireless Direct.

WAY TO GO!

For more information about the program, reach out to Octavio Sousa octavio.sousa@mass.gov or via phone at 508-821-7206.