Massachusetts Communications Supervisors Association

"Developing Dispatchers & Dispatch Centers"

Board@ma911.org

Christopher Campbell
Seekonk Communications
President
president@ma911.org

Donald Hancock
Billerica PD
Vice-President

Mary Ann McLaughlin
Acton PD
Secretary

Warren Gould
Boxford Communications
Treasurer

Lee Ann Delp
ECRECC
Essex County VP

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Gardner PD
Worcester County VP

Erin Hastings
MSP
Hampden/Berkshire County VP

David Squires
Belchertown
Franklin/Hampshire County VP

Stephen Hooke
911 Commission Representative

February 21, 2018 – Sturbridge PD, Sturbridge, MA

Meeting called to order by Chris Campbell at 10:06 am; 22 Attendees; 17 Agencies.

Presenter: Hillary DaDalt, Sturbridge PD, ALICE Instructor, SRO. ALICE - Violent Intruder Program – **A** – Alert, **L** – Lockdown, **I** – Inform, **C** – counter, **E** – Evacuate See the ALICE website for further information.

SIEC – Warren Gould and Melissa Nazzaro, no meeting yet this quarter, next meeting March7, 2018, Framingham MEMA.

NERAC – Chris Ryan not present.

State 911 – Steve Hooke not present; Monna Wallace presented:

- Wireless Direct Calls – Send an email to Frank Pozniak if interested.
- Text to 911 Update – Deployed live on Nantucket; testing. GDIT working with some carriers on issues; Framingham, Essex, and Boston, testing next, quiet rollout; no PSA until comfortable resolving the issues.
- Newsletter - Interpreter Services – You may transfer a call with Interpreter Services, wherever the call needs to go; i.e. SP to a PSAP.
- Refresher Training – Available on the State 911 calendar - Wireless update, upgraded features on NG911, etc. Request additional classes from Cathy or Venice if needed.
- Dispatch Academy – RFR in process for training consultants, have signed contracts with most vendors. Modules not typically being opened up, classes are full with long waiting lists, Academies running back to back.
- Telecommunicator Pool - Trained certified telecommunicators from Anna Maria College, Worcester; 30 students from the Criminal Justice or Nursing Program, with background checks. Instructions includes 40 hour basic Telecommunicator Course and NG911 training, opportunity for students to work while in school. Practical experience provided by PSAP. EMD not part of the program, everyone uses different vendors.
- EMD Classes – Power Phone, Priority Dispatch, and AQUA – next couple of weeks.
- Chicopee – Regionalizing, hiring a Director, $72,000 – $95,000; posted on MCSA website and CJIS.
- Secretary Bennett's Letter to Town Administrators – Recommendation to adopt guidelines for accurate updating and reporting of GIS info; ensures communities are actively updating address info to MassGIS; impacts 911 services. Don Hancock will post on MCSA website.

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Committee Reports

Website – Send contracts and photos to Don Hancock.

Training – Hosting Annual Training, March 28, 2018, IGC sold out at 172 attendees in three weeks; break-even point 107 attendees.

Anne Camaro – Training Summit recommendation received from Laurie Lyons and Lee Ann Delp to reach out to Nathan Lee and Adam Timm; two day program with four hour breakout sessions, possibly Fall of 2018; waiting to hear back on final arrangements.

Events – Sympathy card for Ryan Chambers, Nathan Lee Foundations, lost his wife a week ago to kidney complications. EBoard voted to donate $300.00 for personal expenses and $250.00 for a charity of Ryan's choosing. Chris reached out to Ryan on behalf of MCSA; very appreciative and thankful; Laurie and Charlie coordinating donation.

Dispatch Appreciation Night, April 13, 2018, IGC, Bolton, MA, 6-11pm, $30.00 pp. Posted on FB, requesting VP's sell tickets. No speakers planned, relaxing night, dinner and DJ; Tickets available in envelopes, include name and phone number on sign-up sheet.

Treasurer's Report – Warren Gould – Next meeting will provide a list of paid invoices, 60-70% of membership paid, and one third of training paid; special circumstance, may pay after event, contact Warren. Balance $27,235.31. Report approved.

Secretary's Report – As written, no discussion; report approved.

President's Report

- EBoard Meeting - March 27, 2018 at IGC; joined by Gordon Graham.
- Retirement - Confirmed both Retirement Bills have been favorably reported out of the Joint Committee on Public Service by the Chairman. Highly encourage members to reach out to State Reps and Senators; House Bill 1449 and Senate Bill1479. Keep up the momentum.
- Next Meeting – March Training at IGC, Bolton.
- April Meeting – April 18, 2018, at the Maynard PD, Fusion Center, or State 911 Classroom. TBA!

Sturbridge PD very generously provided lunch!

Meeting adjourned 12:03pm.

Sturbridge PD
February 21, 2018

Name	Agency/Business	Email
Don Hancock	Billerica Police	-on file
Matt Barstow	MA State Police	On file
Chris Campbell	Seekonk Communications	ON FILE
Scott Newkirk	Watson / Hendrickson	"
Kaitlyn DiBuono	SWCCC	on file
Gregory Lynsky	SWCCC	on file
David Squires	Belchertown	on file
Barbara Barteau	Sturbridge	on file
Erin Hastings	MSP	on file
Laurie Lyons	Gardner Police	on file
Melissa Nazzaro	EOPSS	on file
Butch Garrity	Ma. State Police	"
Michael Moriarty	RRECC	on file
Peter Grace	Mass GIS	~~Peter.Grace@mass.gov~~ on file
MaryAnn McLaughlin	Aetna	

Sturbridge PD
February 21, 2018

Name	Agency/Business	Email
Corey Swift	Wilmington	on file
Sarah Finnerty	maynard	on file

Sturbridge PD
February 21, 2018

Name	Agency/Business	Email
LAURA MCGERIGLE	NEWTON PD	ON FILE
Anne Camaro	Cambridge 911	acamaro@cambridge911.org
Warren Gould	Boxford	on file

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CHARLES D. BAKER
Governor

KARYN E. POLITO
Lt. Governor

DANIEL BENNETT
Secretary

February 13, 2018

Dear Municipal Chief Executive:

This letter is to provide you with advance notice of new requirements for funding under the State 911 Department's Support and Incentive Grants. This funding is important because it supports either your own 911 call center or a regional emergency communications center of which you are member. Compliance with these requirements is expected for Fiscal Year 2019 and will be required for Fiscal Year 2020.

Last year the State 911 Department completed the statewide deployment of a Next Generation 9-1-1 (NG9-1-1) system. The new system:

- Substantially improves handling of 9-1-1 calls made from cell phones.
- Supports texts and, eventually, multi-media communication.
- Enables quicker verification of call location, reducing response time.

The NG9-1-1 system relies on property parcel-based mapping of call center response areas combined with structure-level mapping of individual address locations to route calls to the correct responding agency. It also dramatically improves the map information available to dispatchers, enabling them to more effectively support emergency responders and citizens.

As part of the NG9-1-1 deployment by the State 911 Department, over the past seven years, the MassGIS office in the Executive Office of Technology and Security Services has spent over $4,000,000 on mapping used by NG9-1-1. This funding was for standardizing municipal parcel mapping while also ensuring it still met municipal needs for tax assessment purposes. The parcel mapping was essential for mapping call center response areas and for mapping address locations. Tracking by MassGIS shows that all communities in the Commonwealth are able to provide updated standardized parcel mapping.

Keeping the response areas and the address point locations up-to-date is essential to the NG9-1-1 System's successful operation. The importance of up-to-date mapping for the NG9-1-1 System cannot be understated. Our 9-1-1 call takers and first responders depend on this system and its advanced mapping tools to respond to and deliver emergency services to all our Commonwealth's residents and visitors. Since the deployment of the NG9-1-1 system we have heard from numerous communities as to the quality and effectiveness of this mapping service and its positive impact to delivering 9-1-1 services.

MassGIS' ability to complete these updates relies on updated information from municipalities. Failure to update this address and parcel data by communities compromises public safety.

Accordingly, to help ensure that this most important goal is met, the State 911 Department will recommend to the State 911 Commission at an upcoming meeting to adopt grant guidelines that will require all municipalities that benefit from 9-1-1 services and/or receive grant funding from the State 911 Department program to comply with these data reporting requirements. The State 911 Department also will recommend that failure to comply with this requirement will result in a community being prohibited from receiving 9-1-1 grant funds beginning in Fiscal Year 2020.

The reporting requirements are as follows:

1. Municipalities must have provided MassGIS with updated standardized parcel mapping in the calendar year prior to the application, or, if they did not update their parcel mapping in the prior calendar year, communities must have provided a standardized extract from their assessor's database current as of January 1 of the calendar year of the grant application.

2. Municipalities must have provided MassGIS with timely notification of all new or changed addresses from the municipality or notice that there have been no new or changed addresses. It is in a community's best interest if MassGIS receives these updates whenever they are published. At a minimum, MassGIS must be notified twice a year by the addressing authority of all new or changed addresses, or if there are no address changes in a community, MassGIS must be so notified. Options available for providing MassGIS with address updates include written notification, email, filling out a web form and using a phone/tablet application. Further information on these options is available at http://tinyurl.com/ybc4ldxq.

Thank you,

Daniel Bennett

Daniel Bennett, Secretary
Executive Office of Public Safety and Security

Mark E. Nunnelly

Mark E. Nunnelly, Secretary
Executive Office of Technology Services and Security

cc: Frank Pozniak, Executive Director, State 911 Department