

STATE 911 DEPARTMENT

Commonwealth of Massachusetts
Executive Office of Public Safety and
Security

State 911 Department Contact Info

State 911 Department

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9-1-1 Regionalization

Overview

- State 911 Department is charged with coordinating and effecting implementation of enhanced 9-1-1 service, and administering such service in the Commonwealth
 - Includes grant programs,
 - Funded by a surcharge set by statute at 75 cents per month; Deposited in Enhanced 911 Fund

9-1-1 Regionalization

- State 911 Department “shall develop and administer grant programs to assist PSAPs and regional emergency communication centers in providing enhanced 911 service and to foster the development of regional PSAPs, regional secondary PSAPs, and regional emergency communication centers”

Chapter 223 of the Acts of 2008

MGL. C. 6A, Sec. 18B(i)

911 Regionalization

Overview

- Public Safety Answering Point (PSAP)
 - Facility assigned responsibility of receiving 9-1-1 calls
 - As appropriate, directly dispatching emergency response services or transfer/relay emergency 9-1-1 calls to other public or private safety agencies or other PSAPs
 - Currently, 254 PSAPs in the Commonwealth
 - 231 primary PSAPs - 19 regional PSAPs - 4 wireless PSAPs
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9-1-1 Regionalization

Overview

Definitions:

- “Primary PSAP”, a PSAP equipped with automatic number identification and automatic location identification displays, and is the first point of reception of a 911 call. It serves the municipality in which it is located.
- “Regional PSAP”, a PSAP operated by or on behalf of 2 or more municipalities or governmental bodies, or combination thereof, approved by the department, for the operation of enhanced 911 call taking and call transfer activities. A regional PSAP may also be engaged in, by agreement, the dispatching or control of public safety resources serving some or all of the municipalities or governmental bodies that comprise the regional PSAP, including where services are provided by a private safety department. If the regional PSAP serves all such municipalities or governmental bodies for the operation of enhanced 911 call taking and call transfer activities and dispatch services including where dispatch services are provided by a private safety department, it shall be considered a regional emergency communication center for the purposes of section 18B. The regional PSAP shall be equipped with automatic number identification and automatic location identification displays, as approved by the department, and is the first point of reception of a 911 call.
- “Regional emergency communication center”, a facility operated by or on behalf of 2 or more municipalities or governmental bodies, or combination thereof, as approved by the department, that enter into an agreement for the establishment and provision of regional dispatch and coordination of emergency services for all such municipalities or governmental bodies including, but not limited to, a regional PSAP that provides enhanced 911 service and police, fire protection, and emergency medical services dispatch, including services provided by a private safety department. The regional PSAP portion of the center shall be equipped with automatic number identification and automatic location identification displays, as approved by the department, and is the first point of reception of a 911 call.
- “Regional secondary PSAP”, a facility operated by or on behalf of 3 or more municipalities or governmental bodies, or a combination thereof, approved by the department, that enter into an agreement for the establishment and provision of regional dispatch and coordination of either police, fire protection or emergency medical services, or any combination thereof. A regional secondary PSAP is equipped with automatic number identification and automatic location identification displays. It receives 911 calls only when transferred from a primary or regional PSAP or on an alternative routing basis when calls cannot be completed to the primary or regional PSAP.

9-1-1 Regionalization

Overview

- MGL. C. 6A, Sec. 18B(i) also provides that Grant programs shall be funded by the Department
- State 911 Department Grants that foster 911 regionalization
 - Support and Incentive Grant
 - Development Grant

SUPPORT and INCENTIVE Grants

Support:

- 25% of total surcharge revenues from prior fiscal year
 - Allocation is based on a formula that weighs population served and 911 call volume
 - Eligible Entities: primary, regional and regional secondary PSAPs and Regional Emergency Communication Centers (RECCs)
 - Funding is available for enhanced 9-1-1 personnel and equipment costs
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SUPPORT and INCENTIVE Grants

Incentive: Only for Regional PSAPs and RECCs

- Regional PSAPS serving 2 Communities:
1/2% of total surcharge revenues of previous FY
- Regional PSAPS serving 3-9 Communities:
1% of total surcharge revenues of previous FY
- Regional PSAPS serving 10+ Communities:
1 .5% of total surcharge revenues of previous FY
- Regional Emergency Communication Centers:
2% of total surcharge revenues of previous FY
- Percentages can be adjusted to ensure a proper allocation of incentive funds as more regional PSAPs and RECCs are added

SUPPORT and INCENTIVE Grants

- Allowable Expenses

- Personnel
 - HVAC
 - CAD
 - Console furniture/chairs
 - Radio consoles
 - Fire alarm receiving/alerting equipment
 - Other (approved by Department). Can include:
 - Support technology –printers, headsets, call recorders;
 - Supplies – disc and printer cartridges;
 - Hardware and support costs for telephones – excluding monthly recurring telephone service costs;
 - Acoustic wall covering; ESD-resistant flooring; lighting; and security equipment used for securing access to the PSAPs
 - Regional PSAP and RECC only: radio systems
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DEVELOPMENT Grant

- Supports development and startup of regional and regional secondary PSAPs and RECCs, including expansion or upgrade of existing regional and regional secondary PSAPs
 - To maximize effective emergency 9-1-1 and dispatch services as well as regional interoperability
 - Funding set by State 911 Department with State 911 Commission approval
 - \$8 million made available for FY 2015
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DEVELOPMENT Grant

Competitive Disbursement - Categories:

- Professional Services (Formerly Feasibility Studies)
 - Project Management Services
 - Architectural and Engineering Services
 - Transition Expenses
 - Personnel costs of a PSAP Director for a period up to date all communities identified in the IMA or equivalent are in and operational, and for 1 year after that date.
 - Transition award payable to host PSAP once for each PSAP that has been decommissioned, in the amount of the lesser of the last Support and Incentive Grant allocation or the current fiscal year assessment of the decommissioned PSAP under the terms of the IMA/MOU for PSAPs decommissioned after January 1, 2014, award is twice, in different years for each decommissioned PSAP.
 - Security equipment (such as remote cameras and remote printers)
 - Equipment
 - Construction
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DEVELOPMENT Grant

Competitive disbursement

Funding Priorities

- Development of regional PSAPs and RECCs
 - Expansion /upgrade of existing regional PSAPs and RECCs
 - Development/expansion of regional secondary PSAPs
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Benefits to 9-1-1 Regionalization

- Combined emergency communication resources allows for:
 - **Increased, dedicated staffing** for 9-1-1 communications
 - Dedicated communications staff
 - Allowed to more effectively perform job requirements:
 - » Gathering essential call information
 - » Providing potentially life-saving instructions
 - » Dispatch and track police, fire apparatus and ambulances
 - Smaller PSAPs with 1 call taker/dispatcher on duty requires job splitting (multiple, required activities SIMULTANEOUSLY)
 - Focus provided SOLELY to caller at time needed most

Projects that are now in-service as a RECC or Regional PSAP since start of Regionalization Program

- South Shore RECC (Cohasset, Hingham, Hull, and Norwell)
- Lynn Regional PSAP (Lynn, Swampscott)
- Rutland RECC (Barre, Hubbardston, Oakham, and Rutland)
- Holbrook Regional PSAP (Holbrook, Whitman; This PSAP also provides fire and EMS dispatch for Sharon and Abington)
- Nashoba Valley RECC (Devens, Harvard, Lancaster, Lunenburg)
- Essex County Sherriff RECC (currently, Essex, Middleton, Wenham; to follow, Topsfield, Amesbury, Beverly)
- Winchendon RECC (Royalston)
- Upton Regional PSAP (Hopedale)
- Mendon RECC (Milville)

Projects that may be in service in 2014:

- Holden RECC (Holden, Princeton, possibly West Boylston)
 - Duxbury RECC (Plympton)
 - Revere RECC (Revere, Winthrop)
 - Wrentham RECC (Franklin, Norfolk, Plainville, and Wrentham; RECC to be called Metacomet Emergency Communications Center (MECC))
 - Webster RECC (SWCCC)(Dudley, Webster, possibly Charlton; RECC to be located in Webster)
 - Palmer RECC (Monson, Palmer, Ware, Warren; RECC to be located in Palmer)
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Benefits to 9-1-1 Regionalization

- Combined emergency communication resources allows for:
 - **Increased, dedicated staffing** for 9-1-1 communications
 - Increased shift staffing to provide potentially life-saving instructions
 - Without adequate staff, smaller PSAPs struggle to effectively provide emergency medical/other lifesaving instructions to callers and to comply with Department Standards requiring 90% of all 9-1-1 calls answered within 10 seconds
 - Personnel dedicated to *communications* effort needed for quick and effective incident management
 - No other possible tasks performed (“window” traffic, permits, prisoner watch, etc)
 - Possibility of dedicated positions/levels within the center
 - Ability to promote within own center

Benefits to 9-1-1 Regionalization

- Combined emergency communication resources allows for:
 - **Increased staffing for Field operations**
 - For uniform personnel serving in communications , duties can be reassigned to police/fire/medical operations in field
 - Increasing visibility and effectiveness of operations

Benefits to 9-1-1 Regionalization

- Combined emergency communication resources allows for:
 - Increased coordination of a region's limited emergency response resources including specialized fire, police and EMS vehicles and personnel
 - Leads to more efficient response to both routine requests for mutual aid and major disasters
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Benefits to 9-1-1 Regionalization

- Combined emergency communication resources allows for:
 - Better **financial and operational oversight**
 - Numerous PSAPs lead to inefficiencies
 - Small PSAPs serving single communities within miles of each other
 - More efficient use of tax dollars, more efficient delivery of government service
 - Ability to more effectively and efficiently utilize funding for:
 - Enhanced personnel training and supervision
 - Purchase and maintain state of art emergency communications equipment