Commonwealth of Massachusetts

Guide to Regionalization Assistance
Table of Contents

Regionalization Overview ............................................................................................................................ 3
General Regionalization Assistance Programs .................................................................................................. 4
  Community Innovation Challenge (CIC) Grant Program ........................................................................ 4
  Technical Assistance from the Division of Local Services .................................................................... 5
  District Local Technical Assistance Program ....................................................................................... 6
  Edward J. Collins, Jr. Center for Public Management ........................................................................... 11
  Massachusetts Office of Public Collaboration & Dispute Resolution .................................................. 12
Subject-Specific Regionalization Assistance Programs .................................................................................. 13
  Massachusetts Board of Library Commissioners (MBLC) ..................................................................... 13
  Massachusetts Department of Transportation (MassDOT) .................................................................... 15
  Division of Veterans’ Services (DVS) ..................................................................................................... 17
  Executive Office of Elder Affairs ......................................................................................................... 20
  Massachusetts Executive Office of Public Safety and Security (EOPPS) ............................................. 21
Regionalization Overview

The Commonwealth encourages municipalities to explore collaborations to provide core services as efficiently as possible. The Executive Office for Administration and Finance (A&F) created this guide to provide municipalities with a listing of regionalization resources provided by the Commonwealth.

Chapter 90 of the Acts of 2009 established a Regionalization Advisory Commission with the objective of developing opportunities to promote regionalization in Massachusetts. The Community Innovation Challenge (CIC) came out of this process, and is now entering its third year as a competitive grant program designed to incentivize regionalization and other innovative projects at the local level. CIC provides start-up capital to build and implement regional projects.

In addition to the CIC program, the Commonwealth, through the Executive Office of Administration and Finance (A&F) and its agencies, supports three programs to provide municipalities with funding to study and implement regional projects. The Technical Assistance Bureau of the Division of Local Services and the District Local Technical Assistance (DLTA) program, administered by regional planning agencies, provide support for municipalities interested in studying the feasibility of regional programs. The Edward J. Collins Jr. Center, at the University of Massachusetts Boston, provides assistance to municipalities interested in studying and implementing regional projects.

Several Commonwealth agencies also offer programs to encourage regionalization in specific service delivery areas including infrastructure, veterans’ services, libraries, transportation, and public safety. Opportunities include technical assistance as well as funding to establish regional programs.
General Regionalization Assistance Programs

The Executive Office for Administration and Finance and its agencies administer four district programs designed to encourage regional projects. The Community Innovation Challenge (CIC) and District Local Technical Assistance (DLTA) programs provide grant funding to develop and implement regional projects, which the Division of Local Services (DLS) and the Collins Center at the University of Massachusetts at Boston offer technical assistance on the development of regional projects.

Community Innovation Challenge (CIC) Grant Program

Sponsor:

Executive Office for Administration and Finance

Summary:

Launched in 2012, the CIC program is a competitive grant program designed to incentivize innovative projects, including regionalization, at the local level. The CIC program provides funding for one-time capital and project management costs associated with the development of new projects. Projects must demonstrate ability to self-sustain within one year of the grant award. In the first year of the program, A&F invested $4,000,000 in 27 projects across the Commonwealth. In the second year of the program, A&F invested $2,250,000 in 30 projects. The FY14 budget provides $4,000,000 for a third round of the program, which will be announced in September, 2013. More information, including a list of current projects, is available on the A&F website.

How to Apply:

Grant application materials for the program will be available on A&F’s website.

Contact:

Executive Office for Administration and Finance
Massachusetts State House, Room 373
Boston, MA 02133
(617)-727-2040
CIC program website
Technical Assistance from the Division of Local Services

Sponsor:
Division of Local Services in the Department of Revenue

Summary:
For over 25 years, the Division of Local Services (DLS) within the Department of Revenue (DOR) has been a resource for local officials on matters on municipal finance, technology, and government structure. Through the Technical Assistance Section (TA), municipalities can request services in one of the following seven areas: (1) Review of financial operations; (2) Assessment of financial condition/fiscal health; (3) Analysis of government structure; (4) Preparation of costing study/determination of indirect costs; (5) Evaluation of information technology systems; (6) Exploration of feasibility of regionalization/consolidation of services; and (7) Examination of specific or emerging problems. Recently, in response to difficult economic circumstances, TA has become a primary source of advice and analyses for communities which seek to explore opportunities to consolidate functions and share services with other municipalities.

How to Apply:
Requests for technical services should be mailed to the address listed below. The letter must be submitted by a mayor or board of selectmen with reference to a formal vote. If a request involves the merger of services between or among municipalities, the letter should be signed by the mayors or selectmen from each. If possible, please include a brief explanation of reasons for the request or specific problems that the community would like to address.

Contact:
Rick Kingsley
Bureau Chief, MDM/TAB
Division of Local Services
P.O. Box 9569
Boston, MA 02114-9569
617-626-2376
kingsleyf@dor.state.ma.us
Division of Local Services, Municipal Data and Financial Management website
District Local Technical Assistance Program

**Sponsor:**
Regional Planning Agencies

**Summary:**
The District Local Technical Assistance (DLTA) program provides funding to all 13 regional planning agencies (RPAs) which, in turn, affords them the opportunity to offer no cost, technical assistance to their member communities. Funding allows RPAs to assist cities and towns with projects that address State Sustainable Development Principles and/or support the collaboration among communities to develop and implement regional plans and programs. In addition, DLTA funding can be used to establish and launch municipal partnerships that encourage municipalities to work together to achieve and/or enhance cost-effective service delivery, or create and sustain ongoing collaboration and consultation on issues affecting cities and towns. For the 2014 Fiscal Year, $2.8 million was appropriated for the DLTA program and will be distributed by formula to all 13 RPAs. Projects selected to receive DLTA funding assistance are identified by the RPAs based on the results an annual solicitation process and are subject to an array of evaluation criteria.

**How to Apply:**
Please contact your local regional planning agency using the list below.

**Contact:**
Regional Planning Agencies:

*Berkshire Regional Planning Agency (BRPC)*

Contact: Thomas Matuszko, Assistant Director
1 Fenn Street
Pittsfield, MA 01201-6629
(413)-442-1521 x34
TMMatuszko@berkshireplanning.org
BRPC website

Sandisfield, Savoy, Sheffield, Stockbridge, Tyringham, Washington, West Stockbridge, Williamstown, Windsor

**Cape Cod Commission**

**Contact:** Patricia Daley  
3225 Main Street, P.O. Box 226  
Barnstable, MA 01630-0226  
(508)-362-3828  
pdaley@capecodcommission.org  
[Website](http://capecodcommission.org)

**Municipalities:** Barnstable, Bourne, Brewster, Chatham, Dennis, Eastham, Falmouth, Harwich, Mashpee, Orleans, Provincetown, Sandwich, Truro, Wellfleet, Yarmouth

**Central Massachusetts Regional Planning Commission (CMRPC)**

**Contact:** Janet Pierce, Regional Services Director  
2 Washington Square  
Union Station, Suite 200  
Worcester, MA 01604-4016  
(508)-459-3319  
jpierce@cmrpc.org  
[Website](http://cmrpc.org)


**Franklin Regional Council of Governments (FRCOG)**

**Contact:** Phoebe Walker, Municipal Services Director  
12 Olive Street #2  
Greenfield, MA 01301  
(413)-774-3167  
walker@frcog.org  
[FRCOG Website](http://frcog.org)

**Municipalities:** Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Monroe, Montague, New Salem, Northfield, Orange,
Rowe, Shelburne, Shutesbury, Sunderland, Warwick, Wendell, Whately

Martha’s Vineyard Commission

Contact: Mark London, Executive Director  
P.O. Box 1447  
Oak Bluffs, MA 02557-1447  
(508)-963-3453  
london@mvcommission.org  
Martha’s Vineyard Commission website

Municipalities: Aquinnah, Chilmark, Edgartown, Gosnold, Oak Bluffs, Tisbury, West Tisbury

Merrimack Valley Planning Commission (MVPC)

Contact: Dennis DiZoglio  
160 Main Street  
Haverhill, MA 01830  
(978)-374-0519  
ddizoglio@mvpc.org  
MVPC website

Municipalities: Amesbury, Andover, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, West Newbury

Metropolitan Area Planning Council (MAPC)

Contact: Steve Daly  
60 Temple Place, 3rd Floor  
Boston, MA 02111  
(617)-933-0763  
sdaly@mapc.org  
MAPC website

Montachusett Regional Planning Commission (MRPC)

Contact: Glenn Eaton, Executive Director  
R1427 Water Street  
Fitchburg, MA 01420  
(978)-345-7376  
geaton@mprc.org  
MPRPC website


Nantucket Planning and Economic Development Commission

Contact: Andrew Vorce, Executive Director  
1 East Chestnut Street  
Nantucket, MA 02554  
(508)-228-7237  
avorce@nantucket-ma.gov  
Nantucket Planning and Economic Development Commission website

Municipality: Nantucket

Northern Middlesex Council of Governments (NMCOG)

Contact: Beverly Woods, Executive Director  
40 Church Street  
Lowell, MA 01852  
(978)-454-8021  
bwoods@nm cog.org  
NMCOG website

Municipalities: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Pepperell, Tewksbury, Tyngsborough, Westford
Pioneer Valley Planning Commission (PVPC)

Contact: Jim Mazik/ Chris Curtis/ Josh Garcia
60 Congress Street
Springfield, MA 01104-3419
(413)-781-6045
jmmazik@pvpc.org
chcurtis@pvpc.org
jgarcia@pvpc.org
PVPC website


Old Colony Planning Council (OCPRECPA)

Contact: Pat Ciaramella, Executive Director
70 School Street
Brockton, MA 02301
(508)-583-1833
pciaramella@ocprepa.org
OCPRECPA website

Municipalities: Abington, Avon, Bridgewater, Brockton, Duxbury, East Bridgewater, Easton, Halifax, Hanson, Kingston, Pembroke, Plymouth, Plympton, Stoughton, West Bridgewater, Whitman

Southeastern Regional Planning and Economic Development District (SRPEDD)

Contact: Ross Perry, Director of Municipal Services
88 Broadway
Taunton, MA 02780
(508)-824-1367
rperry@srpedd.org
SRPEDD website

Municipalities: Acushnet, Attleboro, Berkley, Carver, Dartmouth, Dighton, Fairhaven, Fall River, Freetown, Lakeville, Mansfield, Marion, Mattapoisett, Middleborough, New Bedford, North Attleborough,
Edward J. Collins, Jr. Center for Public Management

Sponsor:
Edward J. Collins, Jr. Center for Public Management
McCormack Graduate School of Policy and Global Studies
University of Massachusetts Boston

Summary:
The Collins Center is dedicated to improving the efficiency and effectiveness of all levels of government, with a particular focus on state and local government. The Center provides several services to increase the productivity, performance, and accountability of government. These services include charter reform assistance, performance management system development, technical assistance and consulting, regionalization assistance, executive recruitment, and training. The Center has assisted municipalities with numerous regional projects by providing technical assistance on collective purchasing, equipment sharing, regional inspectional services, feasibility studies, and the development of inter-municipal agreements.

How to Apply:
Contact Mike Ward at the Collins Center (see below) for more information.

Contact:
Michael Ward, Director of Municipal Services
Healey Library, 10th Floor, Room 25
University of Massachusetts Boston
100 Morrissey Boulevard
Boston, MA 02125
617-287-4876
Michael.Ward@umb.edu
Collins Center website
Massachusetts Office of Public Collaboration & Dispute Resolution

*Sponsor:*

Massachusetts Office of Public Collaboration & Dispute Resolution (MOPC)
University of Massachusetts Boston

*Summary:*

MOPC is the statutory state office of public collaboration and dispute resolution (G.L. c.75, s.46). The office serves as a neutral forum and technical resource for municipalities, regional government entities and state agencies -- assisting with conflict resolution and public engagement on complex local, regional and multi-town issues. MOPC’s services include assessing, designing, mediating and facilitating dispute resolution, public deliberation and collaborative processes; training and coaching public officials as sponsors and conveners of processes; designing, implementing, evaluating, and securing funding for sustainable programs; developing policy, building capacity and conducting research to institutionalize best practices; and qualifying experienced neutrals and collaborative practitioners for service on public contracts. Due to the specific legislative authority in the office’s enabling statute, public entities may engage MOPC and access its roster of qualified practitioners without the need to for competitive procurement.

*How to Apply:*

Contact Susan Jeghelian at MOPC (see below) for more information.

*Contact:*

Susan M. Jeghelian, Executive Director
Massachusetts Office of Public Collaboration & Dispute Resolution (MOPC)
University of Massachusetts Boston
100 Morrissey Blvd., M-1-627
Boston, MA 02125
Tel: 617.287.4047
Fax: 617.287.4049
susan.jeghelian@umb.edu
www.mopc.umb.edu
Subject-Specific Regionalization Assistance Programs

Several Commonwealth Secretariats and Agencies provide grant programs and technical assistance to municipalities seeking to work on regionalization programs in specific areas.

Massachusetts Board of Library Commissioners (MBLC)

Agency Description:

The Massachusetts Board of Library Commissioners (MBLC) is the agency of state government with the statutory authority and responsibility to organize, develop, coordinate and improve library services throughout the Commonwealth. The Board also strives to provide every resident of the Commonwealth with full and equal access to library information resources regardless of geographic location, social or economic status, age, level of physical or intellectual ability, or cultural background.

The goals of the Board are to

- maintain and strengthen the Commonwealth's free public libraries,
- provide statewide and regional programs for the improvement of library services provided by libraries of all types,
- support resource sharing and the utilization of electronic information technology by libraries; and
- provide specialized library services to blind and physically handicapped residents.

The Board was established in 1890 under Chapter 78 of the Massachusetts General Law, and governed by nine Commissioners appointed by the Governor. The director of the Board is appointed by the Commissioners and is responsible for the administration of the programs and advisory services of the Board.

Grant Programs:

The Planning for Joint Public Libraries program is a federally funded program that permits the Board to issue challenge grants to groups of libraries interested in planning a joint public library for consolidating services. Projects may be within a municipality or include more than one municipality. The intention is that the communities involved would match this grant with a similar grant from a regional planning agency or with their own funds. The communities would hire a consultant/facilitator to assist the libraries and communities to work through the issues that must be addressed in any consolidation of library services. $10,000 is budgeted annually for this special program.
Laws/Regulations:
MGL Chapter 78, Section 19

Recent Example of a Regional Project:
The two public libraries in Warren, the West Warren Library Association and the Warren Public Library, used the grant to plan a combination of these two libraries.

Contact:
Dianne L. Carty, Director
Massachusetts Board of Library Commissioners
98 North Washington St., Suite 401
Boston, MA 02114
(617)-725-1860
Dianne.carty@state.ma.us
Massachusetts Board of Library Commissioners website
Massachusetts Department of Transportation (MassDOT)

Agency Description:

The Massachusetts Department of Transportation (MassDOT) delivers excellent customer service to people who travel in the Commonwealth, and provide our nation’s safest and most reliable transportation system in a way that strengthens our economy and quality of life. We are one transportation organization focused on customer service and safety. MassDOT works with our municipal partners every day to ensure our transportation system is serving our customers locally, regionally and across the Commonwealth. The collaboration between MassDOT and local governments occurs in transportation project development, and through exchanges of information on best-practices.

Grant Programs:

The majority of the grants that are funded by the federal government through MassDOT are coordinated by our regional partners, the Metropolitan Planning Organizations (MPOs). There are 10 designated MPOs and 3 Regional Planning Agencies (RPAs) which function as MPOs covering the entire state. The MPOs/RPAs are as follows:

- Berkshire Region Metropolitan Planning Organization
- Pioneer Valley Metropolitan Planning Organization
- Franklin Regional Council of Governments
- Central MA Metropolitan Planning Organization
- Montachusett Metropolitan Planning Organization
- Northern Middlesex Council of Governments
- Merrimack Valley Metropolitan Planning Organization
- Boston Region Metropolitan Planning Organization
- Old Colony Metropolitan Planning Organization
- Southeast MA Metropolitan Planning Organization
- Cape Cod Metropolitan Planning Organization
- Martha’s Vineyard Commission
- Nantucket Planning and Economic Development Commission

The most common grants are transit and roadway improvement grants concentrating on safety, maintenance, mobility, congestion, and bicycle and pedestrian improvements. Airport improvement grants are funded through mechanisms that have a less direct relationship between MassDOT and local communities.

Technical Assistance:

Technical assistance that is available from MasssDOT to local partners for regionalization can happen in a number of ways. MassDOT Highway Division Districts can help communities work
together on regional roadway or bicycle projects, while the Office of Transportation Planning can assist on regional large scale planning projects. The Highway Division Districts routinely assist communities with the development of improvement projects and can facilitate regional approaches for improving transportation through multiple communities. There are a number of subject area experts throughout MassDOT that can help communities with regionalization projects.

**Laws/ Regulations:**

The most important laws relating to regionalization come in the form USDOT metropolitan planning regulations that require that federal funds used for transportation projects be identified and programmed by our thirteen Metropolitan Planning Organizations (MPOs) and Regional Planning Associations (RPAs). These regulations have helped grow the partnerships between local, regional and state government to deliver the transportation system our customers and businesses need to be economically competitive and vibrant.

**Recent Example of a Regional Project:**

The MassDOT Office of Transportation Planning recently helped the communities in the MetroWest area to plan for improvements to the I-495 and Route 9 interchange and the I-495 and I-90 interchange. The project identified congestion, safety, land use, and other mobility issues that could be improved with future strategic investments by communities, the state and private developers. The project was federally funded and brought together stakeholders from multiple communities, two regional planning agencies, transportation officials and non-profit groups.

**Contact:**

Steve Woelfel, Director of Strategic Planning
Massachusetts Department of Transportation (MassDOT)
10 Park Plaza, Suite 4160
Boston, MA 02116
(857)-368-8886
Steve.woelfel@state.ma.us
MassDOT website
Division of Veterans’ Services (DVS)

Agency Description:

The Massachusetts Department of Veterans’ Services (DVS) is the Commonwealth’s lead agency for overseeing the general welfare of the Commonwealth’s nearly 400,000 veterans and their families. DVS establishes policy, proposes legislation, and advocates for the adequate funding of benefits for veterans. On a daily basis, DVS works with local Veterans’ Services Officers (VSOs) throughout Massachusetts to provide guidance and training for the administration of veterans’ benefits. The DVS Secretary authorizes veterans’ benefits paid by VSOs, and reimburses cities and towns for seventy-five percent (75%) of municipal outlays that the Secretary deems lawful and proper. Municipalities wishing to consolidate their chapter 115 veterans’ services operations to promote efficiencies can request permission from the Secretary to establish and operate a “veterans’ services district.”

Technical Assistance:

Communities seeking to consolidate their veterans’ services operations can request permission to do so from the Secretary. As part of the application process, municipalities must show their ability to adhere to all legal requirements and meet the Secretary’s uniform standards. A Guide for Establishing Veterans’ Services Districts under Chapter 115 explains how the Commonwealth’s 351 municipalities may, if they so choose, duly establish and effectively operate veterans’ services districts by consolidating the veterans’ services operations of a reasonable number of towns, or a single city paired with a reasonable number of towns, to conserve municipal administrative costs.

Laws/Regulations:

Section 12.02 of title 108 of the Code of Massachusetts Regulations (CMR) provides: “[t]he Secretary, relying upon the statutory authority of M.G.L. c. 115, Sec. 14, requires any municipalities contemplating the formation or expansion of a district to submit a request for approval prior to forming or expanding a district.”

Recent Example of a Regional Project:

The Melrose, Wakefield, and Saugus Veterans’ Service District, established in September 2012.

Contact:

Evan Makrinikolas, Training and Compliance Director
Department of Veterans’ Services
600 Washington St., 7th Floor
Boston, MA 02111
(617) 210-5482
Evan.Makrinikolas@state.ma.us
Division of Veterans’ Services website
Executive Office of Housing and Economic Development (EOHED)

Description:

The Executive Office of Housing and Economic Development (EOHED) is focused on ensuring that Massachusetts remains a great place to live, work, play, and visit. We accomplish this by following the Commonwealth’s Economic Development Policy and Strategic Plan, “Choosing to Compete in the 21st Century” (the Plan); building on our economic strengths; improving the ease and cost of doing business so companies can grow to scale in Massachusetts; and by creating economic opportunity throughout the Commonwealth.

Grant Programs:

The MassWorks Infrastructure Program provides a one-stop shop for municipalities and other eligible public entities seeking funding to support housing production, economic development and job creation. Municipalities with a population of 7,000 or less may also seek grants for road improvements to enhance safety. Communities are encouraged to apply to the MassWorks Infrastructure Program for support for projects of regional significance.

Technical Assistance:

The Executive Office of Housing and Economic Development has worked, in consultation with our partners at the Executive Office of Energy and Environmental Affairs, the Massachusetts Department of Transportation and Regional Planning Agencies, to advance regional planning initiatives, which include mapping of Priority Development Areas and Priority Preservation Areas. To date, regional planning has been completed for the South Coast Rail Region, the 495/MetroWest Region and the Merrimack Valley Region. In addition, regional planning efforts in the MetroNorth and Central Massachusetts regions are expected to be completed in the summer of 2014. Copies of the regional plans along with maps can be found on EOHED’s website.

The Commonwealth’s Policy and Strategic Plan:

The Plan was prepared by the Economic Development Planning Council pursuant to Chapter 240 of the Acts of 2010 of the Massachusetts Legislature. The Plan lists “support regional development through infrastructure investments and local empowerment” as one of its five steps towards a more competitive Massachusetts economy. The details of the type of activity recommended to support regional development are outlined in Chapter 3 of the Plan.

Recent Examples:

Oxford MassWorks Award ($2.2M)

The Town of Oxford submitted a MassWorks application with the support of the Towns of Dudley and Webster to install a sewer extension that opened up previously developed and undeveloped areas for economic development and growth. In addition to the MassWorks grant, the businesses in the vicinity of the project collectively pledged $100,000 to advance the design
of the sewer project before MassWorks funds become available. As a result of the MassWorks award, IPG Photonics has indicated that in the future they would be able to build up to 4 new 50,000 square foot buildings with up to 400 new employees in addition to the 101,500 square foot expansion of a research, development and manufacturing space that was under construction at the time of the award. In addition to IPG’s possible expansion, there is also over 50 acres of land that is zoned “light industrial” that has become buildable as a result of the availability of a public sewer.

Braintree-Weymouth Landing MassWorks Award ($2.5M)

The Town of Braintree received an award, a former Public Works Economic Development grant, which was then consolidated under the MassWorks program, to complete infrastructure and streetscape improvements in the Braintree-Weymouth Landing business area located at the head of the Fore River. This business district is located at the intersection of the two towns and the improvements completed are part of a larger, long-term effort to revitalize the general business area and to attract and retain business activity in the area. The investment supported 76 businesses and 700 full-time employees located in the area and is expected to spur the creation of 75 new jobs in the near term.

Contact:

Erica Kreuter, MassWorks Infrastructure Program Director
Executive Office of Housing and Economic Development
One Ashburton Place, Room 2101
Boston, MA 02108
(617)-788-3610
Erica.Kreuter@state.ma.us
MassWorks website
Executive Office of Elder Affairs

Agency Description:

The Executive Office of Elder Affairs provides grants to assist municipal Councils on Aging in assisting elders remain at home and independent through a variety of community based programs, activities, and services.

Grant Programs:

Regional (and multi-town) grants address areas such as transportation, coordinated administration/ outreach (including emergency response) services; training/education related to Alzheimer’s disease and mental health concerns, and improving local responsiveness to growing senior population needs.

Technical Assistance:

Elder Affairs provides technical and financial support to assist in the development of regional consortia. Some consortia are longstanding where as others respond gradually over time in response to outside encouragement and support from Elder Affairs and neighboring communities that offer few resources. Each consortium is unique, even if purposes are similar, and active local leadership is important to sustaining consortium operations.

Laws/ Regulations:

The language of the line item that provides Council on Aging funding provides the flexibility to support both per capital (Formula) and consortium (Service Incentive) grants. Most consortia are small scale and ongoing as consortium funding is variable but closely tied into the line item annual appropriation.

Examples of Recent Regional Projects:

Southern Berkshire Elder Transportation
Northern Essex Elder Transportation

Contact:

Emmett Schmarsow
Executive Office of Elder Affairs
One Ashburton Place, Fifth floor
Boston, MA 02108
(617)-222-7471
Emmett.schmarsow@state.ma.us
Executive Office of Elder Affairs website
Agency Description:

The State 911 Department is charged with the coordination, administration, and implementation of Enhanced 9-1-1 services throughout the Commonwealth, as well as overseeing the Massachusetts Equipment Distribution Program (MassEDP) and the Massachusetts Telecommunications Relay Service (MassRelay). The State 911 Department provides E911 equipment, database, network, and technical support services to 254 Public Safety Answering Points (PSAPs) that serve as a first point of reception of 9-1-1 calls.

Grant Program:

The Regional and Regional Secondary PSAP and Regional Emergency Communications Center Development Grant program supports the development and startup of regional and regional secondary PSAPs and regional emergency communications centers. This includes the expansion or upgrade of existing regional and regional secondary PSAPs to maximize effective emergency 911 and dispatch services as well as regional interoperability. In addition, the Support and Incentive Grant provides funding to Regional PSAPs to assist in meeting their operational needs.

Technical Assistance:

To assist eligible applicants for the Regional and Regional Secondary PSAP and Regional Emergency Communications Center Development Grant Program, the State 911 Department has qualified, through a Request for Response, multiple regional planning and feasibility consultants to serve as a resource to communities in the preparation of regional feasibility studies and other matters relating to regionalization efforts, including technical, operational, and governance matters. A list of qualified consultants is located on the State 911 Department’s website.

Laws/Regulations:


Examples of Recent Regional Projects:

1. Essex County Regional Emergency Communications Center. This RECC, located at the Essex County Sheriff in Middleton, will answer 9-1-1 calls for Amesbury, Beverley, Essex, Middleton, Topsfield, and Wenham. Essex and Wenham already are in, with Middleton and Topsfield expected in September. Amesbury and Beverley to follow
2. Nashoba Valley Regional Emergency Communications Center. This RECC, located at Devens, will answer 9-1-1 calls for Devens, Harvard, Lancaster and Lunenburg. Devens, Lancaster, and Lunenburg are in, with Harvard slated for September.

3. South Shore Regional Emergency Communications Center. This RECC, located in Hingham, answers 9-1-1 calls for Cohasset, Hull, Hingham, and Norwell. All are in.

Contact:

Frank Pozniak, Executive Director
State 911 Department
1380 Bay Street, Building C
Taunton, MA 02780
(508)-828-2911
Frank.pozniak@state.ma.us
State 911 Department website