



The Commonwealth of Massachusetts
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
STATE 911 DEPARTMENT
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Lieutenant Governor

FRANK POZNIAK
Executive Director

MEMORANDUM

To: PSAP Managers, Supervisors, Communications Personnel
From: Monna Wallace. State 911 Department, Director of Programs
Re: Interpreter Services
Date: November 6, 2012

Effective immediately, when using interpreter services you will be asked to provide the name of the PSAP where you are located. If you are a State Police PSAP, first acknowledge that you are with the State Police and then provide the location of your PSAP (i.e., State Police at Framingham).

Please be advised that interpreter services will no longer be requesting a 4 digit ID number for your Department.

As you know, the State 911 Department provides interpreter services to assist with language barriers for citizens calling 9-1-1. Please be reminded that using interpreter services for booking prisoners and other non 9-1-1 purposes is prohibited

Please feel free to contact me at monna.wallace@state.ma.us or at 508-821-7220 if you have any questions.

Thank you for your attention to this matter.