

Commonwealth of Massachusetts

**Executive Office of Public Safety and Security
State 911 Department**



**State 911 Department
Emergency Medical Dispatch Grant Guidelines
Fiscal Year 2020**

**Charles D. Baker
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All applications shall be mailed or hand delivered. No applications will be accepted via fax or email. All applications must be received by 5:00 P.M. on Friday, January 31, 2020.

OVERVIEW Fiscal Year 2020 State 911 Department EMD Grant

When implemented, the Emergency Medical Dispatch (EMD) Grant was merged with the Training Grant, as there was overlap with some of the funding categories. The State 911 Department revamped the Training Grant Program for FY 2020, thereby, requiring the need to separate these two grant programs into separate and distinct programs. There is no longer an overlap. The EMD Grant is intended to support costs associated with EMD in compliance with 560 CMR 5.0.

Allocation of funding under the EMD grant program will continue to be determined by the PSAP based upon its EMD needs in compliance with 560 CMR 5.0. Cost categories under the EMD Grant are 1) Certified Emergency Medical Dispatch Resource; 2) Emergency Medical Dispatch Protocol Reference System; and 3) Other Emergency Medical Dispatch and Quality Assurance of Emergency Medical Dispatch Services.

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I. Introduction

Governor Charles D. Baker, Secretary of the Executive Office of Public Safety and Security Thomas A. Turco, III, and State 911 Department Executive Director Frank Pozniak are pleased to announce the Fiscal Year 2020 funding for the State 911 Department Emergency Medical Dispatch (EMD) Grant.

The State 911 Department is a department within the Executive Office of Public Safety and Security and is responsible for administering the State 911 Department EMD Grant. The State 911 Department is inviting eligible entities to submit applications for grant funds under the State 911 Department EMD Grant. All information needed to apply is contained in these guidelines and application package.

The following guidelines have been developed for the State 911 Department EMD Grant and are applicable for Fiscal Year 2020.

The guidelines and funding levels will be reviewed annually by the State 911 Department and are subject to change, with Commission approval, with each funding cycle.

Note: The Fiscal Year 2020 Grant will begin on July 1, 2019 and run through June 30, 2020. The “Effective Date” of the individual awards shall be determined in accordance with Section 1 of the Commonwealth Terms and Conditions, which provides as follows: “The effective start date of performance under a Contract shall be the date a Contract has been executed by an authorized signatory of the Contractor, the Department, a later date specified in the Contract or the date of any approvals required by law or regulations, whichever is later.” **There shall be no reimbursement for costs incurred prior to the Effective Date of the Contract, and all goods and services MUST be received on or before June 30, 2020.**

II. Definitions

The following words and phrases, as used in this document and the related application package, shall have the following meaning, unless the context clearly requires otherwise.

Automatic Number Identification or ANI: an enhanced 911 service capability that allows for the automatic display of a telephone number used to place or route a 911 call.

Automatic Location Identification or ALI: an enhanced 911 service capability that allows for the automatic display of information relating to the geographical location of the communication device used to place a 911 call.

Cardiopulmonary resuscitation or CPR certification: a certification demonstrating successful completion of an American Red Cross, American Heart Association, or other cardiopulmonary resuscitation training and certification program that is approved by the Department.

Certified emergency medical dispatch resource or certified EMD resource: a limited secondary PSAP, primary PSAP, regional PSAP, regional secondary PSAP, secondary PSAP, RECC, wireless state police PSAP, or private safety department that is equipped to provide ANI and ALI displays and that is approved by the Department to provide emergency medical dispatch services for a PSAP or RECC through emergency medical dispatchers.

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Commonwealth: the Commonwealth of Massachusetts.

Department: the State 911 Department.

Emergency Medical Dispatch or EMD: the management of requests for emergency medical assistance by utilizing a system of: (a) tiered response or priority dispatching of emergency medical resources based on the level of medical assistance needed by the victim; and (b) pre-arrival first aid or other medical instructions given by trained personnel responsible for receiving 911 calls and directly dispatching emergency response services.

Emergency Medical Dispatch Protocol Reference System or EMDPRS: a system approved by the Department that includes a protocol for emergency medical dispatcher response to calls, including structured caller questioning for patient condition, incident facts, and scene safety, pre-arrival instructions, post-dispatch instructions (such as first responder, basic life support and/or advanced life support), a continuous quality assurance program that measures compliance with the protocol through ongoing random case review of each emergency medical dispatcher.

Enhanced 911 Fund: the fund established under section 35JJ of Chapter 10 of the Massachusetts General Laws.

Enhanced 911 Telecommunicator: an individual who acts in the capacity of an enhanced 911 call taker.

Executive Director: the executive director of the State 911 Department.

Governmental Body: a state board, committee, special committee, subcommittee or commission, however created or constituted within the executive or legislative branch of the commonwealth or the governing board or body of any authority established by the general court to serve a public purpose in the commonwealth or any part thereof; a board, commission, committee or subcommittee of any district, city, region or town, however elected, appointed or otherwise constituted, and the governing board of a local housing, redevelopment or similar authority, provided that such entity currently operates a PSAP or RECC or seeks approval from the Department to operate a PSAP or RECC.

Grantee: an eligible applicant that has contracted with the State 911 Department to receive funds under the State 911 Department EMD Grant. Only governmental bodies and municipalities are eligible to be grantees.

Limited Secondary PSAP: a facility equipped, at a minimum, with automatic number identification and automatic location information display or printout capability. It receives 911 calls only if transferred from the primary PSAP. Data sent to a limited secondary PSAP cannot be re-routed to another location and may not necessarily be transmitted simultaneously with the voice call.

Post-dispatch Instructions: case-specific advice, warnings, and treatments given by a certified emergency medical dispatcher whenever possible and appropriate after dispatching field responders in accordance with a Department-approved EMDPRS.

Pre-arrival Instructions: scripted medical instructions given whenever possible and appropriate to provide necessary assistance and control of the situation, including without limitation, potential life-saving instructions and post-dispatch instructions, prior to arrival of emergency medical services personnel in accordance with a Department-approved EMDPRS.

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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.

Private Safety Department: an entity, except for a municipality or public safety department, that provides emergency police, fire, ambulance or medical services.

Public Safety Department: a functional division of a municipality or a state that provides firefighting, law enforcement, ambulance, medical or other emergency services.

Quality Assurance of EMD: a systematic program and services consisting of medical control, medical review, call review, call tracking, deficiency identification, and remediation of emergency medical dispatch personnel, policies and procedures.

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 some dispatch services are provided by a private safety department, it shall be considered a regional emergency communication center. 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 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.

Regional Emergency Communication Center or RECC: 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.

Secondary PSAP: a PSAP equipped with automatic number identification and automatic location identification displays. It receives 911 calls only when they are transferred from the primary PSAP or on an alternative routing basis when calls cannot be completed to the primary PSAP.

Wireless State Police PSAP: a state police facility assigned the responsibility of primarily or entirely receiving wireless 911 calls and, as appropriate, dispatching emergency response services or transferring or relaying emergency 911 calls to other public or private safety departments or other PSAPs.

III. Eligibility

Primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs are eligible to apply for grant funding through the State 911 Department EMD Grant.

Funding for the State 911 Department EMD Grant originates from a portion of the surcharge revenues received pursuant to M.G.L. Chapter 6A, § 18H.

Awards to grantees under the State 911 Department EMD Grant will be disbursed according to applications received from PSAPs which document the level of funding needed by a PSAP to comply with the minimum certification requirements of 560 CMR 5.0 pertaining to EMD. The State 911 Department reserves the right to adjust the amount allocated to the State 911 Department EMD Grant and/or to adjust the amount awarded to eligible grantees to ensure a proper allocation in accordance with the purpose of the State 911 Department EMD Grant.

IV. Purpose

M.G.L. c. 6A, § 18H provides that the State 911 Department shall establish standards requiring PSAPs to have certified emergency medical dispatch personnel or to provide emergency medical dispatch through a certified emergency medical dispatch resource. The State 911 Department has established standards requiring PSAPs to have certified emergency medical dispatch personnel or to provide emergency medical dispatch through a certified emergency medical dispatch resource.

The primary purpose of the State 911 Department EMD Grant is to reimburse primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs, for allowable expenses relating to emergency medical dispatch services provided through a certified emergency medical dispatch resource, emergency medical dispatch protocol reference systems (EMDPRS), and for allowable expenses for other emergency medical dispatch and quality assurance of emergency medical dispatch services.

No funding will be authorized under the State 911 Department EMD Grant for expenses relating to EMDPRS or EMD quality assurance at a primary PSAP, regional PSAP, or RECC if the PSAP or RECC provides emergency medical dispatch through a certified EMD resource.

If an applicant/grantee seeks to change the manner in which the applicant/grantee complies with the minimum requirements governing emergency medical dispatch established by the State 911 Department, the grantee shall submit a written transition plan to the State 911 Department for approval. A transition plan is required if an applicant/grantee: 1) seeks to change the EMDPRS that is utilized by the applicant/grantee; 2) currently provides EMD through certified emergency medical dispatchers and seeks to provide EMD through a certified EMD resource; 3) currently provides EMD through a certified EMD resource and seeks to provide EMD through certified emergency medical dispatchers; or 4) seeks to change the certified EMD resource utilized by the applicant/grantee.

The transition plan shall address, at a minimum, the following:

- The current method by which the applicant/grantee provides EMD;
- The proposed method by which the applicant/grantee seeks to provide EMD (including proposed effective date);

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- How the applicant/grantee shall ensure that it shall comply with the minimum requirements governing emergency medical dispatch established by the State 911 Department;
- The reasons for the proposed change and the potential for positive public safety benefits; and
- The fiscal impact of the proposed change, including without limitation, steps taken by the applicant/grantee to reduce the need for additional funding (e.g., reuse of EMD products previously funded under this Grant, etc.)

V. Use of Funding

Categories of Use of Funds

Grantees may only use grant funds for the purposes indicated below. Use of all grant funding shall be (a) related to emergency medical dispatch programs and quality assurance of emergency medical dispatch programs; and (b) approved by the State 911 Department. All wage reimbursements authorized under the Program shall be allocated by the grantee in adherence to applicable collective bargaining agreements. However, the State 911 Department is not bound by or required to adhere to grantee collective bargaining agreements when determining allocations or reimbursements.

- 1. Certified EMD Resource:** Funding may be authorized for emergency medical dispatch services, including quality assurance of emergency medical dispatch, provided through a certified emergency medical dispatch resource. The applicant shall make a best value selection; execute a signed formal, binding agreement or contract with the certified EMD resource and, submit the agreement to the State 911 Department with the application; and demonstrate the potential for positive public safety benefits. The State 911 Department reserves the right to limit funding that is not demonstrated to correlate to the number of medical calls set forth in the Annual Certification of Compliance filed with the State 911 Department. See Appendix A- Annual Certification of Compliance for additional information.
- 2. Emergency Medical Dispatch Protocol Reference System:** Funding may be authorized for the purchase, installation, replacement, maintenance, and/or upgrade of an emergency medical dispatch protocol reference system (EMDPRS). No funding will be available for equipment, hardware, or internet service, unless otherwise approved by the State 911 Department in its sole discretion. Funding for replacement of an EMDPRS previously funded under the State 911 Department Grant programs will be authorized only for good cause shown. No funding for EMD software will be available under the EMD Grant unless the grantee is a regional PSAP or RECC. No funding for the electronic version of the printed EMD protocols (i.e., electronic version of EMD guidecards/cardsets if approved by the State 911 Department) will be available under the EMD Grant unless the electronic version of the printed EMD protocols is the only format of the EMD protocols available from the vendor or unless the grantee is a regional PSAP or RECC.
- 3. Other Emergency Medical Dispatch and Quality Assurance of Emergency Medical Dispatch Services:** Funding may be authorized for emergency medical dispatch services, including quality assurance of emergency medical dispatch, for the following allowable expenses to meet the minimum requirements governing EMD established by the State 911 Department:
 - Personnel costs (overtime only) not eligible for funding under other State 911 Department grant programs for case review of calls requesting medical assistance to identify compliance with the emergency medical dispatch protocol reference system, in accordance with the guidelines of the EMDPRS;

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- Personnel costs (overtime only) not eligible for funding under other State 911 Department grant programs for quality assurance evaluation review session in accordance with the guidelines of the EMDPRS;
- Personnel costs (overtime only) not eligible for funding under other State 911 Department grant programs for preparation of reports documenting the quality assurance case review process utilized to identify compliance with the EMDPRS;
- Fee for EMD medical director review and approval of emergency medical dispatch quality assurance program;
- Personnel costs (overtime only) of police and fire department personnel conducting CPR training of PSAP personnel for PSAPs that provide EMD in-house through certified EMD dispatchers;
- Vendor fees associated with training of non-certified personnel solely for the purposes of compliance with the quality assurance program of the EMDPRS; and
- Vendor fees associated with case review of calls requesting medical assistance solely for purposes of identifying compliance with the quality assurance program of the EMDPRS, in accordance with the EMDPRS. Such services shall be subject to and shall comply with the Commonwealth's security procedures and policies. Remote access is not allowed.

The State 911 Department reserves the right to request documentation that the requested funding represents the best value.

All goods and services shall be received on or before June 30, 2020 to be eligible for reimbursement under the Fiscal Year 2020 State 911 Department Emergency Medical Dispatch Grant.

VI. Application Process

All applicants shall submit to the State 911 Department one (1) original of the completed application, a fully executed Commonwealth of Massachusetts Contract Authorized Signatory Listing, including notary page(s) and completion of the highlighted areas of the Commonwealth's Standard Contract Form signed by an authorized signatory for the grant.

THE APPLICATION SHALL NOT BE DOUBLE SIDED.

All applications shall be signed and submitted by an authorized signatory of the applicant.

All applications must be mailed or hand-delivered to the address below. No applications will be accepted via fax or email.

**State 911 Department
151 Campanelli Drive, Suite A
Middleborough, MA 02346**

ALL GRANT APPLICATIONS SHALL BE RECEIVED BY THE STATE 911 DEPARTMENT NO LATER THAN 5:00 P.M. ON FRIDAY, JANUARY 31, 2020.

The State 911 Department reserves the right, in its sole discretion, to extend the application deadline.

VII. Grant Review and Selection Process

The State 911 Department staff will review all applications and make selection recommendations to the Executive Director or his designee. The State 911 Department staff will use its best efforts to review grant applications and to take the following action within fifteen (15) business days of receipt of the grant application: 1) request additional information from the applicant in the event that the grant application is not complete; 2) recommend approval of the grant; or 3) recommend denial of the grant, in part or in its entirety. If the State 911 Department staff determines, based upon its review of the grant application, that the grant application is not complete, the State 911 Department will notify the applicant by telephone and/or e-mail of the need to provide additional information and will notify the applicant that such additional information shall be provided to the State 911 Department staff. If the applicant fails to provide the requested information necessary to complete the application, the State 911 Department may consider the application closed and return the application to the applicant. If the application is closed and returned to the applicant, the applicant may resubmit the application, in which case the application will be considered a new application, and the review period will begin again.

Any denial of a grant application, in whole or in part, may be appealed to the Executive Director, or his designee, with supporting documentation. The Executive Director will use his best efforts to respond to the appeal within five (5) business days. All decisions of the Executive Director are final.

The State 911 Department reserves the right, in its sole discretion, to modify or extend any of the above timelines.

Adherence to the conditions detailed within the grant application package and other factors will be considered. These factors include:

- A reasonable and properly completed application;
- Applicant's adherence to filing requirements of the PSAP/RECC Annual Certification of Compliance; and
- Applicant's adherence to Grant Guidelines and Reporting Requirements.

VIII. Grant Funding Process

Upon completion of the grant review and selection process, the State 911 Department will enter into contracts with approved applicants. After contract execution, the grantee can incur costs and seek reimbursement from the State 911 Department, provided that all award conditions have been satisfied.

- All funding is subject to the availability of funds.
- Grantees shall maintain and retain accounting and other records of Grant-related information as required by applicable state and local laws and regulations. Such records shall be subject to examination, audit and inspection by the State 911 Department and/or any other federal, state, or local agency that has appropriate jurisdictional authority.
- The State 911 Department reserves the right to withhold future grant funding and/or disqualify grantee from participating in future grant awards if any grant funds received by the grantee are not properly accounted for or if the grantee fails to meet reporting requirements, including without limitation, reporting and/or certification requirements set forth in regulations and/or standards established by the State 911 Department.

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- Should a Grantee withdraw from a regional project (through dissolution, termination, or amendment of the IMA, or otherwise), the State 911 Department reserves its rights to seek reimbursement (including from non-Grantees) of any and all grant funding disbursed to the Grantee.
- Funding of reimbursement requests received more than two (2) months after the close of the fiscal year under which the costs were incurred cannot be guaranteed.

Budget Modifications

Budget modifications and/or reallocating funding to a category and/or item not previously approved shall be subject to the prior written approval of the State 911 Department, and such approval shall be sought and obtained PRIOR to implementation of such reallocation or new budget items/expenses.

Budget modification forms can be found at www.mass.gov/e911. This form shall be completed, signed by an authorized signatory and forwarded along with a brief narrative explaining the requested changes. Budget modifications along with requested narrative and quotes (if applicable) shall be mailed to:

**State 911 Department
151 Campanelli Drive, Suite A
Middleborough, MA 02346**

Although the State 911 Department will endeavor to provide authorization or denial of authorization to the PSAP or RECC within ten (10) business days of the request, failure of the State 911 Department to respond within such ten (10) business days does not confer authorization. No authorization for reimbursement will be made without the prior express written approval of the State 911 Department.

Grantees are strongly encouraged to submit final, year-end budget modification requests on or before March 27, 2020.

The State 911 Department reserves the right, in its sole discretion, to modify or extend any of the above timelines.

All State 911 Department Emergency Medical Dispatch Grant reporting forms will be made available at www.mass.gov/e911.

Reimbursement Process

Reimbursement for Expenses Incurred

After contract execution, the grantee can incur costs and seek reimbursement from the Department. Approval of reimbursement at the time of contract execution is conditioned on the reasonableness of the request and adequacy of documentation at the time funds are to be released.

Reimbursement requests should be submitted to the Department within thirty (30) days of the date on which the cost is incurred. Failure to submit requests within the noted timeframe may result in a delay of the funding process as detailed above. Reimbursement requests must include expenditure and activity reports as well as supporting documentation, including but not limited to, copies of receipts, proof of payment, proof of course completion, and/or payroll records. **All reimbursement requests shall be submitted within two (2) months of the contract end date.** PSAPs are advised that the

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Department is unable to guarantee funding for reimbursement requests received more than two (2) months after the close of the fiscal year under which costs were incurred.

For personnel costs, proof of payment shall include the individual name, pay period, pay date, rate of pay, number of hours paid and the total amount paid. As an example, the supporting documentation may be a copy of the payroll register/report from the city or town or copies of pay advices for the employee. Please note that the payroll register/report does not need to segregate the “grant” costs, it simply needs to show payment to the individual for at least the amount of the requested reimbursement.

For vendor payments, proof of payment shall include the check/electronic funds transfer (“eft”) number, the date of payment, the vendor name, and the amount of payment. As an example, the supporting documentation may be a copy of the check, cancelled check or check warrant report. If the amount of the check is greater than the amount being requested, a breakdown of the payment should be provided to properly support the costs being requested.

Reimbursement forms shall be signed by grantee’s authorized signatory and submitted to the State 911 Department by mail. Electronic signatures or fax copies of these forms will not be accepted. Original signatures are required. Please be sure to notify your Municipal Treasurer’s/Finance Office as all payments will be issued to that office.

All State 911 Department Program reimbursement forms will be made available at www.mass.gov/e911.

Release of Funding to Grantees for Anticipated Expenditures

The Department recognizes that grantees may have budget limitations that do not permit them to make significant payment without adequate funds already in place. Therefore, the Department may disburse grant funds for anticipated expenditures as detailed below.

Certified EMD Resource and EMDPRS: Upon request of the grantee, anticipated expenditures may qualify for a disbursement of grant funds when: (1) the good/service is an approved budget item; (2) the good/service complies with all applicable purchasing policy, procedures, and regulations; (3) the good/service has been received/rendered; and (4) a valid invoice from the vendor documenting receipt of the goods/services is produced. Documentation, including but not limited to, bid documents (where applicable), product information, shipping documents and additional pertinent and available information will be required prior to release of funds.

Additional documentation, including but not limited to, proof of payment and other pertinent and available documentation shall be submitted to the State 911 Department within fifteen (15) days of issuance of payment by the grantee to the vendor. The State 911 Department reserves the right to withhold future disbursements and/or reimbursements to a grantee who fails to comply with reporting requirements.

State Agencies: In compliance with Massachusetts finance law and regulations, funds may be disbursed, up to twenty-five percent (25%), upon execution of an intergovernmental service agreement (“ISA”) for state agencies hosting a PSAP. State agencies shall be required to submit the same level of documentation as detailed in Section VIII “Grant Funding Process” subsection “Reimbursement for Expenses Incurred.” Failure to submit documentation in compliance with these grant guidelines may result in suspension or cancellation of the ISA and/or delays in future funding. Expenses identified by the State 911 Department as ineligible under this grant shall be removed from the child account within ten (10) business days of receipt of notification of ineligible expenses.

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The State 911 Department staff will review all reimbursement requests and make selection recommendations to the Executive Director or his designee. The State 911 Department staff will use its best efforts to review reimbursement requests and take action within thirty (30) business days of receipt of the reimbursement request.

The State 911 Department will provide a letter of explanation with all reimbursement requests that are returned to a grantee. The State 911 Department will also notify, via e-mail, the authorized signatory(ies) for a grantee of all payments processed. In the event that a payment is processed for an amount less than that requested, the reason(s) for such reduction will be noted on the reimbursement forms that will be provided with the payment notification.

Any denial of a reimbursement request, in whole or in part, may be appealed to the Executive Director, or his designee, with supporting documentation. The Executive Director will use his best efforts to respond to the appeal within five (5) business days. All decisions of the Executive Director for reimbursement requests under the State 911 Department Emergency Medical Dispatch Grant are final.

The State 911 Department reserves the right, in its sole discretion, to modify or extend any of the above timeframes.

IX. Assistance

The Fiscal Year 2020 State Emergency Medical Dispatch Grant Application Package is available on the State 911 Department website at www.mass.gov/e911.

A sample application form is posted on the State 911 Department website at www.mass.gov/e911.

For additional assistance, please refer to the following State 911 Department contact list:

Name	Resource	Contact Number	E-Mail
Cindy Reynolds	Questions regarding application process, budget modifications	508-821-7299	911DeptGrants@mass.gov
Michelle Hallahan	Questions regarding eligibility and process for reimbursements	508-821-7216	Michelle.Hallahan@mass.gov
Monna Wallace	Questions regarding training, certification, and compliance with 560 CMR 5.00	508-821-7220	Monna.Wallace@mass.gov

All applications shall be submitted to:

**State 911 Department
151 Campanelli Drive, Suite A
Middleborough, MA 02346**

Appendix A – Annual Certification of Compliance

Copies of the State 911 Department’s Regulations Establishing Certification Requirements for Enhanced 911 Telecommunicators, Governing Emergency Medical Dispatch, and Establishing 911 Call Handling Procedures (“the regulations”) are available on the State 911 Department’s website at www.mass.gov/e911. Also available on the website are a summary of the regulations, answers to frequently asked questions and forms.

IMPORTANT REMINDER: Pursuant to the regulations, each primary PSAP, regional secondary PSAP (except if operated by a private safety department), secondary PSAP (except if operated by a private safety department), RECC, and wireless state police PSAP is required to submit a PSAP/RECC Annual Certification of Compliance Form to the State 911 Department. The form is posted on the State 911 Department website at www.mass.gov/e911. The form must be mailed to the address on the form and is due on or before the due date set forth in the form.

Please note that funding under the State 911 Department Emergency Medical Dispatch Grant shall not be awarded until the Grantee has received the State 911 Department’s written approval of the Grantee’s PSAP/RECC Annual Certification of Compliance Form.