

Good afternoon,

In an attempt to reach all PSAPs, we are resending this email using more than one distribution list so you may receive this email more than once.

This is a note to Public Safety Answering Points from the Executive Office of Public Safety and Security and the State 911 Department regarding the March 18, 2020 Department of Public Health Order.

Please be informed that the Executive Office of Public Safety and Security and the State 911 Department has been actively working to provide further guidance on the March 18, 2020 Order from the Department of Public Health. This guidance will be provided shortly. In the meantime, if you have not already done so, please contact your local board of health to inform them that you are the public safety answering point (PSAP) of jurisdiction. Depending on the number of cities or towns for which you provide 911 call taking and/or dispatch services, this may be more than one local board of health.

In addition, if you have any issues at your PSAPs during this COVID-19 situation, including but not limited to operations, staffing or supplies, please contact either Frank Pozniak (frank.pozniak@mass.gov) or Norm Fournier (norm.fournier@mass.gov) at the State 911 Department.

Thank you for your attention to matter.