

Massachusetts State 911 Department December 2024 Newsletter



Issue 11

Volume 12

HAPPY HOLIDAYS



The State 911 Department sends our best wishes for your holiday season to be filled with happiness, good health, wonderful memories, and the warmth of your closest family and friends.

THANK YOU for all that you do throughout the year!

Congratulations



59th Public Safety Communications Academy

Bridgewater Police Department

Alexander Mantalos

Brookline Police Department

Mariah Griego

Billerica Police Department

Christopher Bruno

Cambridge ECC

Jason Doucette
Hannah Fletcher
Xiomara Nichols

Metacomet ECC

Haylee Marchand
Alexander Quartarone
Madison - Rose Rivera

Millbury Police Department

Joshua Austin

North Andover Police Department

Jakob Hamel—Porter

Rutland RECC

Thomas Hazel

SEMRECC

Grace Robbins
Stephanie Mulvihill

South Shore RECC

Martina Mitchell
Bailey Munroe

Wilmington Police Department

Connor Lynch



Chief Christopher D. Delmonte **Bridgewater Police Department**

On Thursday, December 12, 2024, Chief Christopher D. Delmonte of the Bridgewater Police Department was installed as the 2025 President of the Massachusetts Chiefs of Police Association. Chief Delmonte has over 30 years of law enforcement experience and has served in a variety of roles. From those he brings a wealth of knowledge to this position. Chief Delmonte was also recently elected as the vice chair of the State 911 Commission at the December 6, 2024 Commission Meeting. Congratulations Chief Delmonte on these amazing achievements!

Dispatcher Angelique Kunasek and Dispatcher Jason Rodriguez **South Hadley Police Department**

On July 25, 2024, around 2:00 PM South Hadley Police Dispatcher Angelique Kunasek answered a call from an irate and suicidal male who claimed to have a firearm. The caller was screaming and demanding that the police come to his location and kill him. The caller not only made threats against himself, but also against responding officers. He stated he would shoot responding officers and then come to the police station and shoot the officers there. Dispatcher Kunasek quickly communicated with several officers from the South Hadley Police Department, requested assistance from several other agencies, and tracked a pursuit that spanned two communities. While this incident was going on, Dispatcher Jason Rodriguez who was early to his shift, saw what was occurring and immediately jumped onto the second dispatch position. Doing so allowed Dispatcher Kunasek to focus her attention on the current on-going threat and pursuit that she was monitoring. Job well done dispatchers Kunasek and Rodriguez!

Dispatcher Joshua Sorensen **South Hadley Police Department**

On Saturday October 19, 2024, at approximately 10:00PM Dispatcher Joshua Sorensen received a call from a female stating she was a passenger inside of a pickup truck and the male operator was not letting her out of the vehicle. Dispatcher Sorensen was able to keep the female caller on the phone, allowing him to retransmit the call and continuously track her location. Dispatcher Sorensen was able to communicate the caller's updated location with the responding officers. Officers witnessed a truck travelling with the passenger side door wide open. Believing this to be the suspect they attempted to pull the vehicle over. After a lengthy chase, the vehicle was finally stopped. The driver was taken into custody and the victim was found safe and unharmed. Throughout the entire call Dispatcher Sorensen showed great professionalism and composure. His actions played a key role in keeping the officers on shift, the caller, and members of other agencies safe and informed throughout the incident.



Updates from our Programs Division

The “Out of State Directory” has been Updated!



The “Out of State Directory” located in all of the 9-1-1 positions, has been updated. If you are using the directory and find a discrepancy, please notify us by sending an email to 911training@mass.gov with the name of the state and the number that is in the directory. States will often change their information and we are not aware of the change until we try to use it.

We’re Keeping a List and Checking it Twice!



Moving forward into the new year, we are requesting that our PSAPs notify us when a dispatcher is no longer employed with their call center.

This will allow us to disable their logins and maintain our database more efficiently.

Please email staff changes to 911training@mass.gov and include the employees name and date of departure.



Calling on all 9-1-1 PSAPs: Share Your Photos!

In April 2025, we plan to honor our Massachusetts dispatchers from across the Commonwealth. As part of this celebration, we are looking for photos of your 9-1-1 dispatchers, whether they’re hard at work or gathered for a group shot.

How to Participate:

- Submit photos of your team in action or as a group.
- Please include names of everyone in the photo.

Your contributions will help us showcase the vital role dispatchers play everyday.

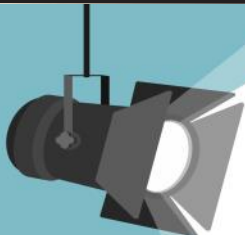



Please send your submissions to Erica Adams at erica.l.adams@mass.gov.

Spotlight Your Dispatchers!


Do you have a dispatcher who has gone above and beyond? One that was able to save a life? We want to feature their story! Each month our newsletter highlights the work that telecommunicators do every day. We want to spotlight a job well done, and also recognize important events such as dispatcher retirements, or other major events. The newsletter also highlights our Lifesaver Award that is given to telecommunicators that successfully saved a life. If submitting for our lifesaver award, and EMD procedures are applicable, please include a recording with your submission.

All submissions can be sent to Public Education Coordinator
Erica Adams at Erica.L.Adams@mass.gov






SUBSCRIPTION-BASED LEARNING PROGRAMS: There are a number of subscription-based learning programs that have been approved and are noted on the approved course list. PSAPs should be aware that proof of course completion for subscription-based learning programs will be the number of total hours promoted by the vendor for its subscription-based learning program annually. In the event the subscription-based learning program does not clearly define the number of hours annually, then sixteen (16) hours will be required for course completion. Please be sure to review the requirements of these approved programs. The program **must** be completed in its entirety before it will become eligible for reimbursement.



BEHAVIORAL HEALTH TRAINING: PSAPs are reminded that a minimum of two (2) hours of behavioral health training is required as part of the annual continuing education requirement (16 hours). These hours are included in the 16 hours that are eligible under the FY25 Training Grant. These are NOT in addition to the 16 hours. The approved course list on the Department's website lists classes currently approved to assist with compliance of this requirement.



FY26 REGIONAL DEVELOPMENT GRANT: The Fiscal Year 2026 Regional Development Grant was approved by the State 911 Commission on December 6, 2024. The guidelines and applications are now available on our website and also on Commbuys (BD-25-1044-EPS90-1044E-110163). Please be sure to review the guidelines as there are new categories and reporting requirements. Application deadline is 5:00 PM on Thursday, March 6, 2025.



The Peculiarities of SMS(Text) -to- 911

They don't go abandoned... if you don't answer within 30 seconds, the communication service provider sends the texter a message that text to 911 is unavailable. The event log will have an event indicating the SMS timed out.

They don't alternate route... If a PSAP is completely offline, the SMS will be sent to another PSAP to be answered. Logging out does not make a PSAP offline, it has to lose all connectivity to the data centers to be offline.

They can't be transferred... For SMS have the philosophy of "my text to 911" not "my jurisdiction". The receiving PSAP must act as intermediary and relay messages to the PSAP of jurisdiction via a phone call.

They are SMS... Simple messaging solution does not include the capability to send media. If a person texts 911 with a picture, the PSAP will receive a message with contact information to retrieve that media.

[PSAP Resources](#) on Text-to-911 are available on our website.

Network status normal.

Event **Telecom** Instant Message **SMS**

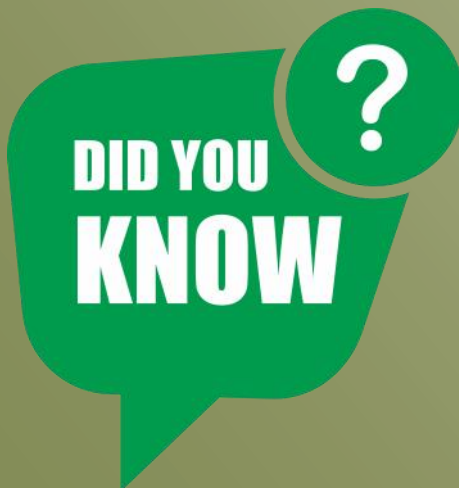
339-203-1228 SMS Caller: 16:02:31
SYSTEM: Additional media was included with this text dialog. To retrieve the media, contact West at (phone number) and reference dialog Incident ID #####

1234wsmitha: 16:03:38
9-1-1, (this session is recorded) What is the address and town of your emergency

Predefined SMS Messages

SMS>
SMS>
SMS>

Enter



Regionalization Updates

Updates on Berkshire Regional Emergency Communication Center



Left to right: Kieran Foggan, James Wood, Royanne Hammond, Lindsay Chittenden

The regional emergency communication center (RECC) previously operated by the Berkshire County Sheriff's Department in Pittsfield has transitioned to the Massachusetts State 911 Department. The Berkshire RECC (BRECC) is responsible for the 911 call-taking and emergency dispatching for 26 communities in the western part of the state. This transition allows the Sheriff's Department to return to its core mission while providing additional resources and opportunities to the dispatch staff and member communities. Until a permanent director is selected, Director of Special Projects Peter Kinnas will be the Interim Director of PSAP Operations - West. The Department is excited to add another center into its Operations Division.

Holidays at the Regional PSAPs and RECCs



Nashoba Valley Regional Dispatch



Dukes County Sheriff's Office



Regional Old Colony Communications



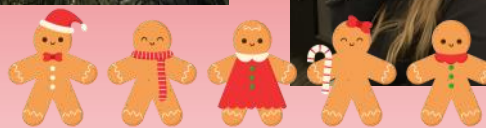
South Eastern Massachusetts Regional Communications



State Police Communications Division



Metacommitt Emergency Communications



Looking for more information? If your department is considering branching out into a regional dispatch center but are unsure of where to start, contact Peter Kinnas at Peter.S.Kinnas@mass.gov or (508)821-7213. Our team is ready to meet with you, discuss all possibilities, and provide guidance as you explore your options.



We're Hiring!

DIRECTOR OF PSAP OPERATIONS – WEST

The Director of PSAP Operations Division-West will lead the 911 call-taking and dispatch services at the Berkshire Regional Emergency Communications Center (BRECC).

This role includes overseeing staffing, operations, and management while ensuring high-quality public safety services. As the first emergency communications center in the PSAP Operations Division-West, the BRECC will serve as the foundation for future emergency communication centers in western and central Massachusetts, which the Director will also oversee.

This leadership position involves managing advanced public safety radio and telecommunications systems, ensuring compliance with statutes and performance standards, and transitioning operations from the Berkshire County Sheriff to the State 911 Department.

KEY RESPONSIBILITIES :

- Supervise and evaluate staff
- Maintain liaisons with local, state, and federal agencies
- Enhance collaboration and resolve issues.
- Develop and enforce policies
- Design and implement training
- Support the transition of the BRECC from the Berkshire County Sheriff to the State 911 Department

GENERAL REQUIREMENTS :

- Six years of supervisory experience or a combination with an equivalent degree
- Willingness to travel
- Valid Driver's License

BENEFITS :

- Generous state benefit package
 - 75% Paid Health Insurance
 - Optional Vision/Dental Plans
 - State Retirement Pension
 - Paid Time Off
 - Holiday Pay
- Pay Range: \$95,982 – \$148,039
- Department issued vehicle

SCAN ME



APPLY NOW

Easy to apply on Mass Careers!

JOB POSTING #: 24000AE5

TINYURL.COM/PSAPWEST

First consideration will be given to those applicants who apply by 12/24/2024.

Click [HERE](#) to apply

YOU'VE GOT THE POWER TO SPARK CHANGE IN YOUR COMMUNITY!

**BERKSHIRE REGIONAL EMERGENCY COMMUNICATIONS CENTER
467 CHESHIRE ROAD, PITTSFIELD, MA**



WE'RE HIRING



**Competitive Pay
Paid Training
Great Benefits
Paid Time Off**



PUBLIC SAFETY DISPATCHER

- ✓ Serve as the critical link between the public and emergency field responders.
- ✓ Team oriented

REASONS TO JOIN OUR TEAM!

- Have a positive impact on your community every day.
- Be part of a caring culture.
- Every day, every shift, and every call is different.
- Generous state benefits package.
- Pay range: \$63,908 - \$86,827

APPLY NOW

Easy to apply on Mass Careers!



**JOB POSTING #: 24000AE0
TINYURL.COM/BRECCDISPATCHER**

SCAN ME



First consideration will be given to those applicants who apply by 12/24/2024.

Click [HERE](#) to apply



Colony Retirement Homes Worcester, MA

On Tuesday November 22, 2024 Field Service Advisor (FSA) Chris Murphy of the Massachusetts Equipment Distribution Program (EDP) attended the Colony Retirement Homes in Worcester. Chris set up a table where he was able to showcase the adaptive telephones and provided information about the program. Chris talked to the residents about how the program works and the qualifications to apply. Chris also distributed Silent Call and Text-to-911 cards. Thank you to the Colony Retirement Homes for hosting this event, and for having us!



Elder Services of the Worcester Area Worcester, MA

On Wednesday December 4, 2024 FSA Chris Murphy presented information on EDP to the Elder Services of the Worcester Area. This presentation allowed Chris to connect with the people who are resources to seniors in their towns. Chris talked about EDP, what it offers, and how they can apply. He also brought a few of the adaptive telephones, which allowed the attendees to see what the program can offer. Chris was also able to present on the Silent Call Procedure and Text-to-911. Thank you Elder Services of the Worcester Area for hosting this, and for having us present!



Lake Terrace Whittinsville, MA

On Wednesday December 11, 2024 FSA Chris Murphy hosted an informational session on MassEDP. While there, Chris spoke to the residents about what the program offers and how they can apply. They were able to see examples of a few different adaptive telephones and learn about how they work. Chris also educated residents on Text-to-911 and the Silent Call procedure. A great day was had by all!



Community Outreach Events

Do you have an upcoming outreach event in your community? The State 911 Department and its Massachusetts Equipment Distribution Program (MassEDP) team would love to join forces with you!

For more information or to schedule an outreach event, please contact State 911 Department Public Education Coordinator, Erica Adams by Email at Erica.L.Adams@mass.gov

Did you know the Massachusetts Equipment Distribution Program offers the iPhone 14?

Features

- Wireless device—black in color
- Otter Box protective case
- 128 GB Memory
- 6.1' diagonal all-screen LCD multi-touch display
- Face ID unlocking
- Siri-voice commands
- Charging block as well as wireless capabilities

Please note, MassEDP **DOES NOT** provide the cellular service plan.



Holiday Spirit at State 911!



As part of the State 911 Department Holiday Spirit Week, the Department had Ugly Sweater Day! Happy Holidays from all of us at State 911 Department!

