

# Massachusetts State 911 Department

## April 2025 Newsletter



Issue 12

Volume 4



NATIONAL  
**PUBLIC SAFETY**  
TELECOMMUNICATORS WEEK

April 13-19, 2025

In honor of National Public Safety Telecommunicators Week, the Massachusetts State 911 Department proudly thanks all of the telecommunicators across the Commonwealth. Your professionalism, dedication, and unwavering commitment to public safety is deeply appreciated. Thank you for being the calm in difficult situations and the critical link in every emergency response.

# Spotlights

## Our three PSAPs were sure to join in on the celebration with theme days, food, and decorations!

Berkshire Regional Emergency Communications Center decorated the PSAP for the week and made sure the dispatchers all had some goodies when they were on shift. Throughout the week, each day had a dress up theme, and the dispatchers participated in Dispatch BINGO and raffles!



Left to right: Royanne Hammond and Lindsay Chittenden



Dispatcher Kieran Foggon

State 911 Center in Milford celebrated the week with a luau themed lunch. The Center was decorated to fit the theme with tropical colors, beach balls and bracelets for the team to take home! The dispatchers were all decked out in luau attire, complete with colorful leis!



Left to right: Rick Collins, Shannon Bourret, Lily Taylor, Francisco Gomes



Left to right: Mike Maxwell, Kristina Morin



Standing: Francisco Gomes, Mike Gethin, Alyson Dell Isola, Ana Alves, Seated: Lily Taylor, Shannon Bourret, Kristina Morin

North Shore Regional 911 Center celebrated the week with a super hero themed dinner, which included a game of pin the mask on the hero, and themed dress up days!



Deborah Piriano—Decades Day



Victoria Tenaglia—Pajama Day



Left to right: Katrina Shamshak, Robert Norton, Brittany Ketcham

## Phil D'Agostino Watertown Police Department

After 38 years with the Watertown Police Department, Dispatcher Phil D'Agostino will be retiring at the end of the month. Phil has demonstrated exceptional performance in extremely difficult situations and has served as a mentor to both dispatchers and police officers. Phil was the first dispatch supervisor appointed at the Department and served in that role for the last 11 years. Dispatcher D'Agostino recently received the 2024 Dispatcher of the Year Award at the Watertown annual awards ceremony. Thank you Dispatcher D'Agostino for your 38 years of dedicated service to 9-1-1 and public safety.

**Congratulations on your retirement!**



## Role of the PSAP Administrators and PSAP Admin Training

*Who is your agency's PSAP Administrator?*



*Has your PSAP Administrator attended PSAP Admin training?*

While the functions of a PSAP Administrator can be different in every agency, **each PSAP should have at least one individual who is trained as a PSAP Administrator.** One of the primary responsibilities of a PSAP Administrator is to be familiar with the PSAPs call activities and retrieving necessary records. Has there been a shift of responsibility to a new supervisor or manager at your PSAP? Does your new or existing PSAP Administrator need training?

### ***What information is available about your PSAP's call activities?***

The Massachusetts NG911 system is actively collecting data from the call handling equipment. Tools are provided at the PSAP level to allow for analysis of the data collected from 9-1-1 calls and texts, with the ability to search for and run reports on a variety of call handling activities including:

- **Call details, including answering times, and location details.**
- **Text-to-911 and TTY transcripts.**
- **Phone number history reports.**
- **Silent call activities and responses.**
- **9-1-1 only/non-service initialized (NSI) phone reports.**
- **Overall PSAP statistics and other call metrics such as talk time, login/logout activities, employee statistics, and daily/hourly PSAP statistics.**
- **Hang-up and abandoned call details, as well as callback statistics.**
- **Audio recordings.**

### ***How can a PSAP Administrator access this information?***

PSAP Administrators can access these reporting tools from the PSAP's Next Generation 9-1-1 (NG911) equipment using DecisionStation, accessed at your PSAP Admin workstation (if still deployed at the PSAP) or right at a personal desk, using an agency issued computer and an optional Virtual Private Network (VPN).

### ***Why is PSAP Administrator training a good idea for your supervisors and administrators?***

The State 911 Department's on-site training will educate staff in a supervisory role about the systems available to obtain call details and other records on the PSAP's activities mentioned above. It will advise personnel on the administration functions related to 9-1-1 including topics such as user management, call functions such as call greetings, directory entries for speed-dialing, disability indicators, MLTS compliance, NG911 discrepancy reporting, and GIS related topics for enhancing the municipality's 9-1-1 mapping. Lastly, It will provide updates to operational standards for NG911, as they relate to required record keeping and telecommunicator activities. For PSAPs using the Department-provided DLR, we can answer questions or provide training on how to access and extract audio recordings for public records requests or quality assurance.

**If members of your agency are interested in setting up on-site PSAP Admin training, please send an email to [911training@mass.gov](mailto:911training@mass.gov) and complete the applications available on our website.**



## What's in your



## What's in your 9-1-1 Telecommunicator Toolbox? NG911 Refresher Training

When was the last time your PSAP personnel attended a class on NG911? Does everyone have a good understanding of the enhancements implemented in the last ten years since NG911 was first deployed? Now is a great time to learn something new! ***Why is NG911 Refresher training a good idea for your PSAP?***

- It helps foster a culture of continuous learning to allow learners to identify skills gaps and training needs.
- It promotes excellence in employees with updates on the latest technology and changes, keeping knowledge on protocols/standards current.
- It updates learners on enhancements for NG911, and reminds them about important, but infrequently used tools, so they are not caught off-guard in a time of need.
- It helps increase efficiency in use of the applications, where using features become second nature and trains our memory.
- It helps fulfill a portion of the continuing education hours required each fiscal year and helps your agency work towards compliance.

If members of your agency are interested in attending a NG911 refresher training, please send an email to [911training@mass.gov](mailto:911training@mass.gov) and complete the applications available on our website.



## 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](mailto:Erica.L.Adams@mass.gov)

# Updates from our Programs Division

## 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! From National Night Out to your Local Citizens Academies, we want to join!

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](mailto:Erica.L.Adams@mass.gov)

## Send us your Job Openings

Our Telecommunicator Certification Program (TCP) continues to certify civilians interested in becoming a dispatcher. Once these civilians are certified in APCO PST and NG911, many find themselves looking for job openings within a PSAP. If you are looking to fill a vacancy at your PSAP please send the job posting to Public Education Coordinator, Erica Adams at [Erica.L.Adams@mass.gov](mailto:Erica.L.Adams@mass.gov). Jobs will be posted on our website, and sent to all TCP students via email blast.



**HELP  
WANTED**

# Updates from our Systems Division

## **Worried that ADUs will impede your response?**

The good news is the new legislation suggests that Additional Dwelling Units ([ADUs](#)) must have a unique address. **Unique addresses** allow for call routing and the mapping service to represent the caller's location accurately. One of the main differences between E911 and NG911 is how addressing is handled. Where E911 was focused on the equivalent of a mailing address, in NG911 addressing is driven by egress.... What door to kick down. **Municipal Addressing Authorities** (defined in [Appendix A](#)) have the authority to assign addresses and should follow the MassGIS' [Addressing Standard](#). New structures should be represented with a new address point (the orange dot on the map).

For ADUs within a current structure, the following is an excerpt from the addressing standard related to the unit identifiers. 5.4.3. **Unit Identifiers** ... Detail type words for units, such as **Penthouse**, may also be used, as well as descriptive names like **In-law** or combinations of descriptive name and detail type like Building Department.

MassGIS has written a one-page guidance document about address best practice specifically for ADUs. This document is under review by the Executive Office of Housing and Livable Communities (EOHLC), which is the same office that worked on the Affordable Homes Act. EOHLC is currently asking for comments from building inspectors and assessors. Once the review period is closed, this guidance document will be made available on both the State 911 Department's and MassGIS' website.



**PSAP Leadership Scholarship:** Applications are now being accepted for the FY26 PSAP Leadership Scholarship program. The application deadline is **4:00 PM on Monday, May 12, 2025**. Don't let this opportunity flutter by. Visit [www.ma911.org](http://www.ma911.org) to apply.



Time is flying. Did you know there is only approximately 60 days left in the fiscal year. If you haven't already done so, it is recommended that you:

- Review your grants to ensure all personnel for whom you wish to submit a reimbursement are included as part of your grant award;
- Ensure that all items and categories for which you wish to seek reimbursement are approved as part of your grant award
- Ensure any vendor contracts/quotes that have been updated since receiving your award are on file with the State 911 Department; and
- Ensure reimbursement submissions contain all required documentation.

These steps will assist in avoiding returns or reductions on reimbursements.



The FY 2026 guidelines and applications are available on the Department's website. Take flight and apply early to secure a contract start date of July 1, 2025. Also, be sure to file your annual certificate of compliance. Awards cannot be made without approval of the annual certificate of compliance. Remember costs incurred prior to contract start date are not eligible.





# PSAP Leadership Scholarship Program



## About the Scholarship

The Massachusetts State 911 Department and the Massachusetts Communications Supervisors Association understand the crucial role that supervisors and managers play in the administration and operations of 911 centers. This scholarship aims to enhance the knowledge and skills of emergency telecommunicators by furthering their professional development in the following programs.



**CCM**

Fitch & Associates  
Communications Center  
Manager Program



**CPE**

APCO's Certified  
Public-Safety  
Executive Course



**Leadership  
Program**

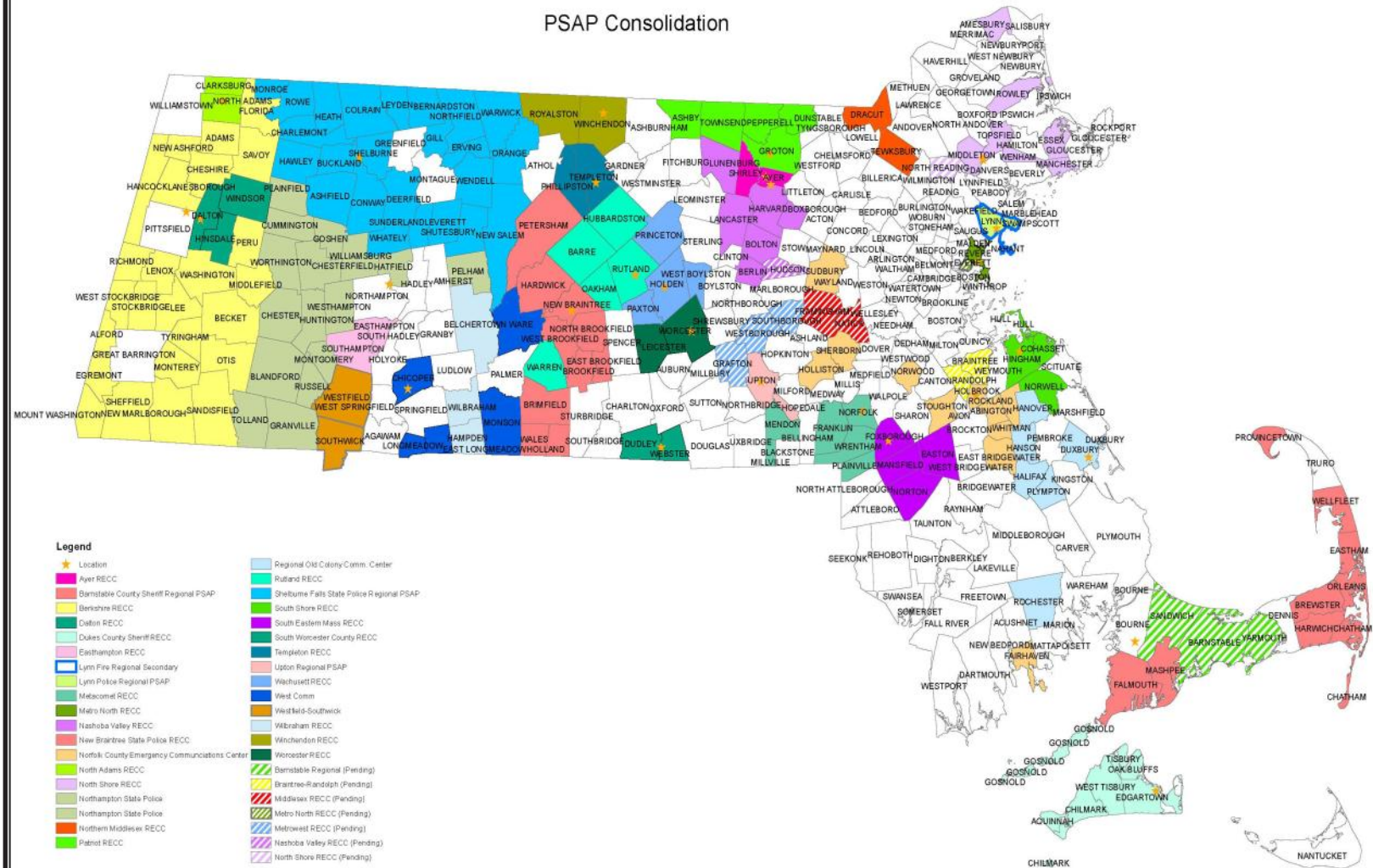
State 911 Department  
approved executive  
leadership program



**Deadline to Apply is May 12, 2025**  
**Apply at [www.MA911.org](http://www.MA911.org)**

**APPLY TODAY**

## PSAP Consolidation



As of April 1, 2025

## Updates on PSAP Consolidation

- Current number of PSAPs - 199! Down from 264 - regionalization is working!
- Town of Hudson has signed an IMA with Nashoba Valley Regional Dispatch District
- Barnstable County Sheriff's Office began 911 operations for Eastham and Provincetown.
- Town of Southborough has signed an IMA with MetroWest RECC (Westborough/Grafton).

To stay up to date on the latest PSAP consolidation map, click [HERE](#) to navigate to our website.

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](mailto: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.



## A Message from Field Service Advisor, Glen Schultz

I recently went to the Ludlow senior center to educate residents on the Massachusetts Equipment Distribution Program (MassEDP). Our outreach presentations include examples of the adaptive telephones available through the program, as well as the qualifications to be part of the program. During this visit, there were approximately 100 people at the center. While talking to the residents, many of them expressed their frustration with their hearing, vision and motion disabilities, and stating that these issues created tremendous pressure utilizing their existing house phones. I was able to showcase and demonstrate the adaptive phone features and benefits provided by MassEDP, which was met with excitement. Attendees expressed to me how much they need these types of phones to handle use with ease! Residents were pleased to learn that the program offers both landlines and cellphones to the clients and expressed how important it is to be connected to the world and have access to 9-1-1 in case of an emergency! From this outreach event, MassEDP got two new clients, and they are spreading the word to their friends. A representative from the center said that she was so grateful to have our program available in her community.



### 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*

