

Massachusetts State 911 Department May 2025 Newsletter



Issue 12

Volume 5

Steve Sedlis
Boston Police Department



On Monday April 21, 2025, Dispatcher Steve Sedlis dispatched responding units to a reported domestic disturbance in Allston. The scene quickly escalated into chaos, including a full- scale suspect search and multiple crime scenes. Throughout the incident Steve maintained a calm demeanor and radio decorum for responding units including emergency deployment teams across the City of Boston. Steve did a commendable job keeping everything orderly and ensuring that the men and women of the Boston Police Department were supported. Steve's steadfast confidence and composed demeanor throughout an exceptionally challenging situation were exemplary.

Job Well Done!

BOSTON POLICE DEPARTMENT OPERATIONS QUIET ROOM



The Boston Police Department Operations Division now boasts a quiet room. This room gives call takers and dispatchers a place to decompress after calls that could potentially weigh on them. The quiet room was designed and implemented by Deputy Superintendent Carmen Curry. The room boasts a couch with a remote controlled fireplace, dimming lights, coloring books, and a plethora of greenery. They also have resources in the room with information on peer support, and how they can contact them if needed.

We applaud Deputy Superintendent Carmen Curry for creating this space!

Updates from our Programs Division

ATTENTION PSAP Administrators and Supervisors do you have all the information and tools necessary to support the needs of your PSAP?



If you have recently been assigned to the position of *PSAP Administrator* or *PSAP Supervisor*, it's fair to say that you might have questions.

The State 911 Department's Programs Division will send a Department trainer to your PSAP for hands on "Admin Training" or a member of the Department's team can be available to meet in person with "Supervisors" to support and discuss some of the topics listed below.

- Training classes that are available for telecommunicators and PSAP Administrators, scheduling and the application process for training.
- What is the "Approved list" and how it works.
- Discuss effective continuing education for your staff.
- In-house training.
- Mandatory certifications necessary to become a certified telecommunicator including EMD.
- Annual Certification of Compliance process, what is needed?
- Quality Assurance for Emergency Medical Dispatch.
- Public Education, how we can help.
- Accessibility Programs.
- On-site "Admin Position" training and who that person should be.
- *Please note that an "admin PC" is no longer required at the PSAP. The State 911 Department will request a VPN account from COMTECH so that utilizing a Department Laptop or PC can provide the same functionality.*

If you are interested in learning more about this topic or would like to schedule PSAP Admin training or a meeting with our Programs Director and team, please email 911training@mass.gov and a someone will contact you.

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

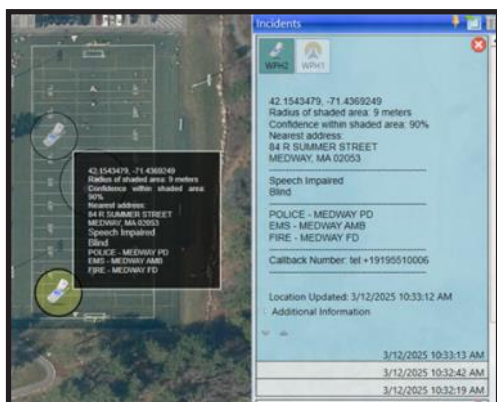


What's in your 9-1-1 Telecommunicator Toolbox? NEW ResponseAssist Tools!

Recently, ResponseAssist version 5.15 was released.
With it, you will find a few changes and new tools available!

Changes to look for:

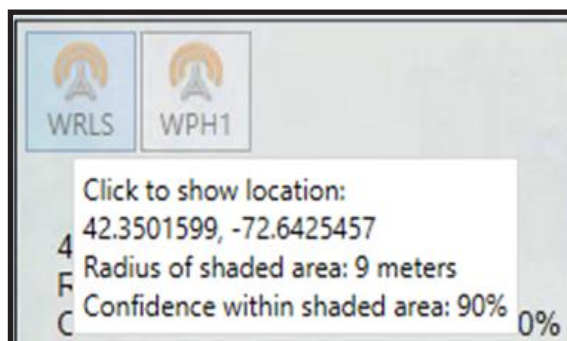
- Updates and formatting changes to the Incident Tile as well as the black map callout box.
- Updates to information when you hover the map icons and accuracy/match score bar.
- New options available through the right-click menu.
- The ability to copy information from the map or Incident Tile has now been provided.



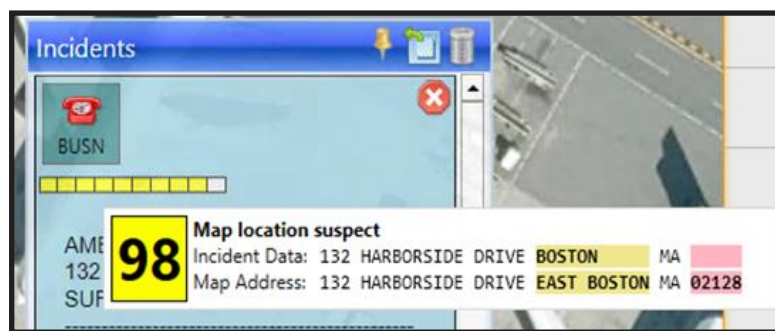
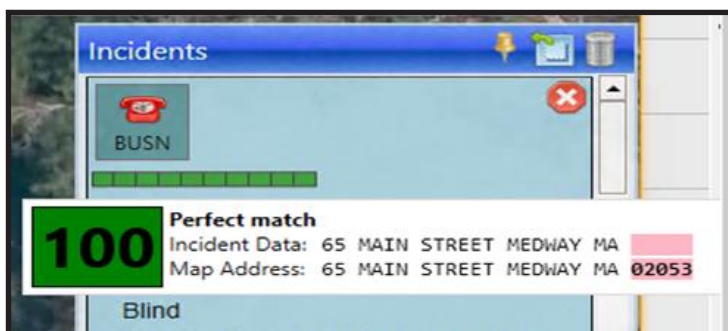
Incident Tile and map callout box – WPH2 example

- More defined areas for information.
- Separators between info sections.
- Font size changes.
- Reformatting of map callout box.
- More defined Disability Indicator section.

Details with hover maneuver – BUSN and WRLS Map Icon examples



Details with hover maneuver – Accuracy/Match Score examples

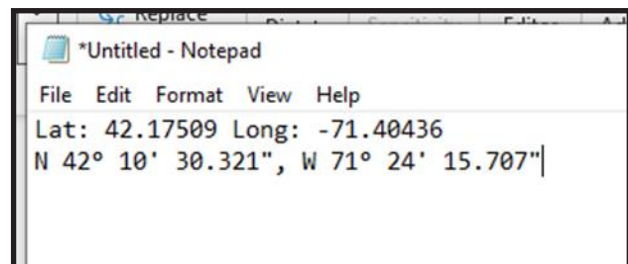


Updates from our Programs Division - Continued



New options with right-click menu: –

- Display Lat and Long Point added.
- **Point and click to display Lat/Long box.**
- *Left click on Lat/Long box to clear it.*
- **Right click on Lat/Long box displayed to copy to clipboard and paste to a notepad.**



The FY2025 Annual Certification of Compliance Form is now available on our website at www.mass.gov/e911 under “Information for Call Centers” -> “FY2025 Annual Certification of Compliance Forms.”

The Form is Due on or before July 31, 2025. As soon as your PSAP has completed all of the compliance requirements, submit your form to expedite processing.

REMINDERS:

- Annual Certification of Compliance Forms are **NO LONGER** accepted electronically.
- Proof of CPR and Emergency Medical Dispatch (EMD) **must be included with the FY 2025 submissions for PSAPs that are providing EMD in-house and also for all certified EMD resources.**
- For PSAPs who provide EMD, **a detailed explanation and SAMPLE of documents used for EMD quality assurance must be included.**

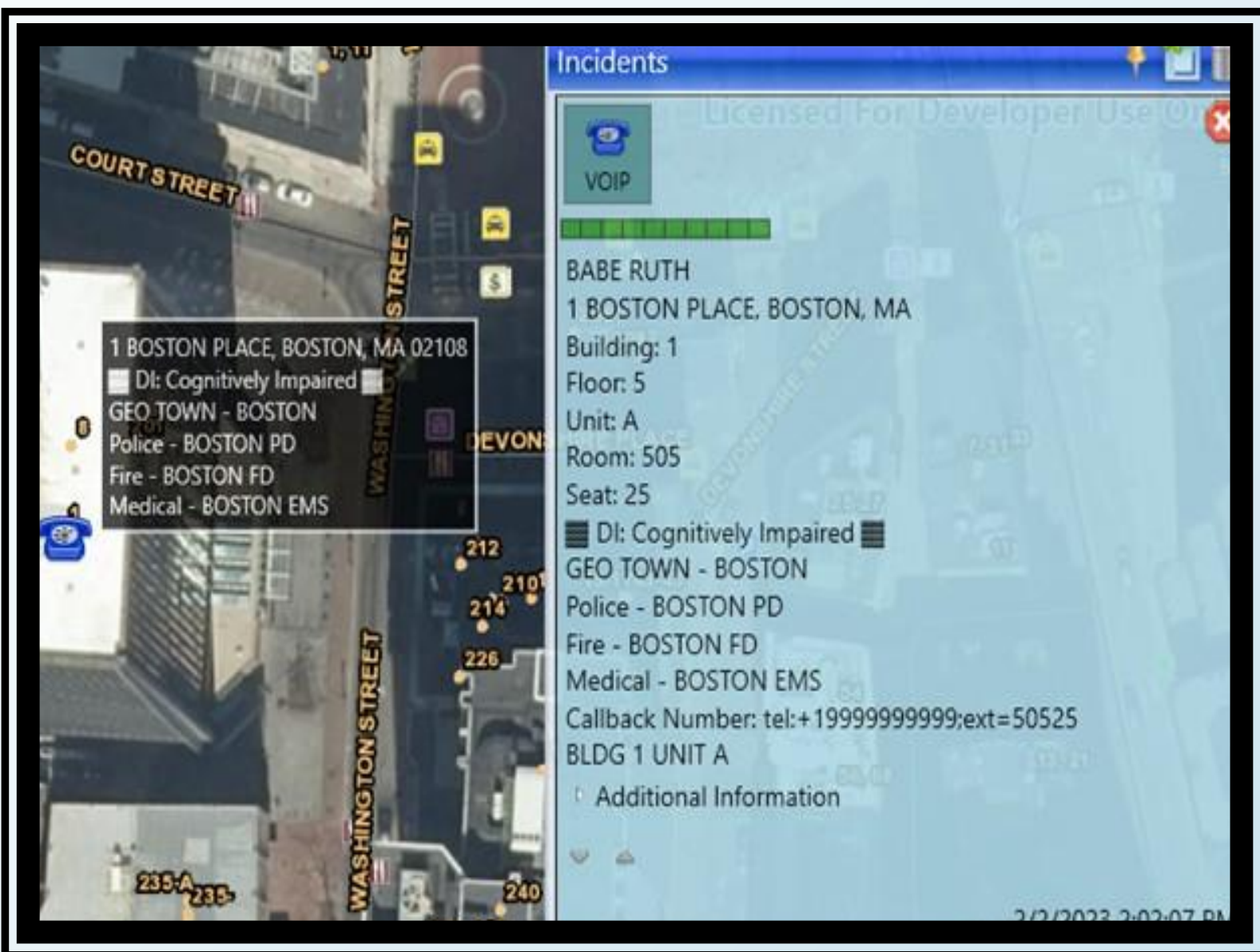
For questions about the FY2025 Annual Certification of Compliance process, email Monna.Wallace@mass.gov.



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



The Call Out Box and Incident Tile show the appropriate police, fire, and medical public safety agency. Boston Police listed as the police agency where they are the primary jurisdiction. This information can be retrieved for any part of the map by right clicking and selecting info tips. It is important to report changes, which can be done via a map discrepancy or by emailing notify911address@mass.gov.



Mayday! Mayday! Avoid fiscal distress calls at the close of the fiscal year. Ensure grant reimbursements are filed timely and completely. Taking a few moments to review a reimbursement submission to ensure all documentation is included can save you a lot of time. If the reimbursement is incomplete it could result in a return or a reduction that may then require resubmission. Reminder: in an effort to get payments processed timely, Department staff will **NOT** be reaching out to request any missing documentation.

Maybe you need assistance with completing your FY25 reimbursements or your FY26 applications. You're in luck. Attend one of our workshops to get all your questions answered. Each workshop is virtual and runs for approximately one hour. The applications workshop is hosted on the third Monday of each month and the reimbursement workshop is on the third Wednesday of each month. Start time is 11:00 AM. Email 911DeptGrants@mass.gov to register.

Maybe you've heard. It has been requested that the Department explore establishing a "portal" for the submission of reimbursement requests. While this is a worthy endeavor, it will take some time to research and evaluate whether there is a solution that not only fits with fiscal operations but also assists PSAPs in submission of its reimbursements. To that end, the Department is seeking input from PSAPs to understand what the expectations of such are. How will a portal assist, other than to save time in photocopying and mailing documents? Please send any thoughts/comments to Karen.Robitaille@mass.gov. Please note "Reimbursement Portal" in the subject line. Watch the newsletter for any updates.

If you have any questions, or require assistance—please contact Finance Director, Karen Robitaille at Karen.Robitaille@mass.gov.

Regionalization Updates

Benefits of Regionalization—Patriot Regional Emergency Communications Center

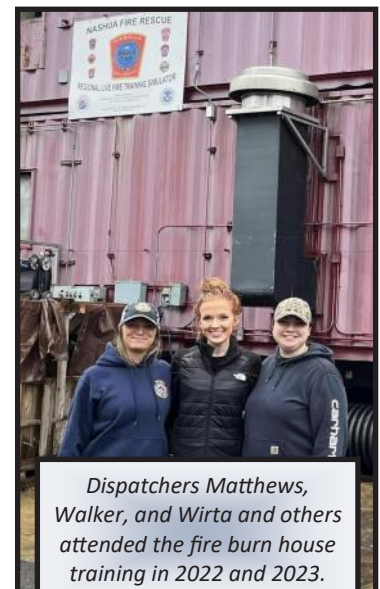
Patriot Regional Emergency Communications Center (PRECC) was established on July 1, 2020, between the towns of Pepperell and Ashby. Prior to the start of PRECC, Public Safety Officials from the towns of Pepperell, Ashby and Townsend had several meetings and agreed that forming a RECC between the three towns was a great idea, a feasibility study was conducted and the study affirmed the formation of the PRECC.

Originally, the plan was to start PRECC in July 2020 with Pepperell and Ashby, then year two (July 2021) bring Townsend in. Unfortunately, COVID hit and that pushed back Townsend joining by one year to July 1, 2022, then Dunstable and Groton joined in 2024.

The primary reason behind starting a local RECC was improved services through highly trained dispatchers, and the added benefit of a cost savings. Training is a very important aspect to the success of PRECC. The dispatchers go beyond the continuing education training requirements, their trainers are all Communications Officer Training certified through APCO, and their dispatchers are trained in all aspects of the job. Equally important to training, their dispatchers participate in regular training exercises including:

- Police motor vehicle stops.
- Police Building searches.
- School familiarization walk throughs.
- ALICE school shooting drills.
- Police active shooter training.
- Fire burn house training.
- Fire mayday training.
- Deputy Director Borneman is a certified ALERRT trainer (Advance Law Enforcement Rapid Response Training) and trains the dispatchers in ALERRT training.

The PRECC has had great success because of regionalization. With the mind set of improved services, and a team concept of a shared dispatch center, the dispatchers are able to take pride and ownership in their place of work!



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.

A Message from Field Service Advisor, Chris Murphy

The Massachusetts Equipment Distribution Program (Mass EDP) is proud join to forces with a variety of collaborators and service providers in our daily effort to serve the residents of the Commonwealth. These include State agencies such as the Massachusetts Commission for the Deaf and Hard of Hearing, Massachusetts Commission for the Blind, Massachusetts Rehabilitation Commission and Massachusetts Office of Disabilities. Through these partnerships, we can work directly with case managers and agency heads to reach more people than we can alone.

At the local level, community resources such as Councils on Aging (COA), Senior Centers, local housing authorities and community outreach events connect EDP to consumers at the grassroots level. These local resources really help facilitate outreach information to their communities. Housing authorities generally have monthly tenant meetings that provide a platform for MassEDP to inform residents. Senior centers and COAs routinely host health fairs, support groups and educational programs that address specific needs of the aging and disabled population.

Recently, the Harvard COA hosted an event where they put on a health fair for the residents of the greater Harvard area. MassEDP joined vendors from local health and safety agencies, community advocacy groups, and private businesses with the goal of educating people on how MassEDP can work for them. Pamela McInnis, Program Coordinator at the Harvard COA talked about the value of these events. According to her, the second annual health fair is a growing and valuable tool for her constituents. *"We want to make sure that the seniors can get as much information as they need to make decisions about their futures. This health fair centers specifically on seniors, where a lot of health fairs are for everyone."*

Of course, MassEDP was happy to attend and participate as well. These kinds of events and the partnerships we have at the local and state level are an invaluable tool for us. We will continue to work together to provide the best possible service for everyone in Massachusetts. Look for us at an outreach event near you!



To speak with a MassEDP Customer service representative about how joining MassEDP can help you or a family member, call **1-800-300-5658 Voice/TTY.**