

Congratulations



61st Public Safety Communications Academy

Rebecca Brissette—Auburn PD
Jessica Carley - Cambridge ECC
Cody Ferrante Festa - Cambridge ECC
Jullie Lopes - Clinton PD
James Zegel - Framingham PD
Richard Casey— Grafton PD
Ciara Breadmore - Metacomet ECC
Kimberly Ortega Guaman—Metacomet ECC

Desirae Gonsalves - New Bedford PD
Kaylynn Leandre - New Bedford PD
Daisy Raposo - New Bedford PD
David King - Newton PD
Hannah Rubinow - Newton PD
Mariah Brunelle - SEMRECC
Jhophny Derolus - SEMRECC
William Haywood - SEMRECC
Courtney Schullery - Wachusett RECC



Left to right: EMT Devon Rogers,
Deputy Superintendent Robert Barnes

Boston EMS Devon Rogers

On Sunday April 20, 2025, at approximately 5:30PM, EMT Devon Rogers received a call from a male stating that his dad was not breathing. Within 40 seconds of the call coming in, EMT Rogers followed EMD CPR procedures and guided the caller on how to perform CPR on the patient. At one point, the caller reported that his father was gasping for air, which EMT Rogers promptly recognized as inadequate breathing and instructed the caller to continue CPR. After a few minutes a Boston EMS unit arrived on scene and took over medical care. EMT Roger's quick thinking and steadfast confidence directly impacted the patient's positive outcome.

Job Well Done!



Left to right: Madison Collins– Macedo,
Lead Supervisor Darcy Giardini, Tomas Meneses, Jamie
Stephens

TCP Success!

The Telecommunicator Certification Program (TCP) offers civilians the opportunity to become a certified telecommunicator prior to applying for a position at a PSAP. Recently the Somerset Police Department hired three telecommunicators that went through our TCP program! Lead Dispatcher Darcy Giardini noted that while going through applicants for their open positions, seeing three applicants that had already taken and passed the certification courses required to be a telecommunicator brought those applicants right to the top. Seeing that these applicants have taken the time to seek out these certifications shows that they want to be dispatchers and are willing to put in the work. TCP gave these three candidates a leg up in the hiring process, and gave the PSAP three qualified candidates to fill their openings!

If you would like to post your PSAPs job openings on our website, email Public Education Coordinator Erica Crawford at Erica.L.Adams@mass.gov.

All postings also get sent out to a distribution list of newly certified telecommunicators through the TCP program!



Intern Carleigh King



Intern Anthony Rodrigues



Intern Gaia Donohoo

Welcome Interns!

We are pleased to welcome our Summer interns Carleigh King, Anthony Rodrigues, and Gaia Donohoo. Carleigh is in our Programs Division. She is a rising Junior at Stonehill College studying Criminology and Psychology. Anthony Rodrigues is in our Fiscal Division. He is a rising Junior at the University of South Carolina studying Finance and Marketing. Gaia Donohoo is at The North Shore Regional 911 Center. She is a rising Senior at Sacred Heart University studying Criminal Justice and minoring in Psychology. We are thrilled to have these three on our team this summer!



What's in your



What's in your 9-1-1 Telecommunicator Toolbox? Language Services

When someone calls 9-1-1 and there is a language gap, a conference call with an interpreter can be created using the **Language Services** softphone button.



Important Reminders:

DO NOT WAIT before selecting a language from the auto attendant.

You can press ANY DIGIT at any time, including "0" (zero).

The auto attendant choices are customized to the most requested languages for the Commonwealth.

This button, and the number that it calls, will only work on your NG911 equipment.

- ❖ Press 1 for Spanish
- ❖ Press 2 for Portuguese
- ❖ Press 3 for Brazilian Portuguese
- ❖ Press 4 for Haitian Creole
- ❖ Press 5 for Russian
- ❖ Press 6 for Vietnamese
- ❖ Press 7 for Mandarin
- ❖ Press 0 for all other languages or for assistance identifying a language

Working Effectively with an Interpreter

By connecting the caller with an interpreter quickly, it allows telecommunicators to focus on assessing the emergency and coordinating a response.

Interpreters are trained to help relay critical information between involved parties to help reduce delays in gathering details and misunderstandings between parties due to language gaps.

Speak directly to the caller in the first person for the most effective communication, and use short but complete questions or phrases, asking one question at a time.

Remember, interpreters will provide an ID number – write it down. It may need to be referenced later.

Connecting Multiple Emergency Resources

As needed, **callers can be conferenced together with language services AND additional emergency resources** including other PSAPs, Police, Fire, Emergency Medical Services (EMS) and ambulance companies, Emergency Medical Dispatch (EMD) Resources, and/or the Behavioral Health Help Line (BHHL).

There is no limitation on the number of parties who can be conference on the call using the steps below. Advise the caller to remain on the line, do not hang up, while the connection is made.

Select a Softphone button/Directory button OR an entry from within the Directory tab to dial the desired destination.

*This step can be repeated multiple times to add multiple resources to the call. If the wrong Directory entry is pressed, right-click on the call in the Softphone Call table and select **Conference Release** from the menu. The LAST party connected will be released, or you can have them hang-up after answering.*

When the third-party answers, all three lines are connected. Remain on the line (to conference).

For a copy of the Accessing Language Services job aid or our CallStation job aid, please send an email to 911training@mass.gov. If members of your agency are interested in attending a NG9-1-1 refresher training, please send an email to 911training@mass.gov and complete the applications available on our website.

Updates from our Programs Division- Continued



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 Crawford at Erica.L.Adams@mass.gov

COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance

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.



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 Crawford by Email at Erica.L.Adams@mass.gov

Updates from our Systems Division

In our legacy 9-1-1 environment, i.e., VESTA, PSAPs were standalone and all call data was stored on a local server in the PSAP. So it was necessary to have a dedicated Admin PC for accessing reports and audio retrieval. NG911 in contrast keeps all records in our private cloud, which makes the data available from any PC on the PSAP's internal network via VPN. This means the dedicated Admin PC is no longer necessary and will save space at your PSAP by removing them. To date approximately 120 PSAPs have taken advantage of this capability and removed the Admin PC. In order to further simplify our infrastructure and realize cost savings the Department would like to remove all remaining Admin PCs at your option.

Your designated Systems Analyst will contact you to make the necessary arrangements.



Personnel costs associated with training or attendance at conferences or meetings are **NOT** an eligible expense under the Support and Incentive Grant. The personnel costs associated with training or conferences may be eligible under the Training Grant provided all other requirements of that Grant are met. Costs associated with attendance at meetings are not eligible under the Grant programs.



A few reminders as we close out another Grant cycle.

- Eligible costs under the FY 2025 Grant programs must have been received on or before June 30, 2025.
- All FY 2025 reimbursements are due on or before July 31, 2025.
- Each reimbursement must contain all required supporting documentation. Given the number of reimbursements received, the Department will reconcile the reimbursement as submitted. Any missing information/documentation may result in reductions or returns.



Make the leap to FY 2026 seamless. A few reminders to help.

- Grant awards cannot be made without approval of the PSAPS/RECCs' Annual Certificate of Compliance Form.
- Submission of a PSAPS/RECCs' continuity of operations (COOP) is required annually on or before June 30. Grant awards may be delayed for non-compliance.
- GIS reporting is required under the Support and Incentive Grant. Grant awards may be delayed for non-compliance.
- Quotes are required for goods and services being requested under the Grant program.
- Costs incurred prior to the FY 2026 start date are not eligible under the FY 2026 Grant program.



- Need Assistance? Please feel free to reach out. We are here to assist.
- Grant Applications: Cindy Reynolds – 911DeptGrants@mass.gov or 508-821-7299
- Reimbursements: Janelle Menard – Janelle.L.Menard@mass.gov or 508-821-7267
- Angela Pilling, Grant Manager – Angela.Pilling@mass.gov or 508-821-7305
- Karen Robitaille, Finance Director – Karen.Robitaille@mass.gov or 508-821-7221

Bridging Cultures, Not Just Systems: A Look at Regional Dispatch Transformation

As communities seek more effective and sustainable methods to deliver emergency services, regional communications are increasingly recognized as a powerful solution. In a recent feature on Police1.com, a leading online resource for law enforcement news, training, and analysis, author Rich Castleberry takes readers inside a real-world regional dispatch transformation. His article, "Bridging Cultures, Not Just Systems: Inside a Regional Dispatch Transformation," highlights how agencies can successfully merge operations while preserving local identity and enhancing collaboration. It is a compelling read for any public safety professional working toward a more unified and resilient future.

Below is a brief overview of the article, which can be found in full at:

www.police1.com/911-and-dispatch/bridging-cultures-not-just-systems-inside-a-regional-dispatch-transformation

Regionalization isn't just about merging dispatch systems; it's about uniting people, processes, and priorities. Castleberry explores how one community's shift to a regional dispatch model went beyond technology to embrace culture, collaboration, and trust among public safety agencies.

The transformation described highlights several key benefits:

- **Stronger Collaboration:** Agencies from different jurisdictions aligned workflows, built trust, and enhanced continuity of service.
- **Improved Efficiency:** Shared technology, streamlined communication, and better use of limited resources improved performance without sacrificing local needs.
- **Preservation of Identity:** Rather than enforcing a one-size-fits-all model, the project respected local procedures and priorities, fostering stakeholder buy-in and maintaining vital community ties.
- **Increased Resilience:** A unified dispatch center created redundancy, scalability, and operational consistency, strengthening preparedness for future challenges.

Castleberry emphasizes that while merging technology was necessary, aligning agency cultures and building trust between teams that had never worked together was the real challenge. "Merging the technology was the easy part," he writes. "The real work was building relationships and trust between people who hadn't worked together before." Leadership and inclusive change management were crucial to the project's success. Staff from all participating agencies were brought to the table early in the process, not just to be informed, but to help shape the solution. "We made sure voices from every agency were at the table, not just to be heard, but to help shape the solution," Castleberry notes, emphasizing the value of shared ownership.

The initiative also offers lessons for others: move intentionally, listen closely, and adapt to local needs. "You have to approach this with humility," Castleberry reflects. "It's not about taking over, it's about building something better, together." Ultimately, the effort resulted in more than just a shared dispatch center; it created a stronger, more capable public safety system. As Castleberry puts it, "This was never about just saving money. It was about doing right by our communities and our responders."

When done right, regionalization isn't just a technical upgrade; it's a strategic investment in stronger service, deeper partnerships, and a more resilient future for 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.

A Message from Field Service Advisor, Chris Plant

I love what I do because every day I get to help people who are struggling to find accessible ways to communicate. It is easy to take having a connection to outside world for granted, but I visit people all day long who are disconnected from their community and sometimes even their families. I have the pleasure of being able to change that.

While all of my clients are special some moments stand out. I arrived at a client's home to find her in tears. I asked her what was wrong and she explained that she had lost her brand new hearing aid. She had purchased it earlier that week. If you are not familiar with hearing aids they are very expensive. I had visited another client that was showing off all the features his new hearing aids had including an app on his cell phone that controlled the settings. Remembering this I asked my client if she had a cell phone. She said yes. Hesitantly I asked if her audiologist had linked her phone to her hearing aids. She said maybe. I opened the phone and to my relief she had the app. I opened the app and found that it had a "find my aid" feature. I began to follow the dot on the map going from room to room. Finally I found myself outside looking in the grass of her front yard quickly losing hope. I went inside and asked if it was possible that it was in her car. She told me that she no longer drives and that it would not be possible for it to be there. Without any other ideas I had her unlock her car. The dot on the app seemed like it was showing the exact location was inside the car. I searched and searched. On the verge of giving up I happened to poke my hand between the center console and passenger seat. I felt something! Sure enough I found it! She was dismayed but overjoyed! Then I set up an amplified phone for that she loves. What a great day!

