

# Massachusetts State 911 Department September 2025 Newsletter



Issue 12

Volume 9

## Tyler Holmes

### Holbrook Regional Emergency Communications

On Thursday August 10, 2025, at approximately 3:15 P.M., Dispatcher Tyler Holmes received a call from a man reporting that a female party was in active labor inside a vehicle parked in the Burger King parking lot. The caller advised that the baby's head was showing. Dispatcher Holmes immediately initiated EMD, providing clear and effective medical instructions to the caller as the baby was delivered. The skillful guidance and calm of Dispatcher Holmes led to the successful delivery of the baby prior to EMS arrival, ensuring the safety and wellbeing of both the mother and new baby boy!



## Ryan Burke and Glorymar Hernandez Cruz

### Seekonk Public Safety Communications

On Thursday June 26, 2025, Dispatchers Ryan Burke and Glorymar Hernandez- Cruz each received multiple 9-1-1 calls reporting a structure fire. Dispatcher Burke remained on the line with a distressed caller who was unable to see down her hallway due to heavy smoke conditions. He calmly reassured her that the Fire Department was on scene and would soon reach her location. As the caller became increasingly overwhelmed by the situation, Dispatcher Burke continued to provide reassurance and guidance, maintaining composure and empathy. Meanwhile Dispatcher Hernandez-Cruz's caller was able to provide critical information regarding the exact location of the fire, which significantly aided responding units. Throughout the call Dispatcher Hernandez-Cruz maintained a clear and focused exchange with the caller while also updating units with vital information. As the situation escalated, both dispatchers remained composed under pressure, and provided the best possible outcome in this situation.



## Rebecca Michaels

### Westford Public Safety

On Sunday August 17, 2025, at approximately 9:35AM, Dispatcher Rebecca Michaels received a call from a female stating that shortly after getting out of bed her partner had collapsed and was in cardiac arrest. Dispatcher Michaels immediately initiated EMD, providing clear and effective CPR instructions to the caller. The caller continued CPR under the direction of Dispatcher Michaels until Paramedics arrived on scene. Dispatcher Michaels confidence, swift actions and clear instructions provided the best outcome in this situation.



## Job Well Done to All!



**Get the most from your  
continuing education hours...  
Sign up for a  
NG911 Refresher training  
course today!**

## **NG9-1-1 Refresher Training**

Does your PSAP personnel have a good understanding of the enhancements implemented in the last ten years with NG9-1-1? Do they recall the nuisances of the NG9-1-1 system for call, text, TTY and Silent Call processing?

**Now is a great time to get refreshed or learn something new!**

## **Why is NG9-1-1 Refresher training a good idea for your PSAP?**

- It helps to fulfil a portion of the continuing education hours needed by your agency to work towards annual compliance. And it's already on the Approved List for training!
- It updates learners on enhancements for NG9-1-1, identify skills gaps and assess training needs.
- It helps sharpen skills and increase efficiency in use of the applications, where using features become second nature.
- It reminds learners about important, but often infrequently used tools, so they are not caught off-guard in a time of need.
- It promotes excellence in employees by providing updates on the latest technology and keeps knowledge on protocols/standards current.

## **Asses your knowledge!**

Take the self-assessment on the next page. At the end, if you haven't checked off "Very Confident" for each item, we would recommend signing up for a NG9-1-1 Refresher class!

## **Register for Class**

Refresher training is a necessary tool for sworn 9-1-1 personnel that aren't assigned to the desk regularly and part time civilian 9-1-1 dispatchers that work intermittent hours. And of course the refresher is a necessary training for full time dispatchers so that they remain in loop of updates and changing technologies. You can find the 8 hour refresher class schedule with all upcoming classes on our website at [www.mass.gov/e911](http://www.mass.gov/e911).

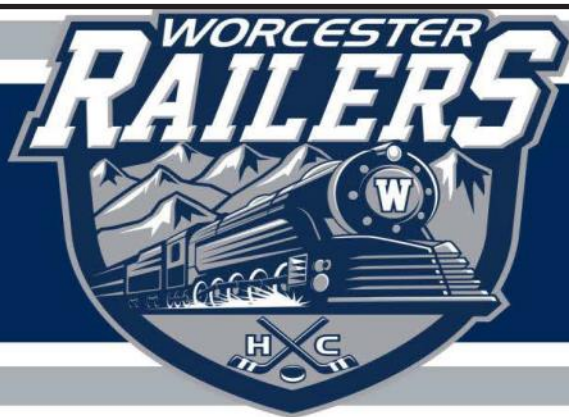
If you don't see scheduled classes that fit the needs of your PSAP on our calendar, email [911training@mass.gov](mailto:911training@mass.gov) and one of our training coordinators will work with you to schedule classes that assist with your training needs. **We are here to help!**

## NG9-1-1 Self-Assessment of Skills

Skills Area	Very Confident	Fairly Confident	Not Too Confident
Answering and processing multiple call types including voice calls, TTY calls, and Silent Calls.			
Recognizing a text-to-911/SMS session, sending out the greeting and communicating with a texter. Knowing SMS limitations.			
Management of multiple calls and text sessions in CallStation.			
Participating in a call or text answered by another telecommunicator.			
Identifying phone number and location details for calls and texts through traditional services, VOIP, wireless car, and RapidSOS.			
Recognizing new device technologies and available location details such as MLTS, GPS, Wi-Fi, DBH or Device-based hybrid locations, and manual-entered locations.			
Locating and reviewing details from various location methods, and features of the map such as mile markers, exit numbers, landmarks, etc.			
Locating and reviewing details from Uber assist within the Incident Tile.			
Identifying retransmit locations and using it to track a moving device.			
Conferencing and transferring using the Softphone buttons or the Directory.			
Manually dialing a number to connect with resources NOT in the Directory by conferencing a caller and/or performing a transfer.			
Understanding the benefits of and how to create a private conference.			
Recognizing an incoming TTY calls when a “tweedle” is heard and processing it with proper TTY usage.			
Recognizing a silent call, with no “tweedle”, and testing TTY through the Silent Call Procedure, including proper TTY usage.			
Recognizing when the caller is using the phone’s keypad to communicate a need for assistance (Silent Call Procedure). (DTMF 1 for Police – 2 for Fire – 3 for Ambulance)			
How to use DTMF to communicate and ask the caller questions. (DTMF 4 for "Yes" and 5 for "No")			
Redialing a hang-up call or an abandoned call, and procedures taken.			
How to submit an ALI Discrepancy and/or a Mapping Discrepancy, and when/the reason to use each form.			
How to review audio recordings for voice calls/a transcript of the conversation for TTY and text/SMS sessions.			
Use of the variety of mapping tools including layers and identifying map features, reverse geocode tools, reverse mile markers, distance measuring, address searches, point of interest searches, and latitude/longitude searches.			

## State 911 Department at the Worcester Railers

The State 911 Department has joined forces with **the Worcester Railers** to celebrate our Massachusetts 9-1-1 telecommunicators! As part of the Worcester Railers, **First Responder Night** on Saturday November 22, 2025, Dispatchers can take advantage of a ticket deal! With every purchase, you will receive one complimentary ticket. This is a great opportunity for a fun-filled family night out! To take advantage of the ticket offer, scan the QR Code below to purchase. Act quickly, as the link will expire two weeks before game day!



VS



## First Responders Night at the Worcester Railers!

Saturday, November 22nd at 6:05 PM

Receive one  
complimentary  
ticket with every  
purchase!

Massachusetts

9-1-1

Help is  
at your  
fingertips.

EMERGENCY



Massachusetts State 911 Department

Get Your Tickets Here:



CONTACT YOUR ACCOUNT EXECUTIVE:

Jack Dwyer

508-365-1744

Johnd@railershc.com

RailersHC.com





## 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.Crawford@mass.gov](mailto:Erica.Crawford@mass.gov)

## Public Education Email Address Change!

Public Education Coordinator Erica Crawford's Email has changed! For all outreach, material, and mobile PSAP requests moving forward please Email Erica Crawford at [Erica.Crawford@mass.gov](mailto:Erica.Crawford@mass.gov).



## 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 Crawford by Email at [Erica.Crawford@mass.gov](mailto:Erica.Crawford@mass.gov)

Find us on Facebook!  
**Massachusetts State 911**  
**@MAState911**  
Visit our website!  
[www.mass.gov/e911](http://www.mass.gov/e911)





### The Dos and Don'ts of Managing your 9-1-1 Grants



**DO** be sure to read the guidelines to get updates on the FY 2026 grants and familiarize yourself with application and reimbursement requirements.

**DON'T** 'wing' it. This often results in delays in processing the application and may result in reductions or returns on reimbursement requests. Remember, to meet processing timelines, the State 911 Department is no longer reaching out for missing documentation when reconciling reimbursement submissions.

**DO** be sure to use the proper fiscal year forms when completing applications and reimbursements.

**DON'T** use prior year forms or alter the forms in any way. If additional lines are needed, please simply add a second page; don't add rows or columns to the forms.

**DO** be sure to review activity associated with personnel costs to ensure that reimbursement is being requested under the proper grant.

**DON'T** request hours for attendance at trainings or conferences under the Support and Incentive grant. They are ineligible. Costs associated with training should be submitted under the Training Grant. Costs associated with conferences are not eligible under any grant except those conferences specifically noted in the Training Grant.

**DO** forward payment notifications to your treasurer/accountant so that payments may be properly tracked and recorded.

**DON'T** rely solely on VendorWeb for this information. At the present time VendorWeb is not properly reporting payments processed on July 31, August 18-28, September 16, 18-19 & 22-24.

**DO** forward your COOP plans to Shahri Moin, Systems Director, [Shahri.Moin@mass.gov](mailto:Shahri.Moin@mass.gov).

**DON'T** send COOP plans to [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov).

**DO** attend the Department's virtual workshops on applications (third Monday of the month) and reimbursements (third Wednesday of the month) to learn more.

# Regionalization Updates

## Regional Spotlight: Nashoba Valley Regional Dispatch

The Nashoba Valley Regional Dispatch District (NVRDD), located in Devens, serves as the 9-1-1 Public Safety Answering Point and dispatch center for the towns of Berlin, Bolton, Boxborough, Devens, Harvard, Hudson, Lancaster and Lunenburg. NVRDD supports 16 agencies, including eight fire departments and eight police departments. In 2024 alone, the center processed 16,553 emergency calls, 65,099 routine calls, and 86,652 computer-aided dispatch (CAD) entries.

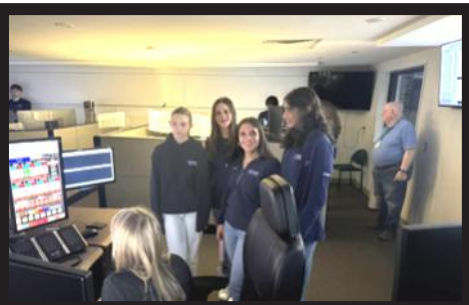
NVRDD began operations on June 18, 2013, as one of the first Regional Emergency Communications Centers (RECCs) in Massachusetts. Today, it serves more than 41,000 residents, as well as thousands of visitors who come to enjoy the region's orchards, farms, and attractions. In September, the Town of Hudson joined, making them the eighth community to be dispatched by the District.

The center employs 18 staff members, with 14 dedicated to operations and 4 to administration. All telecommunicators are trained and certified across multiple disciplines, including APCO Public Safety Telecommunicator, PowerPhone Emergency Medical, Fire, and Law Enforcement Dispatching, NG-911 operations, CPR, and FEMA ICS coursework. New hires complete four to six months of on-the-job training before working independently. NVRDD's training program is APCO Agency Training Program Certified and is accredited by the National Center for Missing and Exploited Children under the Missing Kids Readiness Program.

NVRDD's staff has received recognition at both local and regional levels, with awards from NENA's Women in 911, the Atlantic Chapter of APCO, the Massachusetts Chiefs of Police Association, CMED, and numerous in-house Life Saver Awards.

As it continues to grow, NVRDD remains committed to excellence in public safety communications through innovation, training, and a deep dedication to service. With a proven record of reliability and a highly skilled team, the District is proud to stand as a trusted lifeline for residents, visitors, and first responders across its communities.

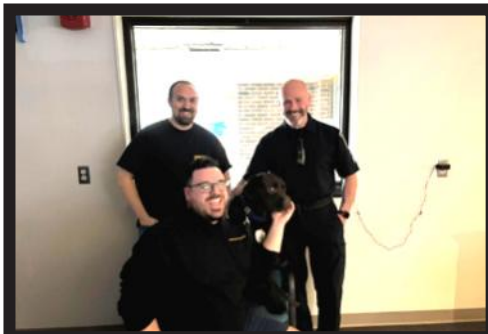
For more information on NVRDD, please visit their website at [www.NVRDDMA.gov](http://www.NVRDDMA.gov).



Dispatcher Erin Jillson (Sitting) & Nashoba Regional High School EMS



James Gendron (Far Left) and Lancaster Fire Department and EMS



James Gendron (Left), Brian O'Neil, Police Sergeant Gilchrest (Sitting), and K9 Jax



(Left to Right) Charles Myers, Anne Camaro, Jennifer Hill, James Gendron

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 Chris Murphy*

The Massachusetts Equipment Distribution Program (MassEDP) wrapped up it's summer outreach calendar with a series of events around the state celebrating National Night Out. National Night Out is an annual community building campaign with the goal of fostering positive relationships between law enforcement and the communities they serve, aiming to create safer neighborhoods through increased police-community partnerships. MassEDP and State 911 has been proud to be one of these community partners for the past several years. These Night Out events have become an exciting part of the Field Service Advisors Summer outreach calendar. These events offer a carnival like atmosphere, which combines the seriousness of our outreach mission with the fun of a neighborhood block party. Food trucks and grilling stations fill the air with delicious smells. And the best thing is the families that come out to enjoy the events. National Night Out is a family friendly event, which allows us to provide information on the adaptive telephones offered through MassEDP to people we might not otherwise get the chance to reach.

At each of these events, attendees come to see the Mobile PSAP, which is a big attraction in size and stature. They are able to go inside and see what it looks like for the dispatchers to be on the receiving end of a 9-1-1 call. Local dispatchers are on hand to explain the equipment and processes involved in receiving an emergency call, and dispatching first responders to the scene. Outside of the Mobile PSAP, our team were able to educate the public on the 9-1-1 system, including life saving ways to contact 9-1-1 with text-to-911 and the Silent Call Procedure. MassEDP also demonstrated various types of specialized telephone equipment that ensures access to 9-1-1 for everyone, regardless of any permanent disabilities they may have.

Events like National Night Out are more than just fun family events. They provide an opportunity to educate and strengthen relations in our local communities. MassEDP is proud to continue to be a community partner throughout Massachusetts.

**For more information, or to contact the Massachusetts Equipment Distribution Program  
by Phone or TTY: (800)300-5658**

