

Massachusetts State 911 Department November 2025 Newsletter



Issue 12

Volume 11

A detailed still life photograph for a Thanksgiving theme. It features two large orange pumpkins, several red apples, a variety of nuts including walnuts and acorns, and clusters of red berries. Scattered throughout are several autumn leaves in shades of yellow, orange, and brown. The entire arrangement is set against a dark, textured wooden background.

HAPPY
Thanksgiving

*All of us here at the State 911 Department send our gratitude and warmest wishes to all dedicated public safety professionals and their families.
Have a wonderful Thanksgiving!*

Congratulations!



62nd Public Safety Communications Academy

Front Row Left to Right:

Nolan Acevedo - Metacomet ECC
Danielle Dauphinee - Metacomet ECC
Morgan Arrigo—Northern Middlesex
Lila Wilson - Haverhill PD

Middle Row Left to Right:

Ari Johnson - Westford Public Safety
Maverick Lopez - Westford Public Safety
Lauren Taylor - Wilmington Public Safety

Back Row Left to Right:

Sabrina O'Brien - Arlington PD
Brandon Gonzalez - Cambridge ECC
Alexandra Osuji - Cambridge ECC
Thomas Sullivan - Concord PD
Samuel Prescott - Haverhill PD



Interpreter Service Update!

Effective December 2025, all concerns or issues with Language/Interpreter Services can now be **reported to the NG911 Help Desk at 1-855-626-4911**. A ticket will be created and forwarded to the State 911 Department's Programs team. This will allow the Department to closely monitor and address any services issues that may arise.



IMPORTANT

NEW Training Opportunity titled "How it works: NG911 Call Routing"

The State 911 Department's Systems Division is now offering a 2-hour workshop titled "How it Works: NG911 Call Routing". The workshop will be presented by Charlie Ashworth from the State 911 Department and will cover Next Generation 9-1-1 (NG911) call routing as it pertains to the Massachusetts NG911 system. The workshops will be virtual, conducted through TEAMS. Times and dates are listed below and can also be found on our website at www.mass.gov/e911 along with the application to register.

November 25, 2025, 1:00 P.M. – 3:00 P.M. and December 11, 2025, 11:00 A.M. - 1:00 P.M.

This class is approved for 2 hours of continuing education. Please email 911training@mass.gov to register or more information.



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 Emergency Medical Dispatch (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



Get your **FY 2026 grant applications** in before the last leaf falls! The application deadline for the FY 2026 Training, EMD and Support Incentive Grants is **5:00 PM on Tuesday, December 30, 2025**. Don't miss out, apply today.



Drop Box/File Share: In some instances the Development Grant requires the submission of deliverables from the various contractors utilized for the awarded projects. Some of the Regional Public Safety Answering Points (PSAPs) and Regional Emergency Communications Centers (RECCs) have elected to provide a drop box/shared folder that contains the required deliverables. This is certainly an acceptable form of submission. However, it is incumbent upon the Regional PSAP/RECC to call out in the email the files names of the deliverables associated with the reimbursement request.



Subscription-Based Learning Programs/Site License Training: There are multiple 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 to be eligible for reimbursement.



Don't let them pile up! **Reimbursement requests** should be submitted within 30 days of the cost being incurred. Filing reimbursement requests timely ensures funding is recovered by your PSAP and allows for a smooth close to the fiscal year.

Multiline Telephone Systems



A multi-line telephone system, or MLTS, is a telephone system comprised of common control units, telephones, and controls providing local telephone service to multiple end-users. Many businesses, government agencies, hotels, and schools use these types of telephone systems. These entities:

Must Provide

Callback number for the “station” calling. A redial will reach the 9-1-1 caller directly.

- Dispatchable Location.
- Validated Street Name and Number.
- Building, Floor, and/or Unit Identifier.
- Room level identification if sleeping quarters.

Must Be Able To

Directly dial 9-1-1 without the use of a prefix.

Attach a sticker in bold type with dialing instructions if the unit doesn’t allow the caller to directly dial 9-1-1 without the use of a prefix.

More information can be found at:

<https://www.mass.gov/service-details/multi-line-telephone-system-mlts-regulations-information-and-resources>

MLTS Job Aid is available here: <https://www.mass.gov/doc/mlts-job-aid/download>

Questions and compliance issues can be sent to: mlts911@mass.gov

The Massachusetts State 911 Department Launches Comprehensive Evaluation of 9-1-1 Initiatives

The State 911 Department has engaged Mission Critical Partners (MCP) to conduct a comprehensive evaluation of the Department's PSAPs grants and regionalization initiatives. The purpose of this evaluation project is to:

- Assess the initiatives in their current state and progress made to date.
- Identify strengths, weaknesses, and opportunities for improvement.
- Analyze national trends in 9-1-1 and regionalization.
- Develop a forward-looking roadmap to guide future initiatives in Massachusetts .

As part of this work, MCP sent an online questionnaire to all primary PSAPs in the Commonwealth that provide 9-1-1 services for one municipality. The purpose of this questionnaire was to gain a clearer understanding of primary PSAP demographics, staffing, technology, facility, and your views on regionalization.

This survey was sent by Ronald Henri (ronaldhenri@missioncriticalpartners.com) from MCP to the PSAP contact that is on file.

Your participation and feedback are vital. The insights collected will play a key role in shaping the future of emergency communications in Massachusetts. If you have not completed this survey already, please do so as soon as possible.

We appreciate your collaboration and continued support as we work together to enhance the effectiveness and resiliency of 9-1-1 services statewide. If you did not receive the email containing the survey, or have any questions, please contact Peter Kinnas - Director of Special Projects at Peter.S.Kinnas@Mass.gov or (508) 821-7213. Thank You!



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**IMPORTANT
NOTICE**

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.

Apple Accessibility Day

On Thursday, November 13, 2025, the Massachusetts Equipment Distribution Program (MassEDP) attended the Apple Accessibility Day in Boston. This event gave insight into the new accessibility features available on the iPhone, and how the team can utilize these tools to better help MassEDP clients. Speakers at the event included specialists from Apple, The Perkins School for the Blind, Boston Public Schools, and Teltex. The main message was the importance of accessibility, and how these devices are tools to many, in living an independent life. A great day was had by all!



Left to right: Chris Murphy, Grant Harrison, Shannon Smith (TelTex), Chris Plant



A Message from Field Service Advisor Margeurite Szczwinski

Colleen Adams lives in Pittsfield, and we have been working together since she requested an adaptive phone through the MassEDP for her kitchen back in 2013. She always enjoyed the comfort of knowing she could see the larger numbers on the JV-35 white phone. Over the years we have become not only professionally connected but she just touched my heart with her "nothing will get me down" attitude. I recently met a new client with sight challenges who applied for a cell phone. While I was training him on his new phone, he mentioned a low vision group he attends monthly run by no other than Colleen Adams. From him I learned that the group has quite a following. Colleen gives her all to this group. Every November, she does a turkey dinner for all 31 members and for Christmas she hosts a very festive holiday event for all to attend. Colleen does fundraisers for the needy, and does not skip a beat when it comes to giving in spite of her vision challenges. I look forward to doing an outreach event in the Spring for her low vision group where I can get all of her group members connected to MassEDP and our amazing cell phone program. The iPhone 16e currently offered has so many wonderful features using Siri and an app called "Seeing AI" that helps people with vision issues maintain their independence.



Colleen Adams

