

# Massachusetts State 911 Department

## December 2025 Newsletter



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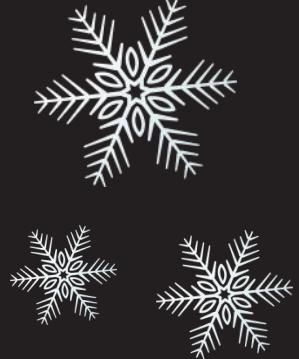
# Happy Holidays

*From the State 911 Department*



*The State 911 Department sends our best wishes for your holiday season to be filled with happiness, good health, and wonderful memories.*

*THANK YOU for all that you do throughout the year!*





The State 911 Department recently awarded Dispatcher Christopher Wilder with a Lifesaver commendation. On Thursday November 6, 2025, at approximately 1:30PM, Dispatcher Christopher Wilder received a call for an unresponsive male. After assessing the situation, Dispatcher Wilder quickly began providing clear and concise CPR instructions to the caller. Under Dispatcher Wilder's direction, the caller was able to provide compressions to the patient prior to the Fire Department's arrival. These actions ultimately resulted in the patient's positive outcome. Dispatcher Wilder's confidence, swift actions and clear instructions provided the best outcome in this situation.

The Department also awarded commendations to Dispatcher Christopher Wilder, Dispatcher Lydia Gustafson, and Deputy Director Elizabeth Defosse. On Friday August 15, 2025, the Central Massachusetts Regional Emergency Communications Center managed two simultaneous structure fires, one 4-alarm incident, the other a 2-alarm incident. The team on duty coordinated mutual aid from over 17 communities, requested specialized support, managed heavy radio traffic, and ensured clear and prioritized communication across multiple agencies. Thanks to the teamwork of Deputy Director Elizabeth Defosse, Dispatcher Christopher Wilder, and Dispatcher Lydia Gustafson lives were protected and a seamless collaboration was achieved across dozens of agencies.



Left to right: Director Michael Moriarty, Deputy Director Elizabeth Defosse, Dispatcher Christopher Wilder

# congratulations



The Massachusetts State 911 Department would like to congratulate Katelyn (Katie) Sylvia on becoming the new Assistant Director of the Holbrook Regional Emergency Communications Center.

Katie joined the Massachusetts State 911 Department in 2018 as the Public Education Coordinator and quickly became a valued member of the Programs team, where her professionalism, dedication, and collaborative spirit made a lasting impact on the Department and the PSAPs across the Commonwealth. In 2022, Katie transitioned into the role of Programs Coordinator and became a trusted go-to resource for PSAPs, consistently offering guidance, support, and a positive presence. While she will be greatly missed within our Department, we are excited for her well-deserved next step and look forward to continuing to work with her in a different capacity within the world of 9-1-1.

## Updates from our Programs Division- Continued

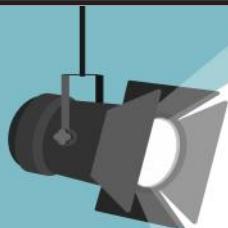


**Effective December 2025**, all concerns or issues with Language/Interpreter Services can be reported to the NG911 Help Desk at 1-855-626-4911. A ticket will be created and forwarded to the State 911 Department's Programs team.

The Programs team will follow up directly with the PSAP for additional details about the concern/issue.

*If needed, a recording may be requested from the PSAP. This allows the Department to closely monitor and address any services issues that may arise.*

For a copy of the **NEW** Accessing Language Services job aid (v3.0) or other job aids, please send an email to [911training@mass.gov](mailto:911training@mass.gov). If members of your agency would like to attend a NG9-1-1 Refresher training to learn about this and other recent updates, please complete the applications available on our website and send an email to [911training@mass.gov](mailto:911training@mass.gov).

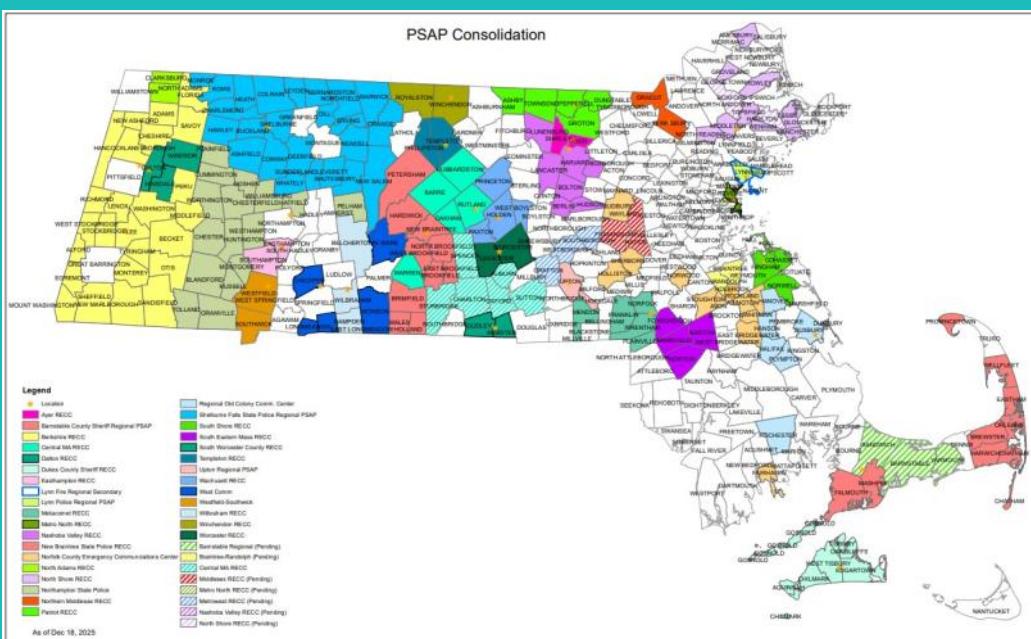


## Spotlight Your Dispatchers!

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



[Please Click HERE](#) for a clearer printable version of the PSAP Consolidation Map.

# Regionalization Updates



**"Many communities. One mission. United in service, committed to public safety."**

*Standing at the front line of every crisis to protect life and property*

On December 17, 2025 the towns of Auburn, Charlton, Oxford, Spencer, Sturbridge, and Sutton formally joined the Central Massachusetts Regional Emergency Communications Center (CMRECC), formerly known as Rutland RECC. This decision reflects a continued commitment to strengthening emergency communications through regional collaboration, while ensuring high-quality, reliable 911 services for residents and responders across the area.

By joining CMRECC, these communities will benefit from the operational advantages of regionalization, including shared resources, built-in redundancy, and the adoption of common practices and standards. A regional model supports greater system resiliency, improved continuity of operations, and more consistent service delivery, while also creating long-term cost efficiencies for participating municipalities. These efficiencies allow communities to invest strategically in technology, infrastructure, and service improvements rather than duplicating efforts independently.

Regionalization also creates meaningful growth and development opportunities for dispatch professionals. A consolidated center supports enhanced training, career pathways, and the ability to specialize, while fostering collaboration among staff serving multiple communities. CMRECC will be working on a comprehensive transition plan, including planning for a new facility, with additional details to be shared as they become available. The transition timeline and go-live date remain to be determined, with a focus on thoughtful planning and sustained operational excellence.

Congratulations to the town managers and administrators, boards of selectmen, police and fire chiefs, field responders, emergency telecommunicators, and most importantly, the residents of these communities. The work involved in reaching this milestone is admirable, and the level of collaboration demonstrated speaks volumes about a shared commitment to placing the needs of member communities first.

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.

# DECEMBER



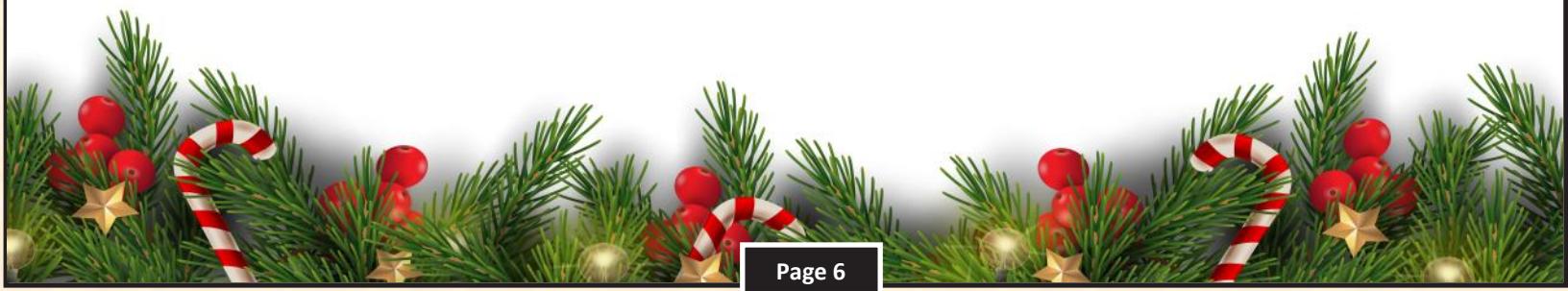
The FY 2026 grant programs are well underway. We are now halfway through the year. This is an opportunity to review applications to ensure all personnel for whom you wish to seek reimbursement are noted on your grant, check in with vendors to ensure all goods and services will be delivered on or before June 30, 2026, and to ensure the filing of reimbursements is done timely. Reimbursements should be filed within 30 days of incurring costs.



Reimbursement workshops are held virtually the third Wednesday of every month. This workshop reviews the requirements for filing a reimbursement under each of the grant programs. If a PSAP is experiencing reductions and or returns, the workshop is an opportunity to get all your questions answered. Email [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to register.



**FY 2027 Development Grant:** The release of the FY 2027 Regional Development Grant is expected in mid-February 2026 with an application deadline of early April 2026. Given that the timeline may be compressed, it is recommended that interested applicants begin preparing their applications utilizing the FY 2026 grant guidelines. Updates will be noted in the monthly newsletter and guidelines, once released, will be posted on our website.





***A Message from Field Service Advisor:  
Glen Schutlz***

I recently had a new client to the Massachusetts Equipment Distribution Program (MassEDP). Her name was Rosyln and she was losing her vision and because of that she was also losing contact with her family and friends because she kept dialing the wrong numbers. This had been happening more and more frequently to the point that she lost her temper at each call.

She admitted that her inability to maneuver the phone led her to feeling alone, isolated, and unsafe at times. She was adamant that she does not like “fancy gizmos”, it took one heck of convincing to try our iPhone that has Siri features, and other apps specific to the low vision community.

Once I delivered her an iPhone we sat down, she immediately said that the phone was going to be too small for her to read. I reminded her that it is “hands free” using Siri voice command. At first, she didn’t think it was going to work out for her. I asked her to bear with me. After the Siri was set up, I asked her to call her daughter. She said Siri call Sarah (daughter). It responded and dialed out for her, her jaw dropped, that facial expression was so priceless!! I was able to explain to Sarah the iPhone was provided through MassEDP, and the training I was giving to her mom. She was thrilled and said she wouldn’t know what to do without our service! Rosyln made another call to CVS pharmacy, and she was like wow, I’m going to be calling everybody that I know!! Thank you so much!!

That evening, her daughter called me and said Glen, you have no idea how much difference you made in my mom’s life! She’s so nice, and surprised a lot of people from her contact list! Thank you, Glen, and MassEDP program for making this possible.

