

This a communication to public safety answering points from the Executive Office of Public Safety and Security and the State 911 Department regarding reverse call systems.

The Governor's office is interested in sending a multi-lingual message out to as many of the Commonwealth's residents as possible, using as many reverse call systems already in place as possible. In order to report back the capability and willingness of local or regional partners to participate, we are reaching out to you to collect some information.

If your municipality/region (either through you as the PSAP or through another agency) subscribes to any reverse call system (i.e. Reverse 911®, Everbridge®, CodeRED®, etc), can you please send the following information to Melissa Nazzaro and/or Andrew Bagdonas using the contact information listed below.

- Municipality name (if multiple municipalities are covered by one system, please list all)
- Reverse Call System name (vendor)
- Local/regional point of contact for coordinating messages (Name, phone and email)
- Are you willing to send a message using your reverse call system to your registered users?  
Message would be officially provided to you. (yes/no)

Melissa Nazzaro, Statewide Interoperability Coordinator, EOPSS, [melissa.nazzaro@mass.gov](mailto:melissa.nazzaro@mass.gov)  
Andrew Bagdonas, Communications & IT Manager, MEMA, [andrew.bagdonas@mass.gov](mailto:andrew.bagdonas@mass.gov)

Thank you for your assistance in collecting this data. The local/regional POC would be contacted directly to coordinate the sending of a message.