

This is a communication to public safety answering points (PSAP) from the Executive Office of Public Safety and Security and the State 911 Department (Department) regarding Continuity of Operations Plan (COOP).

Please find attached a model COOP for your review and consideration as part of the COOP program for your PSAP. If you have any questions, please contact Monna Wallace, Department Programs Director, at Monna.Wallace@Mass.gov.

Thank you for your attention to this matter.