

The Massachusetts TERT program is live!

DISPATCHERS HELPING DISPATCHERS



TO ACTIVATE CALL MEMA 508-820-2000

The Massachusetts TERT program has been live since 12/01/2022.

The TERT team is made up of 56 certified and credentialed public safety telecommunicators who respond, relieve, and assist PSAPs in times of need.

During a deployment telecommunicators certified in your EMD program and knowledgeable of your CAD would be deployed.

When to activate:

TERT is available for deployment in situations such as the following:

- Coverage for dispatchers to attend active duty responder funerals
- Coverage for dispatchers to attend Critical Incident Stress Debriefing
- Augmenting staffing due to widespread illness in the center
- Staff relief after major events

If you have questions if something would qualify as an activation email
ma.tert@mass.gov