

Steve Sedlis  
Boston Police Department



On Monday April 21, 2025, Dispatcher Steve Sedlis dispatched responding units to a reported domestic disturbance in Allston. The scene quickly escalated into chaos, including a full- scale suspect search and multiple crime scenes. Throughout the incident Steve maintained a calm demeanor and radio decorum for responding units including emergency deployment teams across the City of Boston. Steve did a commendable job keeping everything orderly and ensuring that the men and women of the Boston Police Department were supported. Steve's steadfast confidence and composed demeanor throughout an exceptionally challenging situation were exemplary.

***Job Well Done!***

## What's in your

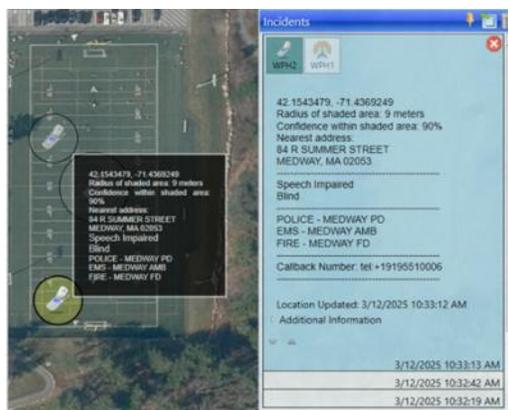


## What's in your 9-1-1 Telecommunicator Toolbox? NEW ResponseAssist Tools!

Recently, ResponseAssist version 5.15 was released. With it, you will find a few changes and new tools available!

### Changes to look for:

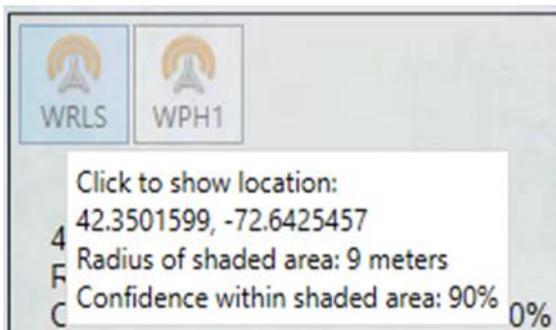
- Updates and formatting changes to the Incident Tile as well as the black map callout box.
- Updates to information when you hover the map icons and accuracy/match score bar.
- New options available through the right-click menu.
- The ability to copy information from the map or Incident Tile has now been provided.



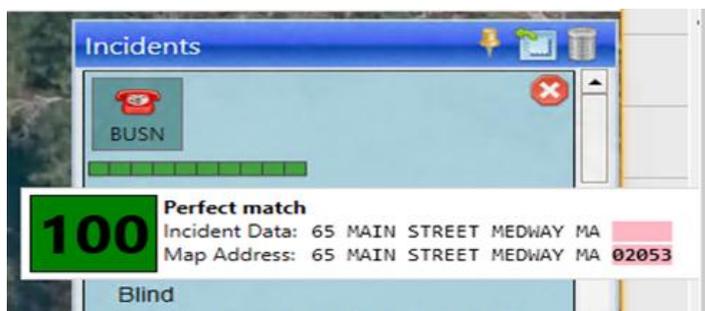
### Incident Tile and map callout box – WPH2 example

- More defined areas for information.
- Separators between info sections.
- Text changes size changes.
- Reformatting of map callout box.
- More defined Disability Indicator section

### Details with hover maneuver – BUSN and WRLS Map Icon examples



### Details with hover maneuver – Accuracy/Match Score examples

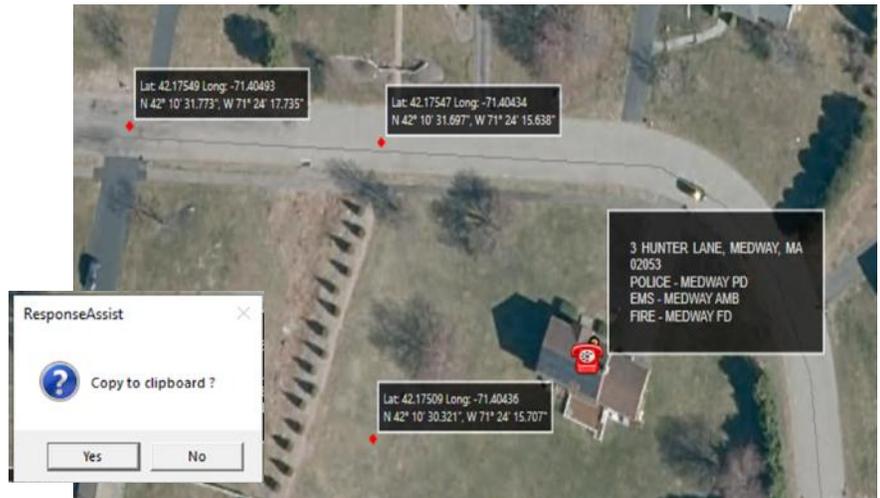
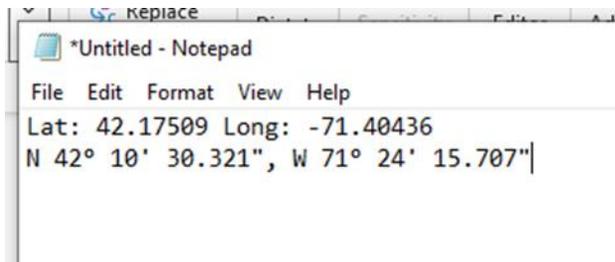


# Updates from our Programs Division - Continued



New options with right-click menu: –

- Display Lat and Long Point added.
- *Point and click to display Lat/Long box.*
- *Left click on Lat/Long box to clear it.*
- *Right click on Lat/Long box displayed to copy to clipboard, and paste to a notepad.*



## **ATTENTION PSAP Administrators and Supervisors do you have all the information and tools necessary to support the needs of your PSAP?**

If you have recently been assigned to the position of *PSAP Administrator* or *PSAP Supervisor*, it's fair to say that you might have questions.

The Departments Programs Division will send a State 911 Department trainer to your PSAP for hands on “Admin Training” or a member of the team can be available to meet in person with “Supervisors” to support and discuss some of the topics listed below.

- Training classes that are available for telecommunicators and PSAP Administrators, scheduling and the application process for training.
- What is the “Approved list” and how it works.
- Discuss effective continuing education for your staff.
- In-house training.
- Mandatory certifications necessary to become a certified telecommunicator including EMD.
- Annual Certification of Compliance process, what is needed?
- Quality Assurance for Emergency Medical Dispatch.
- Public Education, how we can help.
- Accessibility Programs
- On-site “Admin Position” training and who that person should be.
- **Please note that an “admin PC” is not required for training. A VPN account provided by Comtech utilizing a Department Laptop or PC can provide the same functionality.**



If you are interested in learning more about this topic or would like to schedule PSAP Admin training or a meeting with our Programs Director and team, please email [911training@mass.gov](mailto:911training@mass.gov) and a someone will contact you.

# Updates from our Programs Division- Continued

## COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance

The FY2025 Annual Certification of Compliance Form is now available on our website at [www.mass.gov/e911](http://www.mass.gov/e911) under "Information for Call Centers" -> "FY2025 Annual Certification of Compliance Forms."

**The Form is Due on or before July 31, 2025.** As soon as your PSAP has completed all of the compliance requirements, submit your form to expedite processing.

### REMINDERS:

- Annual Certification of Compliance Forms are **NO LONGER** accepted electronically.
- Proof of CPR and Emergency Medical Dispatch (EMD) **must be included with the FY 2025 submissions for PSAPs that are providing EMD in-house and also for all certified EMD resources.**
- For PSAPs who provide EMD, **a detailed explanation and SAMPLE of documents used for EMD quality assurance must be included.**

For questions about the FY2025 Annual Certification of Compliance process, email [Monna.Wallace@mass.gov](mailto:Monna.Wallace@mass.gov).



### Boston Police Department Operations Quiet Room

The Boston Police Department Operations Division now boasts a quiet room. This room gives call takers and dispatchers a place to decompress after calls that could potentially weigh on them. The quiet room was designed and implemented by Deputy Superintendent Carmen Curry. The room boasts a couch with a remote controlled fireplace, dimming lights, coloring books, and a plethora of greenery. They also have resources in the room with information on Peer Support, and how they can contact them if needed. We applaud Deputy Superintendent Carmen Curry for creating this space!

### Community Outreach Events



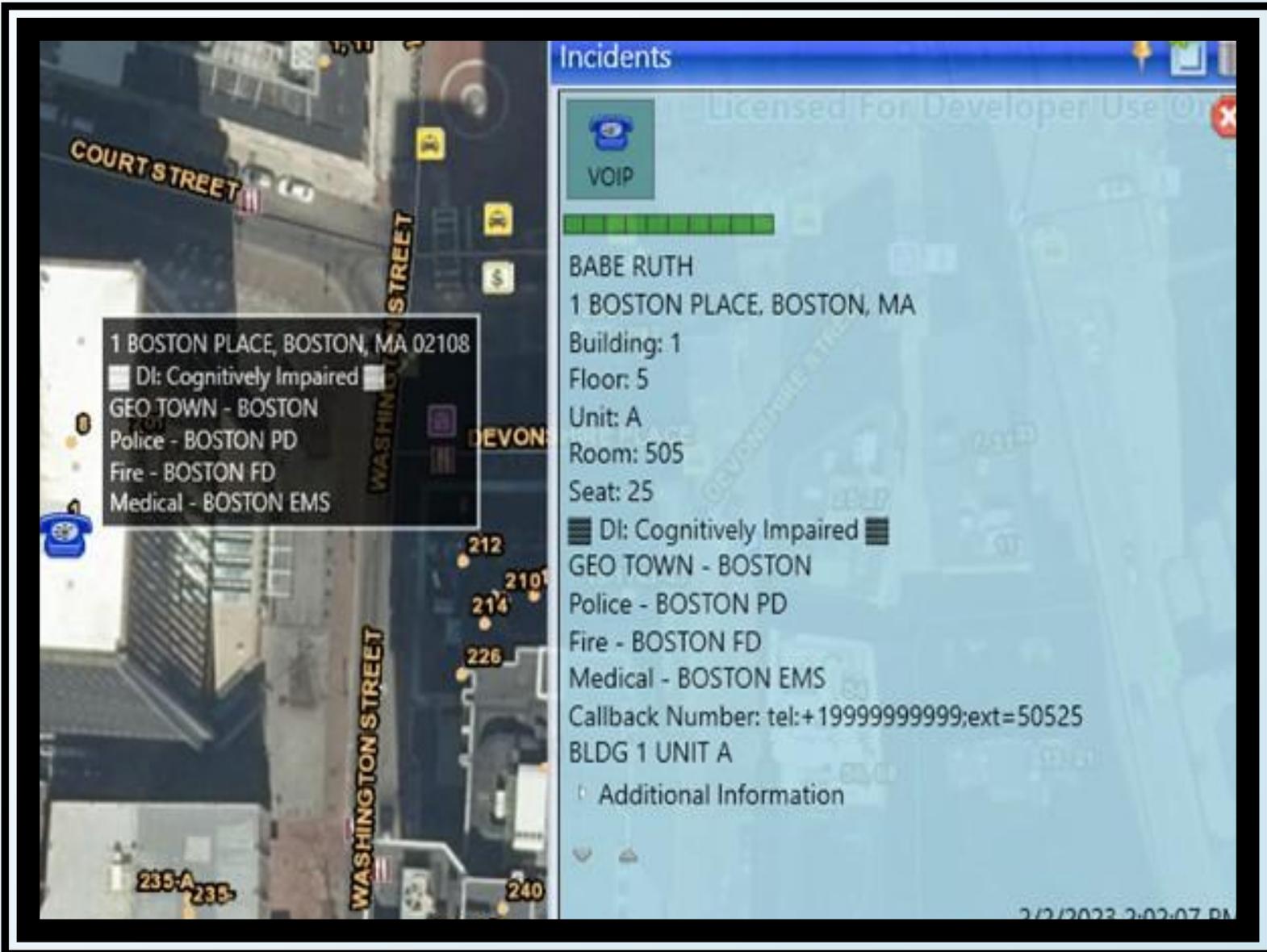
Do you have an upcoming outreach event in your community? The State 911 Department and its Massachusetts Equipment Distribution Program (MassEDP) team would love to join forces with you! From National Night Out to your Local Citizens Academies, we want to join!

For more information or to schedule an outreach event, please contact State 911 Department Public Education Coordinator, Erica Adams by Email at [Erica.L.Adams@mass.gov](mailto:Erica.L.Adams@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 EMD procedures are applicable, please include a recording with your submission.

All submissions can be sent to Public Education Coordinator Erica Adams at [Erica.L.Adams@mass.gov](mailto:Erica.L.Adams@mass.gov)



The Call Out Box and Incident Tile show the appropriate Police, Fire, and Medical public safety agency. Boston Police listed as the police agency where they are the primary jurisdiction. This information can be retrieved for any part of the map by right clicking and selecting info tips. It is important to report changes, which can be done via a map discrepancy or by emailing [notify911address@mass.gov](mailto:notify911address@mass.gov)



# Regionalization Updates

## Benefits of Regionalization—Patriot Regional Emergency Communications Center

Patriot Regional Emergency Communications Center (PRECC) was established on July 1, 2020, between the towns of Ashby and Pepperell. Prior to the start of PRECC, Public Safety Officials from the towns of Pepperell, Ashby and Townsend had several meetings and agreed that forming a RECC between the three towns was a great idea, a feasibility study was conducted and the study affirmed that thought and PRECC was formed. Originally, the plan was to start PRECC in July 2020 with Ashby and Pepperell, then year two (July 2021) bring Townsend in, unfortunately COVID hit which pushed back Townsend joining one year to July 1<sup>st</sup> 2022, then Dunstable and Groton joined in 2024. The primary reason behind starting a local RECC was improved services through highly trained dispatchers, and the added benefit of a cost savings. Training is a very important aspect to the success of PRECC. The dispatchers go beyond the continuing education training requirements, their trainers are all Communications Officer Training certified through APCO, and their dispatchers are trained in all aspects of the job. Equally important to training their dispatchers conduct regular training exercises with our public safety partners, these trainings include:

- Police motor vehicle stops
- Police Building searches
- School familiarization walk throughs
- ALICE school shooting drills
- Police active shooter training
- Fire burn house training
- Fire mayday training
- Deputy Director Borneman is a certified ALERRT trainer (advance law enforcement rapid response training) and trains dispatchers in this

With all of the benefits that came with regionalization, word of mouth quickly traveled, and other towns were calling to check on the availability of adding them. In late 2023 early 2024 Executive director David Stairs was approached by Public Safety Officials from Dunstable and Groton to discuss the possibility of combining Groton RECC and Patriot RECC. July 1<sup>st</sup> 2024 Groton RECC closed its doors and came over to Patriot RECC and both sides benefitted greatly. Four great dispatchers come to PRECC from Groton and the transition has been seamless.

Patriot Regional Emergency Communications Center has had success because of regionalization. With the mind set of improved services, and a team concept of a shared dispatch center, the dispatchers are able to take pride and ownership in their place of work!



Christmas Tree in Dispatch, every year a team lead by Deputy Director Borneman decorates for the holidays including stocking for everyone.



PRECC Director Stairs and Ashby Fire Chief Bussell. Director Stairs was awarded his own fire helmet as a token of appreciation.



Dispatchers Matthews, Walker, and Wirta and others attended the fire burn house training in 2022, and 2023

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.

## *A Message from Field Service Advisor, Chris Murphy*

The Massachusetts Equipment Distribution Program (MassEDP) is proud to team up with a variety of collaborators and service providers in our daily effort to serve the residents of the Commonwealth. These include state agencies such as the Mass Commission for the Deaf and Hard of Hearing, Mass Commission for the Blind, and Mass Rehab Commission. Through these partnerships, we can work directly with case managers to reach more people than we can alone. The ongoing contact that caseworkers have with consumers also allows us to follow up and maintain connections with our clients beyond the initial equipment distribution.

At the local level, community resources such as Councils on Aging, Senior Centers and housing authorities connect MassEDP to consumers at the grassroots level. These local resources really help facilitate outreach information to their communities. Housing authorities generally have monthly tenant meetings which provide a platform for MassEDP to inform residents. Senior centers and Councils on Aging routinely host health fairs, support groups and educational programs that address specific needs of the aging population.

Recently the Harvard Council on Aging hosted an event when they put on a health fair for the residents of the greater Harvard area. MassEDP joined vendors from local health and safety agencies, community advocacy groups, and private businesses with the goal of educating people on how MassEDP can work for them. Pamela McInnis, program coordinator at Harvard COA talked about the value of these events. According to her, the second annual health fair is a growing and valuable tool for her constituents. "We want to make sure that the seniors can get as much information as they need to make decisions about their futures. This health fair centers specifically on seniors, where a lot of health fairs are for everyone."

McInnis had a variety of vendors attending, providing a variety of services. "We have a couple of different assisted living and nursing homes. Physical therapy is here doing a balance assessment. We have a funeral home to talk about that kind of planning. Information about healthcare proxies, blood pressure and hearing screenings, and how to keep medications safe."

Of course, MassEDP was happy to attend and participate as well. These kinds of events and the partnerships we have at the local and state level are an invaluable tool for us. We will continue to work together to provide the best possible service for everyone in Massachusetts. Look for us at an outreach event near you!

