

Heroes Behind the Headset



On Monday, April 6, 2026, at approximately 1:30PM, Dispatcher Matthew Cauley of the Ayer– Shirley Regional Emergency Communications Center received a call for a toddler who had wandered into a pond and was not breathing. Dispatcher Cauley recognized the urgency of the situation and initiated EMD. After a few minutes, the baby had expelled some of the water and could be heard crying on the call. Dispatcher Cauley stayed on the phone with the caller until paramedics arrived on scene. When the paramedics arrived, they requested LifeFlight, which dispatcher Cauley swiftly requested, and secured a landing zone. Throughout this call, Dispatcher Monica Maciel took over all other radio traffic and ongoing calls so Dispatcher Cauley could focus on providing EMD instructions. Thank you Dispatchers Cauley and Maciel for your teamwork and coordination.

Job Well Done!



NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK

The second week of April each year is recognized as National Public Safety Telecommunicators Week. We extend our deepest gratitude to the voices behind the scenes - the dispatchers who answer every call with calm, compassion, and unwavering professionalism. You are the first first responders, guiding people through their most critical moments and ensuring help arrives when it is needed most. Your strength, patience, and dedication do not go unnoticed. Thank you for your service, your resilience, and for being the vital link that keeps our communities safe every single day. You are all Heroes Behind the Headset!

Not If – But When. Is your Continuity of Operations Plan (COOP) all that it should be?

When was the last time you have reviewed your COOP? Now is the time to make sure your COOP is ready to go for not if – but when a situation arises!

An Effective COOP helps PSAPs:

- Maintain uninterrupted 9-1-1 services during emergencies.
- Protect personnel, facilities, and critical technology.
- Establish backup communications and alternate locations.
- Ensure leadership succession and clear decision-making.
- Coordinate with partner agencies and regional resources.
- Recover quickly after an incident.



Applications for Support and Incentive Grants must include an E-mailed copy of a PSAP's COOP. The COOP must be included each year, and also should be emailed to the Department's 911 Systems Director Shahri Moin at Shahri.Moin@mass.gov.

To help answer these questions and more, the State 911 Department is offering a 2-hour virtual "COOP" workshops designed specifically for 9-1-1 professionals.

Thursday May 7, 2026 1:00PM - 3:00PM. Applications are available on our website.

Updates from our Programs Division

It's Compliance Time!

The FY2026 Annual Certification of Compliance Form is now available on our website at www.mass.gov/e911 under "Information for Call Centers" -> "FY2026 Annual Certification of Compliance Forms."

The Form is due on or before July 31, 2026. As soon as your PSAP has completed all of the compliance requirements, please submit your form. Please contact Monna.Wallace@mass.gov if you have questions or concerns.

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 2026 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.**



Billerica Training Facility Opening in May 2026!

The State 911 Department is excited to announce the opening of our new training facility, located at 85 Range Way, Building One, Suite 2 in Billerica. Keep an eye on our training calendar for scheduled classes beginning in May 2026.

For questions or assistance, please email 911training@mass.gov



Life Saving Features of the 9-1-1 System

The 9-1-1 System in Massachusetts has two life saving features for residents and visitors to the Commonwealth; The Silent Call Procedure and Text-to-911. If someone is trying to call 9-1-1 and is unable to speak for any reason, on their phone they can press 1- for police, 2- for fire, or 3 for an ambulance. As the dispatcher asks them questions they can select 4- for yes and 5- for no. The system also features text-to-911. When someone is trying to reach emergency services, they are able to contact them by texting 9-1-1. For Emergencies in Massachusetts Call or Text 911. Call if you can—Text if you can't. Public Education Materials on Text-to-911 and Silent Call Procedure are available on our website, under Information for the Public. If you would like to have the materials mailed to you, please contact Public Education Coordinator Erica Crawford at Erica.Crawford@mass.gov.

For Emergencies in Massachusetts:

CALL or TEXT 911

Call if you can – Text if you can't.




Source: MA State 911 Department and the Executive Office of Public Safety and Security


www.mass.gov/e911


The Silent Call Procedure

If you need to call 9-1-1 and you are unable to speak for any reason, once the call is answered:


Press

#1 If you need police 

#2 If you need fire 

#3 If you need an ambulance 

If the 9-1-1 dispatcher asks questions, press

#4 For YES 

#5 For NO 

Source: MA State 911 Department and the Executive Office of Public Safety and Security

www.mass.gov/e911

Updates from our Programs Division

Schedule Your Summer Outreach!

If you have a National Night Out or other community events that could include the Mobile PSAP, please fill out our Outreach Form found on our website! At these events, our team distributes life saving information on the Silent Call Procedure, as well as Text-to-911. We also have representatives from our Massachusetts Equipment Distribution Program offering information on the adaptive telephones available through that program to residents of the Commonwealth! Attendees also get a glimpse of what it looks like on the other end of a 9-1-1 call! The outreach request form can be found [HERE](#). Please send completed forms to Public Education Coordinator Erica Crawford at erica.crawford@mass.gov. Our summer calendar fills up quickly, you don't want to miss out!

Please Note: The Mobile PSAP will be deployed for FIFA from June 1, 2026 - July 15, 2026 and will not be available to attend other events during that time. Our team is still available to attend your events and provide your communities with information and resources on Text-to-911, the Silent Call Procedure and MassEDP.



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



During the final quarter of the fiscal year an influx of reimbursement submissions is typically experienced. Whether you are preparing your last reimbursement for FY 2026 or your first, the following reminders may assist to reduce the likelihood of reductions or returns.



Please remember to use the appropriate fiscal year forms. The forms change from year to year. The forms also have formulas embedded in them so forms should not be altered. Finally, please ensure forms are legible prior to submission.



Subscription based learning courses are utilized for a variety of reasons among our PSAPs, regional PSAPs, and RECCs. Please remember telecommunicators must complete the program prior to submission for reimbursement. If the program does not define the number of hours considered for course completion, **16 hours** will be required for eligibility of reimbursement under the Training Grant.



Please take a few minutes to review the approved personnel list under the FY 2026 Support and Incentive Grant. Did you have employees that were certified as new telecommunicators throughout this fiscal year? Please be sure to add these individuals to the grant prior to June 30, 2026. Once the contract expires on that date, changes cannot be made to the contract. Email 911Dept-Grants@mass.gov to add personnel.



Please keep in mind if a reduction on or return of a reimbursement has been experienced as the result of missing documentation/information, you may submit a new request for those costs. Given the number of reimbursements received on an annual basis, the State 911 Department is unable to take action on a reimbursement that has already been processed. Therefore, we are unable to accept submission of subsequent documentation/information after a reimbursement has been closed out. A new request is required if the PSAP, regional PSAP or RECC wishes to recover those costs.

Regionalization Updates

Metro North Regional Emergency Communications Center Ground Breaking Ceremony



Leaders from across the Metro North region gathered on April 17th to celebrate the groundbreaking of the new Metro North Regional Emergency Communications Center at the site of the former McKinley School in Revere. The project is scheduled to be completed in late summer 2027 and marks a major milestone in regional collaboration, bringing together Revere, Winthrop, and Chelsea to create a state of the art emergency communications center designed to strengthen public safety. This effort is supported, in part, by funding from the Massachusetts State 911 Department through the Development Grant and underscores the Department's continued commitment to advancing emergency communications and regionalization across the Commonwealth.

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 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:
Glen Schultz

I recently had the privilege of meeting with the father of a client of the Massachusetts Equipment Distribution Program (MassEDP). The client has multiple disabilities and relies on an iPad that is built onto her wheelchair. However the iPad will sometimes tilt down quickly with the movement of the wheelchair, making it difficult for her to see or use.

The family had planned to transition the client from home school to a public school and they needed something smaller. Luckily, MassEDP offers an iPhone 16e that fits what they needed exactly.

The family was beyond thrilled that MassEDP offered the iPhone because it will give the client a sense of security and independence, as the iPhone is lighter and has a longer battery life. The assistive technology program at her school will be able to do some modifications on the iPhone in order to transition her from iPad to iPhone.

The family said that the client was excited that MassEDP was able to help make her communication much more accessible. I told them that their encouragement helped the client achieve her dreams, along with pool of resources including MassEDP! They said they were extremely grateful for our service, and the independence and security it brings to their daughter.

