

Heroes Behind the Headset

Newton Police Department Dispatch Center



On April 20, 2026, during the Boston Marathon, the Newton Police Department Dispatch Center received a call reporting a structure fire within the city. Tragically, the residence belonged to one of the on-duty dispatchers and his family, who suffered the devastating loss of their home and personal belongings. Amid an exceptionally demanding operational day, the members of the dispatch center demonstrated extraordinary compassion, unity, and selflessness. While continuing to maintain the professionalism and readiness required to serve the community during a major public event, the members of the dispatch center proved that their commitment extends beyond public service — it extends to one another. Without hesitation, the entire team came together to support their coworker and his fiancée, collecting funds and ensuring they had immediate access to essential clothing, necessities, and critical support during an unimaginable time of loss. Their compassion, teamwork, and unwavering support exemplifies the very highest ideals of public safety and serves as a powerful reminder that no member of the team stands alone.

Great Work Team!



Stephanie Dvareckas Oxford Dispatch Center

Dispatcher Stephanie Dvareckas of the Oxford Dispatch Center was recently awarded the EMS Communications Specialist Award by the Central Massachusetts Emergency Medical System Corporation. Dispatcher Dvareckas has dedicated 10 years to the Town of Oxford as a dispatcher. Prior to that she served the community as a call firefighter and call EMT, which gives her a unique and valuable perspective in emergency communications. Dispatcher Dvareckas is a valued member of the Oxford Communications Team. Thank you for your dedicated service to 9-1-1, and congratulations on this well deserved award!

Congratulations!



Attention PSAPs: Reminder About Interpreter Service Use!

Please note that Interpreter Services are **only** to be used for 9-1-1 calls. Any other use of this service is strictly prohibited.

If a department is interested in acquiring an interpreter service through Propio for their needs outside of 9-1-1, please contact Director of Programs Monna Wallace at Monna.Wallace@mass.gov to be put in touch with the Propio contract manager.



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

Find us on Facebook!
**Massachusetts State
911**

@MAState911

Visit our website!



State 911 Department's Billerica Training Facility is OPEN!



The inaugural NG9-1-1 class at the Billerica Training Facility

On May 21, 2026, the State 911 Department officially opened our new training facility in Billerica. Students from Northern Middlesex Regional Communications Center (NMRECC), Hanscom Air Force Base, Lawrence Police Department, Everett Police Department, and Maynard Police Department were the first to receive their NG9-1-1 certifications at the new facility.

Follow our training calendar at www.mass.gov/e911 for upcoming classes.



Massachusetts Fire Academy, Stow MA



64th Public Safety Communications Academy in Action!

Umass Memorial LifeFlight



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.**

Please note that Compliance Forms do not need to be approved in order for a PSAP submit their Grant Applications.

COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance

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 Silent Call Procedure and Text-to-911 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 Silent Call Procedure, and Text-to-911 and MassEDP.



Updates from our Systems Division

Introducing Drina Guzman: PSAP Liaison for the Commonwealth of Massachusetts NG9-1-1



Introducing Drina Guzman, Allerium's (formerly Comtech) newly hired PSAP Liaison. Drina Guzman has joined Allerium as the PSAP Liaison for the Commonwealth of Massachusetts NG9-1-1 program, bringing over a decade of hands-on experience supporting next-generation emergency communications infrastructure. Having been actively involved with the NG9-1-1 project since 2014 in her role with Allerium, Drina has played a key part in supporting the systems and network environments that underpin PSAP operations across the Commonwealth. She offers deep institutional knowledge and a practical understanding of the technical and operational challenges faced by PSAPs. In her role as PSAP Liaison, Drina serves as a vital connection between PSAPs, Allerium, and the State 911 Department, ensuring that local needs, feedback, and operational insights are clearly represented and addressed. She is committed to strengthening collaboration, enhancing communication, and supporting the continued evolution of NG9-1-1 services throughout the Commonwealth. Please welcome Drina as she may be visiting your PSAP soon.



Time is floating by. The end of another year is fast approaching. Please review your FY 2026 grant awards to ensure all personnel and equipment, where applicable, are properly listed. Any change to these awards must be received and processed prior to the contract end date of June 30, 2026. FY 2026 reimbursement requests must be filed by July 31, 2026.



The FY 2027 grant cycle is underway. FY 2027 Support and Incentive, Training and EMD Grant applications are available on the State 911 Department's website (www.mass.gov/e911). Join our monthly application workshop which is hosted virtually on the third Monday of every month at 11:00 am. Register today at 911DeptGrants@mass.gov



Interested in expanding your skill set and/or career? Watch for the release of the FY 2027 PSAP Leadership Scholarship application. Five candidates are selected each year to attend an approved leadership program. You could be next. The application will be released shortly.

Regionalization Updates

In Massachusetts, regionalization offers many benefits to public safety partners, emergency telecommunicators, and most importantly, the citizens and visitors of the communities.

Some benefits include:

- Streamlined call handling processes.
- Additional grant access.
- Staff career growth potential.
- Cost savings.
- Shared resource models.

Each of these benefits offers unique opportunities that would otherwise be unavailable. In a time where public safety is tasked with doing more with less, exploring regionalization may be a viable option.

Recent regionalization activity includes:

- May 19, 2026: Boxford joined North Shore Regional 911 Center.
- April 15, 2026: Quincy and Milton signed an IMA to create a RECC in Quincy.
- April 15, 2026: Hamilton joined North Shore Regional 911 Center.
- April 2026: South Hadley signed an IMA to join Westfield RECC.



If your department or community is interested in exploring your options, please reach out. Regionalization is no longer a concept but a tried-and-true model throughout the Commonwealth.

Updates from MassEDP

A Message from Field Service Advisor:

Chris Murphy

José is one of the younger clients of the Massachusetts Equipment Distribution Program (MassEDP). Just like his peers, he loves movies, superheroes, and spending time with his family. But because of being dually diagnosed with nonverbal autism and down syndrome, José faces challenges on a daily basis that other kids never have to think about. I recently had the opportunity to work with Jose and his mother to get him an iPhone 16 to meet some of these challenges head on. He is already familiar with assistive technology devices because his school has provided him with a tablet and a talk to speech application that gives him his voice. He uses a program to communicate with the world around him. However, the tablet is bulky and inconvenient on the go, and stands out in a world where no teenager wants to look or feel different from his peers. MassEDP was able to provide Jose with an iPhone like the one so many of his friends already use. We installed and set up the licensing of the tap to speech application on his new device. We were able to import his profile and language settings, so they were

exactly the same on both devices. I was able to collaborate with his speech therapist while onsite to make the transition as smooth as possible. Besides being nonverbal, Jose also lives in a bilingual world where his friends and family speak both English and Spanish. We were able to address that issue as well.

Because of the equipment that MassEDP provided, Jose has a much easier time navigating his daily life. He is able to communicate with the world around him and just be another kid with an iPhone. Both Jose and his mother are very grateful to MassEDP and have recommended similar services to other people they know personally.

