

Massachusetts State 911 Department June 2026 Newsletter



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64th Public Safety Communications Academy

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Anthony and Beau Hickey



On Monday June 15, 2026, at approximately 7:50pm 8-year-old Anthony Hickey and his 7-year-old brother Beau Hickey placed a 9-1-1 call after their grandfather became unresponsive. Because the grandfather's iPhone was locked, they knew to use Siri to place the 9-1-1 call. Anthony told the dispatcher that something was wrong with his grandfather and when the situation quickly worsened, the dispatcher began providing CPR instructions to Anthony who remained calm and carefully followed the instructions. Beau was holding the phone for his brother and was also helping throughout the call. Anthony performed CPR until emergency responders arrived, saving his grandfather's life. Anthony and Beau's quick thinking and lifesaving actions serve as an inspiring example of bravery and demonstrate that even the youngest members of our community can make a profound difference in an emergency. Both Anthony and Beau had recently learned about calling 9-1-1 from information that was provided by the Rutland Fire Department at their school. It is critical that people of all ages know how to call 9-1-1 in emergencies.



On June 22, 2026, the State 911 Department proudly presented both young heroes with commendations at a school assembly that included the entire school body.

Great Job Anthony and Beau!

International Cellular Calling and Massachusetts 9-1-1: What PSAPs Should Know



Generally, travelers have a few options when using an international cellular device in the U.S.:

- **Use a cellular device with a foreign SIM/eSIM cards, or country-specific calling plans,** and roam on U.S. networks.
- **Use a cellular device with a foreign SIM/eSIM cards, with international roaming plan available.** If the carrier they are using has an agreement with U.S. carriers, an international roaming plan can be added. While traveling, this provides easier access when making and receiving calls, sending texts, and using data.

Use a cellular device with a both a foreign SIM/eSIM card and a U.S. based Sim card. This provides easy access when making and receiving calls, sending texts, and using data because the device functions like a standard U.S. device on the carrier's network

International Cellular Calling and Massachusetts 9-1-1: What PSAPs Should Know - Continued

Calls to 9-1-1 from international cellular devices are different because of these three things:

- **Phone number:** A different numbering standard is used as opposed to the U.S. numbering standard. The number may appear longer, varying up to 15 digits, and will include the country code in addition to the device number.
- **Location:** Devices can provide a less precise location, like WPH1, and often with inaccurate confidence factors.
- **Delays or dropped calls:** Because of how the device may be attempting to connect, it can result in a significant delay connecting or dropped calls.

Important to Know

- **Voice calling is the priority**, and when dialing 9-1-1, the international traveler will connect through a U.S. cellular service provider, and the call will be transmitted into a Massachusetts PSAP.
- **Text-to-9-1-1 is NOT supported by international cellular devices.**
- **Pay attention to how the callback/ANI information is displayed.**
- International cellular devices may have longer callback/ANI information displayed in the appropriate fields.
- For a country-specific device that does not have an international roaming plan, the device will appear similar to a Non-Service Initialized (NSI) Device or “911 only” device, with an ANI starting with “911”.
- When calling back to an international cellular device’s callback number/ANI from a NG911 position, you **must MANUALLY DIAL the number beginning with 011** (zero-one-one). Automatic callback features will not work as expected.
- As with all NSI devices, an attempted callback to a number beginning with “911” will not be processed.
- **Telecommunicators must verify the location details and confirm the location of the emergency for all 9-1-1 calls.**
- If an interpreter is needed, a conference can be created using the **Language Services** button. You will connect to an auto attendant and can select the language you need. You do not need to listen to the entire audio prompt before selecting.
- **Transfers to Additional Resources or Other PSAPs:** If additional agencies need to be brought on the call with the interpreter, the Softphone Button speed dials or entries under the PSAP Directory can be used and added onto the call.



CALLWORKS			System	Action	Help
Softphone (0)	Directory	Call Logs			
PSAP Directory	Type	Description			
Special Services	PSAP Directory	ABINGTON 911			
Law Enforcement	PSAP Directory	ACTON 911			
	PSAP Directory	ACUSHNET 911			

This is a summary of important information PSAPs should know about international cellular devices. Please reference the State 911 Department’s document “**Frequently Asked Questions (FAQs) for PSAPs: International Calls and 9-1-1 v1.0**” for additional details. If you would like a digital copy for your PSAP, please request it by email to 911training@mass.gov.

The FY2026 Annual Certification of Compliance Form is due on or before July 31, 2026.

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

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.



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 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

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911**

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Visit our website!



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.



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



Another fiscal year has come to an end. For some, it is a time to reset and start anew. For others, it is a hectic time as PSAPs strive to ensure all reimbursements align with the 911 grants so as to avoid any returns/reductions as PSAPs attempt to close “the books.”

We offer the following do's  and don'ts  as you prepare your FY26 reimbursements.



Do review your FY26 awarded application to ensure that the cost being requested were approved as part of the award. For personnel, ensure their name appears on the list approved with the application or was otherwise added throughout the year.



Do not submit for costs that have not been approved under your award.



Do review the reasons for reductions/returns that may have been experienced throughout the fiscal year. This review will allow for the corrections to be made on future submissions and thereby reduce the chance of reductions/returns.



Do not simply re-submit the same documentation for a reimbursement for which a reduction/return was experienced. Doing so will end with the same result. Review the noted errors and adjust accordingly prior to resubmission.



Do file all FY26 reimbursement requests on or before Friday, July 31, 2026.



Do review receipt notifications to ensure the reimbursement was received. In addition, review payment notifications and advise your treasurer so funding can be properly applied.



Do not stress. We are here to help. Reach out should you require assistance.



Do have a safe and wonderful summer!!

Is your CAD ready for the Next Generation of Call Handling?

“CAD Spill” means a serial data connection that spills ALL from E911 systems to Computer aided Dispatch (CAD) systems. Next Generation 911 (NENA’s i3 standard) doesn't reference a CAD spill. The exchange of data between the elements of the NG911 system (i.e., the ‘spill’) is partly defined under NENA-STA-043.1-2021. CAD, Digital Logging Recorder, and Quality Assurance software are all different elements of the NG911 system and ultimately need to ‘talk’ to each other.

With the concept of an Emergency Incident Data Exchange (EIDX), NENA has evolved the CAD spill. The concept of a “CAD spill” is not going away, the actual format and data exchange is changing dramatically.

PSAPs using the CAD spill should make plans with their CAD vendor to support the transition to the EIDX.

Resources:

[NENA-STA-024](#) "NENA Standard for the Conveyance of Emergency Incident Data Objects (EIDOs) between Next Generation (NG9-1-1) Systems and Applications"

[NENA-STA-021.1a-2021](#) “NENA Standard for Emergency Incident Data Object (EIDO)”

[NENA-STA-010](#), NENA i3 Standard for NG9-1-1

The PIDF (Presence Information Data Format) is specified in IETF [RFC 3863](#) and IETF [RFC 7852](#). It provides a common presence data format for Presence protocols, and defines a new media type. A presence protocol is a protocol for providing a presence service over the Internet or any Internet Protocol network.

[CLDXF](#) (Civic Location Data Exchange Format) is a United States profile of [PIDF-LO](#) that defines a set of standard data elements that describe detailed street address information. [RFC 6848](#), Specifying Civic Address Extensions in the Presence Information Data Format Location Object (PIDF-LO)



Regional PSAP Spotlight: Northern Middlesex Regional Emergency Communications

The Northern Middlesex Regional Emergency Communications Center (NMRECC) serves as the regional 9-1-1 Public Safety Answering Point and dispatch center for the communities of Dracut and Tewksbury. Established in September 2020, NMRECC provides police, fire, and EMS dispatch services to nearly 64,000 residents while supporting the emergency response efforts of four public safety agencies across both communities. NMRECC is built on a simple but critical mission: delivering calm and professional lifesaving service to every caller, every time. NMRECC's highly trained Emergency Communications Dispatchers are cross-trained in call-taking and dispatch operations, allowing them to seamlessly manage emergency and non-emergency communications while coordinating critical resources in the field. In 2025, NMRECC answered more than 18,000 emergency and non-emergency calls and logged over 67,000 CAD incidents. Despite the volume and complexity of the work, the center maintained exceptional performance standards, answering nearly 99.9% of calls within established benchmarks and maintaining an average 9-1-1 answer time of just 2.6 seconds.

What truly makes NMRECC special, however, is its people. Throughout a year marked by organizational transition and staffing challenges, their dispatch professionals remained steadfast in their commitment to the communities they serve. Their dedication was reflected through numerous achievements and recognitions. Dispatcher Rebecca Maccaro was recognized for her role in a lifesaving incident alongside members of Tewksbury Police and Fire. Dispatcher Katharine O'Connell was nominated for the Massachusetts Communications Supervisors Association Telecommunicator of the Year Award, while Supervisor Joey Aberle earned both the TERT Northeast Telecommunicator of the Year and statewide TERT Telecommunicator of the Year honors for his leadership and service to emergency communications professionals throughout Massachusetts.

NMRECC also demonstrated its commitment to innovation and professional development. In 2025, the center hosted its first-ever agency-wide training day, bringing together dispatchers, police officers, firefighters, and emergency management personnel for hands-on scenario-based training, protocol refreshers, and wellness programming. The event highlighted the center's belief that effective emergency response depends on collaboration, continuous learning, and employee well-being.

The center's dispatchers also played critical roles in several significant emergency incidents throughout the year. From providing lifesaving CPR instructions that contributed to successful patient resuscitations to adapting protocols in unique medical emergencies, NMRECC personnel consistently demonstrated professionalism, quick thinking, and compassion under pressure.

Looking ahead, NMRECC is focused on building the next generation of emergency communications. Key initiatives include a complete overhaul of agency policies, development of a modernized training program aligned with APCO and NENA standards, pursuit of professional accreditation, and expansion of community outreach efforts to educate the public about how 9-1-1 services operate. The center also partnered with the Collins Center for Public Management at UMass Boston to conduct an operational analysis that will help guide future growth and ensure long-term success.



Dispatcher Maccaro with members of Tewksbury FD.



Supervisor Aberle winning TERT Telecommunicator of the Year.

Regionalization Updates - Continued

At its core, NMRECC is more than a communications center. It is a team of dedicated professionals who serve as the first responders for Dracut and Tewksbury, providing reassurance, guidance, and lifesaving assistance to thousands of callers each year. Through professionalism, teamwork, resilience, and a commitment to continuous improvement, NMRECC remains focused on delivering exceptional service to the communities it proudly serves. If you or your community is interested in joining NMRECC, or you are interested in joining our professional team, please reach out to Director Brian O'Neill at BO'Neill@nmrecc.org or call (978) 328-0797.



Dispatcher O'Connell and Supervisor Jouvelis celebrating a life saver award.

Looking for more information on regionalization or a map listing Massachusetts RECCs?

If your agency is considering transitioning to a regional dispatch center and would like to explore available options, the Massachusetts State 911 Department can help guide you through the process. Contact Peter Kinnas, Director of Special Projects: Email: Peter.S.Kinnas@mass.gov

Phone: (508)821-7213 Website: www.mass.gov/info-details/psap-consolidation

The State 911 Department can meet with your agency to discuss regionalization opportunities and help identify options that best fit your operational and community needs.

Updates from MassEDP



Field Service Advisor
Chris Plant

A Message from Field Service Advisor:

Chris Plant

I recently had the opportunity to serve a client who has lost all of her vision as she has aged. She has adjusted well to her change of vision; however, due to unforeseen circumstances she had to move into a new apartment. She is comfortable and generally happy in her new surroundings, but was having a difficult time navigating the new building. Getting to the elevator was a big challenge unless someone happened to be in the hallway to help her.

When I arrived to help her with her new iPhone she mentioned this issue to me. I did a little research and installed an application on her new phone called Be My Eyes. When she needs to go somewhere she now says, "Siri, open Be My Eyes." The app opens and begins a video call with a volunteer who then guides the user through whatever they want to accomplish. For her the volunteer guides her down the hallway to the elevator and gives her step by step instructions on activating the buttons and making sure she exits on the correct floor. A simple solution to a frustrating problem!

