

Massachusetts State 911 Department September 2026 Newsletter



Issue 13

Volume 8

Heroes Behind the Headset

Alyssa Fleurette
Hopkinton Public Safety Communications



On Saturday, August 12, 2026, shortly after midnight, Dispatcher Alyssa Fleurette of Hopkinton Public Safety Communications received a 9-1-1 call from a man reporting that his wife was not breathing. Recognizing the critical nature of the emergency, Dispatcher Fleurette immediately initiated EMD protocols and provided the caller with clear, concise instructions to begin CPR. She remained calm and focused throughout the call, encouraging the caller to continue chest compressions until first responders arrived and took over. Dispatcher Fleurette's professionalism, calm demeanor, and ability to provide effective lifesaving instructions during a high-stress situation played an important role in giving the patient the best possible chance of survival.

Job Well Done!

Public Education Campaign for Silent Call, Text-to-911 and MassEDP

The Massachusetts State 911 Department has launched a statewide public awareness campaign, *"9-1-1 Help Is At Your Fingertips,"* in partnership with the Executive Office of Public Safety and Security, and it's built entirely around the work that dispatchers do every day.

Dispatchers know how to handle a silent call or walk someone through Text-to-911. But many residents of the Commonwealth don't know these options exist, which is exactly what this campaign is setting out to change. The campaign spotlights the Silent Call Procedure, Text-to-911, and The Massachusetts Equipment Distribution Program (MassEDP), with a particular focus on reaching residents 60 and older, who are often the least likely to know these tools are available to them.

Alongside the media campaign, we're also working to bring together organizations across the Commonwealth to help share this information with the people they serve.

For our PSAPs, that means more residents may be utilizing the Silent Call Procedure or texting, and answering questions with a clearer sense of the information needed.

You can help this campaign reach further. Share it with a family member, neighbor, or friend, especially someone older, or anyone who might have trouble using a standard phone. Every share puts these options in front of someone who might need them.



9-1-1 Silent Call

Emergency? Can't speak?
Call 9-1-1 then press:

1 Police	2 Fire	3 Ambulance
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mass.gov/e911

A message from the Executive Office of Public Safety and Security and the Massachusetts State 911 Department.

Massachusetts
9-1-1 Help is at your fingertips.
EMERGENCY



How to Text to 9-1-1:

- 1 Open the text messaging app
- 2 Type "911" in the "To" field
- 3 Text your location – address and name of town or city
- 4 Text your emergency
- 5 Stay connected, and follow the dispatcher's instructions.

Call if you can. Text if you can't.

mass.gov/e911

A message from the Executive Office of Public Safety and Security and the MA State 911 Department.

Massachusetts
9-1-1 Help is at your fingertips.
EMERGENCY

NEVER BLIND TRANSFER - Important Reminders for Conferencing and Transferring 9-1-1 Calls

Please reference the State 911 Department's 560 CMR 5.00, Section 5.10: Call Handling Procedures for additional details.

- 90% of all 9-1-1 payloads that require a transfer should be initiated in **no more than 60 seconds**, excluding those requiring interpreter services.
- "No caller is procedurally required to speak to more than **three** telecommunicators" during a given 9-1-1 call.
- Telecommunicators "shall **verify the location** of the emergency"; advise callers "to stay on the line and do not hang up" while the conference/transfer is occurring; and telecommunicators must "stay on the line until the receiving enhanced 9-1-1 telecommunicator acknowledges receipt of the call".
- Upon connection with the appropriate agency, **the PSAP (Public Safety Answering Point) should identify themselves and announce the call, relay the incident location and relay the nature of the incident reported by the caller.**
- **A call should NEVER be a "blind transfer"!**

Critical information is passed along when a call is announced.

In addition, CallWorks does not display a call being transferred from another agency differently than a new call within the Call Table.

If the call is not announced, the receiving agency does not know that the caller has already spoken to another telecommunicator.

- **Calls to Behavioral Health Help Line (BHHL) should NEVER be a blind transfer and should always be announced.** Telecommunicators should only disconnect from the call when advised to by the BHHL operator.
- Upon conferencing/transferring a voice call to another PSAP, it is best to utilize the PSAP Directory so available location details (ANI and ALI) will be transferred with the call. If the incorrect entry of the PSAP Directory is dialed, **do not use the Conference Release function**. This will cause an abandoned call at the receiving PSAP.
- When using the out-of-state PSAPs directory, ANI and ALI data may be transferred when possible.
- **When transferring to Limited Secondary PSAPs**, remember to stay on the line to ensure all location information is known.

Need a Refresher on NG911? Register for an Upcoming Class

You can find the refresher class schedule with all our upcoming classes on the website at www.mass.gov/e911. The application for the NG9-1-1 Refresher can be found on our website. To register for a class or speak with someone about scheduling, send an email to 911training@mass.gov.



Updates from our Programs Division

Upcoming APCO CTO Classes

The State 911 Department will be holding two APCO CTO Classes. The first will run 10/26 –10/28 from 8:30AM—4:30PM at our Milford Training Location. The second class will take place 12/8-12/10 from 8:30AM—4:30PM at our Billerica Training Location. Course calendars, and applications are available on our website! Please email 911training@mass.gov with any questions.



Schedule Your Outreach!

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! For more information or to schedule an outreach event, please contact State 911 Department Public Education Coordinator, **Erica Crawford** by Email at Erica.Crawford@mass.gov. The outreach request form can be found [HERE](#). Please send completed forms to Public Education Coordinator Erica Crawford at erica.crawford@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 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

Find us on Facebook!
Massachusetts State 911
@MAState911
Visit our website!
www.mass.gov/e911





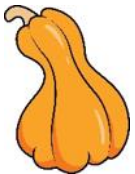
How many days remaining to apply for the FY 2027 Support and Incentive, Training and Emergency Medical Dispatch Grant?

91 Days.



What are common mistakes that lead to a reimbursement reduction or return?

Missing documentation, name not on approved application, costs incurred prior to contract start date, documentation not reviewed prior to submission.



What actions can a PSAP take to assist in avoiding reimbursement reductions or returns?

Review approved application and quotes, attend a workshop, review documentation prior to submission.





Apartment Location Information

Please be aware of the following for Wireless 9-1-1 calls or landline 9-1-1 calls that are not in the location data base (LDB). Reverse Geocode in Response Assist "Reverse Geocode" in Response Assist provides an apartment (see the '2' after the street address), since that information is not coming from the service provider.

*****You should ignore any apartment information listed*****

Most carriers contract with third parties for caller location services. Often times a third party such as Intrado provides these services for multiple carriers. As such when Intrado, or other 3rd party, have technical failures, multiple carriers are affected, resulting in misroutes or missing location information. No matter the cause, PSAPs should always contact the Help Desk to report such anomalies.

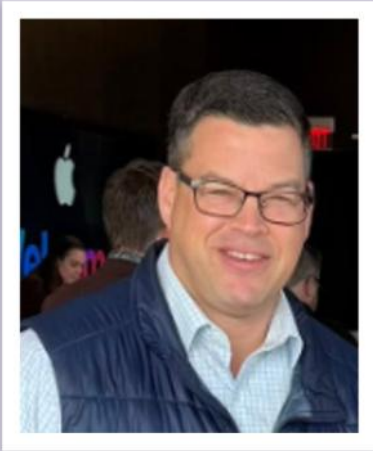
Attention MLTS Operators that have Verizon as Service Provider

On July 1, 2026, Verizon changed the way they store and retrieve location information for its business customers that operate Multi-Line Telephone System (MLTS).

As a result we have become aware of a few instances of inaccurate or missing location information that caused affected MLTS to be noncompliant with Massachusetts and Federal regulations. Unfortunately, such instances come to light only when a 911 call is placed and thus potentially delaying response.

MLTS users with Verizon as a service provider should contact PSALI@VERIZON.COM for assistance and to ensure Verizon has accurate location information.





A Message from Program Manager: **Grant Harrison**

I recently had the opportunity to meet with a new client who was transitioning from her old flip phone to an Apple iPhone provided through The Massachusetts Equipment Distribution Program (MassEDP). While at first intimidated by the new technology, she was immediately intrigued by all the features that the iPhone has to offer. We spent a lot of time going over all the apps, especially those that were preloaded on her phone specific to her disability.

I was able to explain to her how to utilize Siri to make the phone easier and more comfortable to navigate and we practiced making phone calls, receiving calls, and sending texts messages.

When we finished, she was more confident with using the device and really appreciated being able to utilize Siri for making voice commands. The entire MassEDP team enjoys the ability to provide our clients with accessibility to 9-1-1 in emergencies while at the same time providing a better quality of life with this new technology making it easier for them to communicate with family and friends.

For applications and sharable outreach materials, please visit our website at Mass.gov/EDP or call us at (800) 300—5658.

