

Massachusetts State 911 Department October 2026 Newsletter

Issue 13 | Volume 9



Congratulations!



65th Public Safety Communications Academy

Kaylin Boswell – Barnstable County Sheriffs
Ethan Dupuis – Berkley Police Dept.
Jaylin Bartholomew Miller – Brookline Police Dept.
Kathi Poswiatoski – Central Mass RECC
Christopher Harless – Dukes County Sheriffs
Beatryz da Cunha – Framingham Police Dept.
Kathryn Curtin – Norfolk County ECC

Emily Duffey – Norfolk County ECC
Paula Lee – Norfolk County ECC
Brendan Proude - Norfolk County ECC
Tora Wyman – Norfolk County ECC
Ryan Craig – Quincy Police Dept.
Spencer Chviek – South Worcester County
Melissa Biondo – Watertown Police Dept.

Heroes Behind the Headset

Ryan O'Rourke

Southeastern Massachusetts Regional 911 District



On Friday, June 12, 2026, around 10:15AM, Dispatcher Ryan O'Rourke of Southeastern Massachusetts Regional 911 District received a 9-1-1 call reporting that a person had just collapsed and was not breathing. Recognizing the critical nature of the emergency, Dispatcher O'Rourke immediately initiated EMD protocols and provided the caller with clear, concise instructions to begin CPR. He remained calm and focused throughout the call, encouraging the caller to continue chest compressions until first responders arrived and took over. Dispatcher O'Rourke'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.

Dustin Collupy

Danvers Emergency Communications



On Monday, May 11, 2026, Dispatcher Dustin Collupy of Danvers Emergency Communications Center received an open line 9-1-1 call. Dispatcher Collupy initiated the Silent Call Procedure and did not receive any response. When Dispatcher Collupy listened to the background noise, he quickly realized that this was an armed robbery. Throughout the duration of the call, Dispatcher Collupy used his active listening skills and heard the suspect making threats to the pharmacist if they did not produce the medication that he was demanding. Dispatcher Collupy used his mapping software to pinpoint the location of the call and send help immediately. Dispatcher Collupy played a crucial role in this high-stress situation, his ability to remain calm, and his active listening skills aided in the best possible outcome. We are proud to note that Dispatcher Collupy is an Alumni of our 50th Public Safety Communications Academy.

Heroes Behind the Headset



Rachel Crompton
Central Massachusetts Regional Emergency
Communications Center

On Wednesday September 30, 2026, Dispatcher Rachel Crompton received a call for a man that was choking. Dispatcher Crompton began providing instructions to the caller on how to perform the Heimlich maneuver. Shortly thereafter, dispatcher Crompton realized that the man was not breathing and promptly shifted into CPR instructions. Under Dispatcher Crompton's direction, the caller was able to provide CPR to the patient until the first responders arrived. Dispatcher Crompton's professionalism, calm demeanor, and ability to provide effective lifesaving instructions during a high-stress situation played an important role in saving the patient's life.

Is your Continuity of Operations Plan (COOP) all that it should be?

When was the last time you 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.

Updates from our Programs Division

MLTS Success!

Recently, a PSAP received a 9-1-1 test call that did not transmit a floor in the two -story building that the call originated from. This call was deemed non-compliant with the dispatchable location requirements of the MLTS Regulations. The PSAP notified the State 911 Department Systems Division of the non-compliance, and the Systems team sent a First Notice of MLTS non-compliance. The non-compliant entity responded to the letter stating that the call was compliant and wrote that the telecommunicator answering the test call verified that the call was compliant. Fortunately, the telecommunicator followed the established procedure and used their MLTS Job Aid while handling the call. Per the job aid, the telecommunicator answering the call asked the test caller if there was more than one floor in the building and the test caller responded that there were two floors. As a result of the excellent work by the telecommunicator who followed the Job Aid, the Systems Division was able to obtain the audio of the call and so prove the non-compliant omission of a floor identifier as well as refute the claim of the non-compliant entity that the telecommunicator handling the call verified compliance.

This example signifies the importance of utilizing Job Aids and making sure that all telecommunicators are comfortable with them and know the process when they receive a 9-1-1 test call.

National First Responders Day

October 28, 2026, was National First Responders Day. We honor and thank the brave individuals who answer the call to serve and protect our communities. From police officers, firefighters, and EMS professionals to the often-unseen heroes behind the headset, our 911 dispatchers. We are grateful for each and every one of you. To all first responders and especially our dedicated 911 dispatchers: Thank you for being the calm in the chaos and the lifeline when every second counts. Your service matters, your sacrifices do not go unnoticed, and you deserve to be celebrated.

Thank you for answering the call!



NATIONAL FIRST RESPONDERS DAY

THANK YOU FOR YOUR SERVICE.



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

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**





The application deadline for the FY 2027 Support and Incentive, Training and Emergency Medical Dispatch Grants is fast approaching. Only sixty days left before the deadline. Attend the next virtual application workshop at 11:00 am on Monday, November 16, 2026 to get your questions answered. Email 911DeptGrants@mass.gov to register or for assistance with your applications. Do not miss out on this funding opportunity!



Don't fall behind! File your FY 2027 reimbursement requests early and often. The guidelines request submission of the reimbursement requests within 30 days of the cost being incurred. Regular submissions assist to ensure funding is received by your municipality/district in a timely manner.



Make sure it's in there! The State 911 Department continues its efforts to gather requirements from our PSAPs and RECCs as we explore the development of a portal to streamline processes under the grant programs. How could a portal assist through these processes and management of your grants? What "tasks" would you like this portal to support? Your input is critical to the development of a system that works for you. Please email Deputy Executive Director Norm Fournier at Norm.Fournier@mass.gov or Karen Robitaille at Karen.Robitaille@mass.gov with your thoughts.



Celebrating 40 Years of MassGIS!

MassGIS, part of the Massachusetts Executive Office of Technology Services and Security (EOTSS), is celebrating its 40th anniversary! Join us for an Open House on **Thursday, November 19, 2026, from 9:30 a.m. to 2:00 p.m.** at 1 Ashburton Place, 21st Floor, Boston.

The celebration will feature remarks from EOTSS Secretary Jason Snyder and reflections from former MassGIS directors on four decades of advancing geographic information systems across the Commonwealth.

We invite our 911 colleagues and partners to join us as we celebrate this milestone and recognize the partnerships that have helped shape MassGIS over the past 40 years. Remarks begin at 10:00 a.m. Please RSVP to Sadie.R.Kriegler@mass.gov

MassGIS is assessing our Imagery and LIDAR programs for the Commonwealth to better meet our stakeholders' needs. This [survey](#) will help us better understand key aspects of our programs, including coverage areas, resolutions, and other imagery types required to complete projects. Your answers will help us improve our data assets.

Please complete the survey by **November 20th at 5 p.m. Eastern.**

If you have any questions, please contact us at massgismail@mass.gov



Verizon Updates

Verizon LEC (landline) has changed the way they store location records. As a result, locations will not be shown in CallWorks or Response Assist for e7 digit calls.

For 911 calls, the NENA company id will display as VMCI, not VERIZ. Landline calls that used RESD and BUSN for class of service calls will now all be VOIP.

Verizon Wireless will continue to display as VZW and is not affected by this change.

Please continue to report any inaccurate locations and misroutes using the discrepancy feature in Response Assist (or CallWorks).

Massachusetts Regional Consolidation Assessment and Evaluation Report

Massachusetts has made significant progress in transforming the way emergency communications are delivered across the Commonwealth through regionalization. A new Massachusetts State 911 Department Regional Consolidation Assessment and Evaluation Report, prepared by Mission Critical Partners (MCP), examines that progress, evaluates the current regionalization landscape, and identifies opportunities to strengthen the system.

The assessment comes at an important time for Massachusetts 911. The Commonwealth has continued to invest in Next Generation 911, while supporting communities as they develop Regional Emergency Communications Centers (RECCs) and regional PSAPs. Together, these initiatives are helping create a more interconnected and sustainable emergency communications system.

The State 911 Department has supported regionalization through Development Grants and Support and Incentive Grants since FY 2009. Over that time, regionalization has become an increasingly important component of Massachusetts' public safety strategy.

As of the assessment, Massachusetts had 31 operational RECCs, with additional regionalization initiatives underway. The number of PSAPs has also declined substantially, from 264 to 191¹.

Those numbers tell only part of the story. Regionalization represents a shift from individual communities operating independently toward a shared mindset, benefiting from combined infrastructure, resources, technology, staffing, and operational capabilities.

The Department's assessment looked beyond the number of centers and communities participating in regionalization. It examined operational performance, sustainability, growth opportunities, and the overall regionalization environment.

Regionalization can also help address some of the challenges facing the 911 profession. Regional centers can support more durable staffing models and greater operational flexibility.

BY THE NUMBERS

as of October 2026

264 191

PSAPs statewide

24

Communities in various stages of joining or creating a RECC.

31

Operational RECCs and Regional PSAPs

FY 2009

Regionalization Investment Began

\$50 million

FY 2027 Development Grant funds awarded

\$384.2 million

Development Grant funds awarded since FY 2009

¹ At the time of the report, the number of PSAPs was 194. As of this article, the number has decreased to 191.

At the same time, the assessment recognizes that regionalization is not simply a matter of combining organizations or facilities. Successful regional centers require effective governance, leadership, workforce development, operational planning, technology, funding, and persistent collaboration among participating communities and public safety agencies.

Existing RECCs may have opportunities to strengthen operations and improve interoperability. Communities considering regionalization can also benefit from the experiences and lessons learned by centers that have already made the transition.

The Regional Consolidation Assessment and Evaluation Report provides the State 911 Department with a comprehensive look at where Massachusetts stands today and how the Commonwealth can continue building on its regionalization investments.

The progress achieved over the past eighteen years has been significant. But the goal is not simply fewer PSAPs. The goal is a more resilient and sustainable 911 and emergency communication system that can continue to meet the needs of the public and field responders.

As Massachusetts moves into the next phase of regionalization, experience from existing regional centers, along with ongoing investment in technology and collaboration, will help shape the future of emergency communications across the Commonwealth.

Looking For more information?

You can find the full 258 – page report on the State 911 Department’s website. (www.mass.gov/e911) or directly by going to <https://tinyurl.com/RegionalizationReport> .

Information on regionalization can be found on our updated website at:
<https://www.mass.gov/info-details/psap-consolidation>

For more information on regionalization, or if you are interested in speaking with the State 911 Department to explore options for your community, please contact:

Peter Kinnas – Director of Special Projects

Peter.S.Kinnas@mass.gov

(508) 821-7213

A Message from Customer Service Representative:

Brian Hall



One of the most rewarding aspects of working for the Massachusetts Equipment Distribution Program (MassEDP) is knowing that our work truly helps people. What I appreciate most about our program is the meaningful impact it has on individuals throughout Massachusetts. By providing specialized telephone equipment, we help improve the quality of life for people with disabilities, giving them greater access to communication, independence, and safety.

Whether it is helping someone stay connected with family and friends or providing reliable access to 9-1-1, the solutions we offer can make a significant difference in our client's everyday life.

One of the most valuable experiences I have had over the years has been working alongside our field representative, Chris Plant. Teamwork is essential in what we do. When helping clients determine the best device for their needs, having two professionals working together provides valuable perspectives. Chris often identifies considerations that I may overlook, and I am able to contribute insights that may not be immediately apparent to him. By combining our observations and experience, we can better match each client with equipment that fits their disability, lifestyle, preferences, and communication needs.

We recently worked with a family seeking greater independence for their adult son. During my initial conversations with the family, we discussed several possibilities that might help him communicate more effectively and live more independently. I shared these ideas with Chris before his home visit so that he could arrive prepared with potential solutions.

The family wanted their son to have more freedom while also ensuring his safety when traveling independently. He relied on rideshare services such as Uber and enjoyed being active in the community. After evaluating his needs together, Chris and I determined that an iPhone would be the best option.

The iPhone provided the client with much more than just a way to make calls. It gave him access to rideshare applications, food delivery services, and other tools that increased his independence and allowed him to navigate daily life with greater confidence. At the same time, his mother could use location-sharing technology to monitor his location and gain peace of mind while he was away from home. Equally important, the device gave him immediate access to emergency services through voice commands, and Chris provided hands-on training to ensure he could confidently use those features when needed.

Experiences like this serve as a powerful reminder of the importance of our program. Every day, we could help individuals achieve greater independence, improve their safety, and enhance their quality of life. I feel fortunate to work in a profession that makes such a positive impact and to collaborate with dedicated coworkers who share the same commitment to helping others.