

Massachusetts State 911 Department October 2025 Newsletter



Issue 12

Volume 10



Dispatcher Caitlin Whitmore Berkley Police Department

On Sunday September 28, 2025, at approximately 1:30 A.M. Dispatcher Caitlin Whitmore received a call from a man falsely claiming that he had shot his mother. The caller reported that there was a firearm present at the scene, causing an extreme concern for the safety of the responding officers and the community. Dispatcher Whitmore quickly conducted records checks for names and phone numbers associated with the residence. She made contact with a resident and instructed her on how to illuminate the house and meet the officers at the door. These quick actions established communication and ensured the officers could safely assess the situation. Throughout the situation, Dispatcher Whitmore's ability to relay accurate, timely information in a high-stress environment greatly impacted the positive outcome to what was determined to be a "swatting" hoax. Dispatcher Whitmore played a critical role in safeguarding the residents of the home, the responding officers, and the surrounding community.

Job Well Done!

62nd Public Safety Communications Academy in Action!

Officer Brian Sanchioni and his K9 partner Titan

Special thanks to Milford Police, K9 Officer Brian Sanchioni and his K9 partner "Titan" for presenting at our academy. Officer Sanchioni and Titan were recently recognized by the New England Patriots for their courageous acts during a lifesaving incident involving a missing 8-year-old child earlier this year.



Department of Fire Services - Stow Campus

The 62nd Public Safety Communications Academy students recently visited the Department of Fire Services in Stow. While there, they learned about the fire side of dispatching, and what they should expect to hear during these situations. Students were able to tour the campus, observe the trucks, tools and gear used for fire calls, and they were able to see a live burn! Thank you to the Department of Fire Services for educating academy participants about this integral piece of public safety.



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, and [Wireless Call Handling Protocol v1.3.1](#) 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

Interpreter Service Vendor Transition

The State 911 Department has been working behind the scenes on a vendor transition of interpreter services. On November 5, 2025, beginning at approximately 6:00 A.M., there will be a transition from Cyracom to Propio, which purchased Cyracom a few months back.



THIS TRANSITION SHOULD BE SEAMLESS TO THE PSAP USERS.

If you have any issues, please email:

Monna.Wallace@mass.gov or Katelyn.A.Sylvia@mass.gov

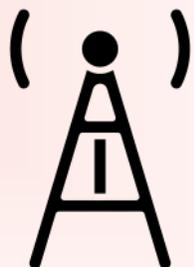


NEW Training Opportunity titled "How it works: NG911 Call Routing"

The State 911 Department's Systems Division is now offering a 2-hour workshop titled "How it Works: NG911 Call Routing". The workshop will be presented by Charlie Ashworth from the State 911 Department and will cover Next Generation 9-1-1 (NG911) call routing as it pertains to the Massachusetts NG911 system. The workshops will be virtual, conducted through TEAMS. Times and dates are listed below and can also be found on our website at www.mass.gov/e911 along with the application to register.

November 25, 2025, 1:00 P.M. – 3:00 P.M. and December 11, 2025, 11:00 A.M. - 1:00 P.M.

This class is approved for 2 hours of continuing education. Please email 911training@mass.gov to register or more information.



Find us on Fa-
cebook!

Massachusetts State 911
@MAState911

Visit our website!

www.mass.gov/e911



Updates from our Fiscal Division



SWEET!! Did you know funding is available through the State 911 Department's grant programs to support a PSAPs daily operations, minimum training requirements, and the provisioning of emergency medical dispatch? For more information visit our website at www.mass.gov/e911 or email 911DeptGrants@mass.gov. **Application deadline is 5:00 PM on Tuesday, December 30, 2025.**



Variety! Did you know there are **196** PSAPs supported by the State 911 Department? While the 9-1-1 system and the answering of a 9-1-1 call is consistent across the Commonwealth, the means in which these centers operate vary depending upon each centers standard operating policies and procedures. Decisions regarding the use of vendors for the purchase of commodities and services, with the exception of emergency dispatch protocol reference systems, remains solely with the PSAP. While the Department does encourage collaboration across PSAPs relative to daily operations, it recommends all questions regarding the 9-1-1 grant programs be directed to the State 911 Department's Fiscal Division. Please contact 911Deptgrants@mass.gov or Angela.Pilling@mass.gov with any questions.



POP IN on one of our monthly workshops! **Application Workshops** are hosted virtually on the third Monday of each month and the **Reimbursement Workshops** are hosted virtually on the third Wednesday of each month. Visit our website at www.mass.gov/e911 or email 911DeptGrants@mass.gov for more information.

Updates from our Systems Division

Equipment Surplus Available

We have several items of surplus equipment that are available. All are provided "as-is" and must be picked up in person at our location in Middleborough, 151 Campanelli Dr., Suite A, Middleborough, MA 02346

- Cisco Catalyst 2960 Switch.
- Cisco 1921 Router.
- Cisco 2921 Router.
- Tripp-Lite Switched PDU.
- Tripp-Lite Single-Phase Metered PDU.

Interested parties should contact Systems Director Shahri Moin at Shahri.Moin@mass.gov

The Massachusetts State 911 Department Launches Comprehensive Evaluation of 9-1-1 Initiatives

The Massachusetts State 911 Department has engaged Mission Critical Partners (MCP) to conduct a comprehensive evaluation of the Department's public safety answering points (PSAP) grants and regionalization initiatives. The purpose of this evaluation project is to:

- Assess the initiatives in their current state and progress made to date.
- Identify strengths, weaknesses, and opportunities for improvement.
- Analyze national trends in 9-1-1 and regionalization.
- Develop a forward-looking roadmap to guide future initiatives in Massachusetts .

As part of this work, MCP will send an online questionnaire to all primary PSAPs in the Commonwealth that provide 9-1-1 services for one municipality. The purpose of this questionnaire is to gain a clearer understanding of primary PSAP demographics, staffing, technology, facility, and your views on regionalization.

This survey will be sent by Ronald Henri (ronaldhenri@missioncriticalpartners.com) from MCP in the coming weeks and will be sent to the PSAP contact that is on file.

Your participation and feedback are vital. The insights collected will play a key role in shaping the future of emergency communications in Massachusetts.

We appreciate your collaboration and continued support as we work together to enhance the effectiveness and resiliency of 9-1-1 services statewide. If you do not receive the email containing the survey, or have any questions, please contact Peter Kinnas - Director of Special Projects at Peter.S.Kinnas@Mass.gov or (508)821-7213.



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**IMPORTANT
NOTICE**

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.

“White Cane Day” at the State House



Left to right: Glenn Schultz, Chris Murphy, Grant Harrison and Chris Plant

On Friday October 24, 2025, Massachusetts Equipment Distribution Program (MassEDP) Manager Grant Harrison, and Field Service Advisors Glenn Schultz, Chris Murphy and Chris Plant attended “White Cane Day” hosted by the Massachusetts Commission for the Blind at the Massachusetts State House. The event was well attended by Massachusetts residents, members of the blind community, as well as members of various Massachusetts Commissions. John Oliviera, Commissioner of the Massachusetts Commission for the Blind lead the speaking portion making note of how the White Cane came to fruition. In the twentieth century after many years of the cane existing only as a traveling aid for the blind and visually impaired, James Biggs was the first to paint his cane bright white as a symbol of a person with vision loss or blind to help with navigation. This event highlighted the importance of the White Cane to the blind community, and how it is a vital tool that allows the blind to live their lives independently.



John Oliviera - Commissioner of the Massachusetts Commission for the Blind



A Message from Field Service Advisor Chris Plant

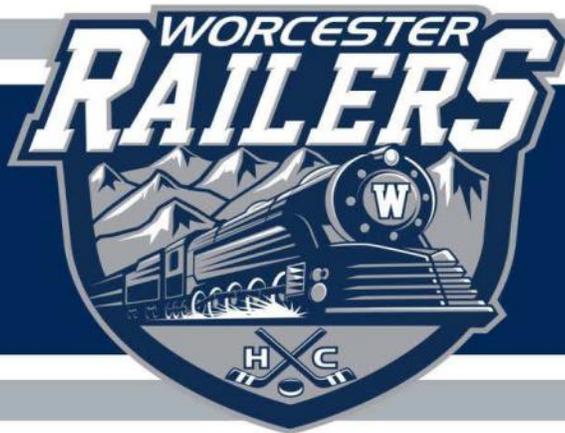
At a recent health fair, I was approached by an attendee who wanted to inquire about our services. I explained the adaptive phones, both landlines and iPhones, that are available through the Massachusetts Equipment Distribution Program (MassEDP) and how each of the iPhones come equipped with apps specific to the user's disability. I also educated her on the silent call procedure along with how to text 9-1-1. She had to come to the health fair hoping to find some solutions to help her father continue to safely live independently. He is 93, legally blind, can be a fall risk and also likes to walk outside. He also has been struggling with food and medication labels. Hearing these issues I knew the solution immediately. I explained that the MassEDP iPhone program could provide his location to her phone. He would always have access to 9-1-1 via Siri along with any other calls he would want to make. On top of that he could use “SeeingAI”, which is an app preloaded onto the iPhones distributed to low vision clients, to read labels.

She was thrilled, because not only will this help keep her father independent and safe, but it would also give her the peace of mind that she could be aware of his location. It is very gratifying to be part of MassEDP and have the opportunity to assist people in need.



State 911 Department at the Worcester Railers

The State 911 Department has joined forces with *the Worcester Railers* to celebrate our Massachusetts 9-1-1 telecommunicators! As part of the Worcester Railers, *First Responder Night* on Saturday November 22, 2025, Dispatchers can take advantage of a ticket deal! With every purchase, you will receive one complimentary ticket. This is a great opportunity for a fun-filled family night out! To take advantage of the ticket offer, scan the QR Code below to purchase. Act quickly, as the link will expire two weeks before game day!



VS



First Responders Night at the Worcester Railers!

Saturday, November 22nd at 6:05 PM

Receive one complimentary ticket with every purchase!

Massachusetts

9-1-1 Help is at your fingertips.

EMERGENCY   

Massachusetts State 911 Department

Get Your Tickets Here:



CONTACT YOUR ACCOUNT EXECUTIVE:

Jack Dwyer

508-365-1744

Johnd@railersh.com

RailersHC.com

