

Massachusetts State 911 Department July 2025 Newsletter



Issue 12

Volume 7



Wakefield Police Summer Camp



South Hadley Big Rig Day



☀️ Summer Outreach ☀️



Dracut Touch a Truck



Spotlight



Belmont Police Department Brendan Reilly NENA Gold Line Scholarship

Belmont Police Department dispatcher Brendan Reilly recently received the NENA Gold Line Scholarship. This prestigious award recognizes exceptional 9-1-1 telecommunicators, call takers, and dispatchers who demonstrate professional excellence and a commitment to growth through education. Brendan was one of only six people chosen from the northeast section of the USA, and the only Massachusetts recipient. Brendan was hired in Belmont as a Per Diem emergency communications officer (ECO) in 2012, he was then hired to a full time ECO in 2014. He is one of four certified training officers in the communications division.

Congratulations!

Updates from our Programs Division

A Courtesy Message Regarding the “Annual Certification of Compliance”

Because of a transition to a new internal database, the processing of forms is taking a little more time than usual. Please be patient with us as this is a temporary situation.

Please contact Monna.Wallace@mass.gov if you have questions or concerns.



Time to Apply for the 62nd Public Safety Communications Academy

We proudly display the plaques so graciously crafted by the 57th, 58th, 60th, and 61st Public Safety Communications Academies in our Milford training facility. The 62nd Academy class starts on October 6, 2025 and runs through November 7, 2025 in Milford. Applications for this academy class are available on our website now on the View E9-1-1 upcoming classes page.

For more information about our Public Safety Communications Academy, please Email Program Coordinator Lauri Lemaire at Lauri.J.Lemaire@mass.gov.

Updates from our Programs Division- Continued



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 EMD procedures are applicable, please include a recording with your submission.

All submissions can be sent to Public Education Coordinator
Erica Crawford at Erica.L.Adams@mass.gov

COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance

It's Compliance Time!

The FY2025 Annual Certification of Compliance Form is now available on our website at www.mass.gov/e911 under "Information for Call Centers" -> "FY2025 Annual Certification of Compliance Forms."

The Form is due on or before July 31, 2025. As soon as your PSAP has completed all of the compliance requirements, submit your form to expedite processing.

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 2025 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.**

For questions about the FY2025 Annual Certification of Compliance process, email Monna.Wallace@mass.gov.



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! From National Night Out to your Local Citizens Academies, we want to join!

For more information or to schedule an outreach event, please contact State 911 Department Public Education Coordinator,
Erica Crawford by Email at Erica.L.Adams@mass.gov

Updates from our Systems Division

Dish Wireless

9-1-1 calls from Dish Wireless are growing. Dish Wireless is the fourth service provider with physical cell towers in Massachusetts. Please see this [documentation](#) for exigent requests.



WestComm Ribbon Cutting Ceremony



A new chapter in regional public safety officially began on Monday July 14, 2025 as the Western Massachusetts Emergency Communications District (WestComm) celebrated the grand opening of its cutting-edge emergency communications center with a festive ribbon-cutting ceremony. The much-anticipated facility, marks a significant leap forward in emergency response capabilities for several communities in Western Massachusetts.

A History of Collaboration and Growth

WestComm was formed in 2018 under M.G.L. Ch. 6 Sect. 18, driven by the vision of consolidating emergency dispatch services to enhance efficiency and effectiveness across the region. The district hired its first Executive Director in March 2019, and by August of that year, WestComm began providing 9-1-1 dispatch services for the City of Chicopee's police and fire departments. The concept of regionalized dispatch proved its value quickly. In December 2019, Longmeadow police and fire joined, officially establishing WestComm as a true Regional Emergency Communications Center (RECC). The center continued its expansion, welcoming East Longmeadow and Monson in July 2020, and Ware in December 2021. Most recently, in July 2023, WestComm began contract dispatching for the Hampden County Sheriff's Office specialty units, further solidifying its role as a vital hub for regional public safety. While the initial success of WestComm was undeniable, operating from its previous location within the Chicopee Public Safety Complex, it soon became clear that a dedicated, expanded facility was necessary to meet growing demands and incorporate advanced technology. This realization led to the ambitious \$16 million renovation project of the former Salter College site.

A New Era of Emergency Response

The ribbon-cutting ceremony was a testament to years of planning, dedication, and inter-municipal collaboration. Elected officials, first responders, and community leaders gathered to witness the unveiling of the state-of-the-art center. The new facility boasts advanced equipment and systems designed to streamline communication processes and significantly improve response times during critical situations. The increased space, capable of accommodating 27 dispatchers compared to the previous nine, allows for greater staffing and improved operational flow. This expansion is crucial for WestComm, which processes approximately 45,000 9-1-1 calls annually from its member communities: Chicopee, Longmeadow, Monson, East Longmeadow, Ware, and the Hampden County Sheriff's Department. The funding for this project was made possible through support from the State 911 Department. This ensures that the member municipalities are not directly financially responsible for the renovation. With the opening of this impressive new facility, WestComm is poised to continue its mission of being the vital link between those in need and the rapid, professional response they require, ensuring that "every call counts, every life matters."

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.

A Message from Field Service Advisor, Marguerite Szczawinski

When my son was 9, he asked me if Kevin a child in his class could come over to play with Legos after school. Of course I agreed; the next day he informed me that if Kevin comes over, his mom is going to call 15 times to make sure he was there and safe. As a Mom I understand, but I thought that was a little excessive. I figured my son was exaggerating. The next day after school I picked up them both up and brought them to my house. The minute we got there my house phone rang; it was Kevin's mom, Sandy. I assured her that Kevin had arrived safely and that I would bring him home by her requested time. I asked if it was ok with her to give Kevin an after school snack and told her that they were going to play with the Legos for a while. 5 minutes later my phone rang again, it was Sandy checking on Kevin. This time, she explained that she was blind and it was terrifying to let her son go off to strangers homes after school but she also understood that he needed friends so she was taking that risk because Kevin wanted a friendship with my son. I again assured her and put Kevin on the phone so he could talk to his Mom and let her know that he was happy and safe. The two boys have remained friends to this day. Kevin is a Longmeadow Police Officer and Sandy has been one of my clients at Massachusetts Equipment Distribution Program (MassEDP) for many years as a land line client. Thanks to MassEDP, she now uses the JV-35 big button programable land line phone. The Jv-35 has helped her tremendously over the years providing her with the comfort of knowing she could recognize the braille keys to call 9-1-1 as well as family and friends. MassEDP has given her a sense of security and comfort in connectivity over the past 16 years.

