



The Commonwealth of Massachusetts  
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY  
**STATE 911 DEPARTMENT**  
151 Campanelli Drive, Suite A ~ Middleborough, MA 02346  
Tel: 508-828-2911 ~ TTY: 508-947-1455  
[www.mass.gov/e911](http://www.mass.gov/e911)



**MAURA T. HEALEY**  
Governor

**TERRENCE M. REIDY**  
Secretary

**KIMBERLEY DRISCOLL**  
Lieutenant Governor

## NOTICE OF PUBLIC HEARING

**FRANK POZNIAK**  
Executive Director

Notice is hereby provided that in accordance with M.G.L. c. 30A, §2, the Massachusetts State 911 Department will hold a public hearing for purposes of gathering comments relative to proposed amendments to:

560 CMR 5.00: ESTABLISHING CERTIFICATION REQUIREMENTS FOR ENHANCED 911  
TELECOMMUNICATORS, GOVERNING EMERGENCY MEDICAL DISPATCH, AND  
ESTABLISHING 911 CALL HANDLING PROCEDURES.

The proposed amended regulations are to effectuate the implementation of pertinent sections of Chapter 177 of the Acts of 2022. Section 81 of Chapter 177 provides: "SECTION 81. The State 911 Department shall update 560 CMR 5.00 to integrate training on identification of and response to callers experiencing behavioral health crises, which may include crisis intervention training and training on the appropriate diversion of people with behavioral health conditions away from law enforcement response to appropriate behavioral health treatment and support, into the certification standards for certified enhanced 911 telecommunicators."

In order to integrate changes contained in Chapter 177, we have added a definition for Behavioral Health Crisis. We have also updated 560 CMR 5.04, requiring training for new and existing telecommunicators in identifying and responding to callers experiencing behavioral health crises in accordance with the statutory mandate.

The Massachusetts State 911 Department will hold this public hearing at 151 Campanelli Drive, Suite A, Middleborough, MA 02346 on Thursday, February 29, 2024, at 10:00 a.m. A copy of the proposed amendments referenced above may be downloaded by visiting [www.mass.gov/orgs/state-911-department](http://www.mass.gov/orgs/state-911-department). Anyone wishing to offer comments may participate in the public hearing at the designated date and time above or submit written comments. Those who wish to receive a written copy of the proposed amendments, or to submit written comments, may do so by sending an email to [dennis.j.kirwan@mass.gov](mailto:dennis.j.kirwan@mass.gov), or by mail to Dennis J. Kirwan, General Counsel, Massachusetts State 911 Department, 151 Campanelli Drive, Suite A, Middleborough, MA 02346. Written comments must be received by 4:00 p.m. on March 11, 2024.

Additionally, attached please find the accompanying Small Business Impact Statement in accordance with M.G.L. c. 30A, §2.



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SMALL BUSINESS IMPACT STATEMENT

**FRANK POZNIAK**  
*Executive Director*

The Massachusetts State 911 Department ("Department") hereby files this small business impact statement in accordance with G.L. c.30A, §2 relative to the proposed amendments in 560 CMR 5.00: ESTABLISHING CERTIFICATION REQUIREMENTS FOR ENHANCED 911 TELECOMMUNICATORS, GOVERNING EMERGENCY MEDICAL DISPATCH, AND ESTABLISHING 911 CALL HANDLING PROCEDURES.

The proposed amended regulations are to effectuate the implementation of pertinent sections of Chapter 177 of the Acts of 2022. Section 81 of Chapter 177 provides: "SECTION 81. The State 911 Department shall update 560 CMR 5.00 to integrate training on identification of and response to callers experiencing behavioral health crises, which may include crisis intervention training and training on the appropriate diversion of people with behavioral health conditions away from law enforcement response to appropriate behavioral health treatment and support, into the certification standards for certified enhanced 911 telecommunicators."

In order to integrate changes contained in Chapter 177, we have added a definition for Behavioral Health Crisis. We have also updated 560 CMR 5.04, requiring training for new and existing telecommunicators in identifying and responding to callers experiencing behavioral health crises in accordance with the statutory mandate. These regulations are governed by M.G.L. c. 6A, § 18B.

In accordance with G.L. c.30A, §2, the Department offers the following responses:

1. Estimate of the number of small businesses subject to the proposed regulation:

No small businesses are subject to the proposed regulation.

2. State the projected reporting, recordkeeping and other administrative costs required for compliance with the proposed regulation:

There are no projected additional reporting, recordkeeping or administrative costs created by these regulations that would affect small businesses.

3. State the appropriateness of performance standards versus design standards:

These regulations do not implicate a design or performance standard that would affect small businesses.

4. Identify regulations of the promulgating agency, or of another agency or department of the commonwealth, which may duplicate or conflict with the proposed regulation:

The Department is not aware of duplicate or conflicting regulations.

5. State whether the proposed regulation is likely to deter or encourage the formation of new businesses in the commonwealth:

These regulations are not likely to deter or encourage the formation of new businesses in the Commonwealth.

MASSACHUSETTS STATE 911 DEPARTMENT,

By:  \_\_\_\_\_

Frank Pozniak, Executive Director

Date: 2/6/24