

# Our Mission

The mission of the North Shore Regional 911 Center is to serve as the communications link between all of our member community's citizens and their public safety agencies. Our vision is to exceed national standards and best practices by providing high quality, high-tech, up to date 9-1-1 services.



## Contact Us

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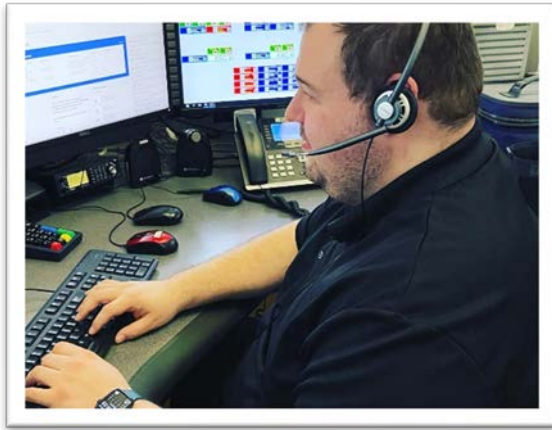
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# North Shore Regional 911 Center

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Dispatching police, fire and medical services for Amesbury, Essex, Manchester-by-the-Sea, Middleton, Topsfield and Wenham





## What is the NSR911?

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The North Shore Regional 911 Center is located in Middleton, Massachusetts and operates under the authority of the Massachusetts State 911 Department.

The center provides emergency communications to the communities of Amesbury, Essex, Manchester-by-the-Sea, Middleton, Topsfield and Wenham, and is responsible for answering emergency 9-1-1 calls and dispatching police, fire and ambulance resources to citizens requiring assistance. Additionally, the NSR911 is the primary answering point for approximately 300,00 wireless 9-1-1 calls for a population of about 1.8 million residents originating in Essex County, most of Middlesex county, six towns in Worcester County and all of Suffolk County, excluding Boston.

## Our Team

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The NSR911 currently staffs 31 Telecommunicators (TCs), 8 Supervisors, a Director, Deputy Director, Operations Manager, and a Training & QA Coordinator. Personnel are required to complete 88 hours of certification training. In addition, new TCs must also complete the NSR911 specific training program. This program includes 56 hours of classroom courses focusing on Computer-Aided Dispatch software, local geography, ethics, and incident command system (ICS) training, 80 hours of wireless call taking, and another 120 to 160 hours of emergency dispatch on-the-job training centered around more in-depth CAD usage, radio and dispatch protocol, policy, and procedure, as they relate to the member communities.

To maintain state certification, TCs must complete 16 hours of continuing education training, as well as an additional 12 hours of EMD continuing education each year. NSR911 TCs also complete 12 hours of online con-ed training (1 hour per month) as well as 8 hours of weekly scenarios and simulation-style training to maintain essential knowledge and skillsets

## Calls for Service

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Our dispatchers handle approximately 8,000 business calls each month, and dispatch Police and Fire units to roughly 9,000 incidents a month.

These calls and incidents range from motor vehicle accidents, medical aids, animal complaints, thefts, and property damage calls just to name a few!

Each dispatcher is able to process the call, determine the nature of the emergency, dispatch appropriate units, and give pre-arrival instructions to the caller before the units arrive.

The NSR911 operates a Quality Assurance Program (QA) designed to meet the national and international standards. The QA program address three key areas of employee performance: adherence to procedures, call quality and job knowledge. The principal features of the QA program include a review of at least 3% of all calls for service and all cases involving catastrophic loss and/or high acuity.