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**THE COMMONWEALTH OF MASSACHUSETTS**

**EXECUTIVE OFFICE OF PUBLIC SAFETY**

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THE COMMONWEALTH OF MASSACHUSETTS

*EXECUTIVE OFFICE OF PUBLIC SAFETY*

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## SECTION I

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**MERIT RATING BOARD**.....(617)267-3636  
1135 Tremont Street, 6th Floor Fax (617)351-9660  
Boston, MA 02120  
*Mary Ann Mulhall, Director*

**PAROLE BOARD**.....(617)727-3281  
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**REGISTRY OF MOTOR VEHICLES**.....(617)351-4500 or  
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## **SECTION II**

### **ARCHITECTURAL ACCESS BOARD**

#### **MISSION**

The mandate of the *Architectural Access Board* is to develop and enforce regulations designed to provide full and free use of all buildings and facilities so that persons with disabilities may have the education, employment, living, and recreational opportunities necessary to be as self-sufficient as possible as to assume full responsibilities as citizens. The regulations appear in the code of Massachusetts Regulations as 521 CMR 1.00. The regulations are incorporated by reference as a "specialized code", and are enforced by local building inspectors as well as the Board itself.

#### **HISTORY**

In December of 1968, the legislature established a five member Board called the "Board to Facilitate the Use of Public Buildings by Physically Handicapped" to ensure that public buildings in the Commonwealth were accessible to persons with disabilities. In 1974, with an increasing number of people with disabilities coming home from the Vietnam War, the Board was changed to a seven (7) member Board called the "Architectural Barriers Board" and its jurisdiction was expanded to cover public buildings as well as privately financed buildings open to and used by the public.

In 1987 the Board was expanded to a nine member Board and its name was changed to the *Architectural Access Board (AAB)*, a more positive name. Its position in government was strengthened by becoming an agency within the *Executive Office of Public Safety*. The Board now consists of nine (9) members: the Secretary of Public Safety or their designee, the Secretary of the Executive Office of Elder Affairs or their designee; the Director of the Office on Disability and six (6) members appointed by the Governor. Three (3) of the members are selected from a list submitted by advocacy groups on behalf of the disability community and two of the members must be registered architects.

**TRAINING AND TECHNICAL ASSISTANCE:** The *AAB* staff provides training and technical assistance to local and state building officials, local governments, the local disability community as well as the building and architectural community.

**VARIANCES AND COMPLAINTS:** The *AAB* also adjudicates over 300 requests for variances per year from building owners who cannot comply with a technical provision of the regulations. In addition, the Board processes over 250 complaints from the persons with disabilities relative to the lack of compliance with our regulations in buildings within the community.

**AWARDS PROGRAM:** In November of 1994, the Board initiated the first annual, "Best Accessible Design Awards" Program. The program recognizes outstanding examples of solutions to difficult accessibility problems encountered when renovating existing buildings. The winning entries are displayed at the annual Build Boston Exhibit and recipients are honored at the Build Boston Banquet.

# OFFICE OF THE CHIEF MEDICAL EXAMINER

## **MISSION**

The mission of the *Office of the Chief Medical Examiner (CME)* is to determine the cause and manner of death in cases under its jurisdiction. The agency accomplishes this mission through case investigations and performance of autopsies and laboratory studies. The agency headquarters office will relocate to a state-of-the-art forensic facility in Boston in the spring of 1995. To better serve families and the law enforcement community at the local level, the agency also maintains regional satellite offices throughout the Commonwealth. This has been made possible through the formation of partnerships with hospitals throughout the state. These offices are staffed by full time employees of the agency and are currently located in Pocasset, Tewksbury, and Springfield. The agency is in the process of re-locating its Worcester office to the city Campus of the University of Massachusetts Medical Center. Through the formation of partnerships with community hospitals, the *CME* is also able to maintain autopsy facilities in Pittsfield and North Adams. These Facilities are served by local pathologists.

## **HISTORY**

Historically, Massachusetts has been a national leader in the development and refinement of an effective medicolegal investigation system. Although originally a Coroner system, Massachusetts was the first state to utilize physicians as an integral part of medicolegal investigations. This was done at the county level until 1982, when the *Office of the Chief Medical Examiner (CME)* was created as a state agency providing medicolegal investigation services to the Commonwealth.

## **WHO WE ARE**

Autopsy and medicolegal investigative services are the backbone of the agency. These are provided by agency forensic pathologists with the assistance of dedicated community physicians who take time from their busy medical practices to serve as direct medical examiners. To provide even more effective medicolegal investigative services, the *CME* is developing a partnership with the *Massachusetts State Police* under the leadership of the *Executive Office of Public Safety*. Through this partnership, the *CME* will be able to supplement investigative services provided by district medical examiners. A contingent of State Police detectives has been assigned to the *Office of Chief Medical Examiner* to realize this goal. This contingent is receiving specialized medicolegal investigative training from the agency and will vastly improve the ability of the *CME* to deal with the ever increasing complexity of case investigations, scene documentation, and physical evidence collection. As we approach the next century, the primary goal of the agency is to expand investigative and technical capabilities so that the *CME* will remain at the forefront of the forensic technology.

## **COMMUNITY INTERACTION**

At the same time, the *CME* seeks to expand services to the community by making youth aware of the consequences of violence, alcohol abuse and substance abuse. The Agency is forming partnerships with schools to participate in the education of our young men and women. This education is envisioned as being provided by visiting OCME classroom lecturers and by allowing classes to visit the *CME* headquarters office in Boston. The *CME* also is in the process of improving and expanding forensic teaching that it provides to physicians-in-training throughout the Commonwealth.

## COMMITTEE ON CRIMINAL JUSTICE

### *MISSION*

The *Massachusetts Committee on Criminal Justice (MCCJ)* was established by statute in 1967 to review and develop criminal justice policy and to serve as the state planning agency responsible for the administration of federal crime justice grants based on annual appropriations passed by Congress. Currently, *MCCJ* is the recipient of more than \$10 million in federal grant money from the U.S. Department of Justice, Office of Justice Programs. Specific funding sources include the Bureau of Justice Assistance, the Bureau of Justice Statistics and the Office of Juvenile Justice and Delinquency Prevention. The Committee allocates funds to state agencies and local units of government to support a wide variety of law enforcement programs throughout the Commonwealth. The state's funding priorities focus on areas of community policing, offender treatment, intermediate sanctions, violence prevention, juvenile justice and information systems improvements.

### *WHO WE ARE*

We are an organization that allows for a most effective process for grant administration. A mechanism for innovative demonstration projects has been developed, and a highly structured system for proposal submission, competitive review and selection is conducted. Following the actual subgrant award notification, a process is followed to complete all necessary contracts, and state and federal regulations between the city, town or state agency. This formalizes a system for program management and fiscal accountability.

### *COMMUNITY INTERACTION*

In a commitment to continuing these efforts toward the goal of returning communities to their citizens and promoting public safety, *MCCJ* has developed several criminal justice partnerships with law enforcement, state agencies and communities. Community policing and neighborhood revitalization programs are conducting a second year of programming. Strategies focus on crime reduction, removing the fear of crime, and drug demand reduction at the community level. Programs promote public safety through partnership efforts between law enforcement, other local government agencies, businesses, schools, community/social organizations and citizens.

Violence prevention and reduction programs were recently initiated under the Byrne Memorial federal grant formula program and were required to submit program designs that propose innovative and collaborative, multi-agency efforts designed to respond to escalating violent crime. Projects had to demonstrate the ability to target improvement and revitalization of neighborhoods and schools, reduction of gang violence, victimization of individuals, substance abuse interventions, preservation of community development and reduction of domestic violence.

There are four (4) innovative programs which depict partnerships in different variations. **The Weed and Seed** federal discretionary project in Chelsea, administered through *MCCJ*, encompasses all components of community policing, neighborhood revitalization, violence prevention and treatment by forming extensive partnerships with state, local and nonprofit agencies. The **SCORE** program, created by the MA Office of the Attorney General, provides grants for the development of local school-based mediation programs using trained student mediators to resolve violent and potentially violent conflict among their peers. It currently funds twenty-six (26) SCORE programs, seventeen (17) high school and nine (9) middle schools, in fourteen (14) communities throughout Massachusetts. The **Boston Community Centers** in collaboration with the city of Boston, and funded by Byrne formula grant, is in its second year of programming directing efforts towards at-risk teenage girls to avoid gangs and violence. Youth service providers support young women in making positive transitions from adolescence to productive adulthood.

# CRIMINAL HISTORY SYSTEMS BOARD

## *MISSION & HISTORY*

Created in 1972 by the Criminal Offender Record Information (CORI) Act (M.G.L. c.6,S.167-78B), and governed by a seventeen (17) member board of representatives of the criminal justice community, the *Massachusetts Criminal History Board (CHSB)* serves as the hub for information services for the law enforcement and criminal justice communities. The *CHSB*, headed by an Executive Director that is appointed by the Secretary of Public Safety operates the Commonwealth's Criminal Justice Information System (CJIS) with a staff of forty-two (42) technical and administrative personnel dedicated to providing critical information to the Commonwealth's criminal justice practitioners. This fully computerized information system consists of a state of the art mainframe computer, a state wide data communications network, and 1500 data terminals, Personal Computers, and Mobile Data Terminals (MDTs). CJIS also acts as an interface with out of state criminal justice agencies, providing access to Massachusetts data, including criminal records. CJIS operates twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty-five days a year.

The *CHSB* is also responsible for the administration of the Criminal Offender Record Information (CORI) statute. Accordingly, the *CHSB* disseminates criminal record information to the criminal justice community and to the general public. This data is provided around the clock to criminal justice agencies via the CJIS network. Request for information from the general public are handled via U.S. Mail.

## *COMMUNITY INTERACTION*

Two hundred, seventy six (276) local Police Departments are connected to the CJIS network. These agencies have access to all CJIS data including: criminal histories; records of wanted persons, missing persons, and stolen property; judicial restraining orders; and inmate and parolee custody cases. Access to the FBI's National Crime Information Center database is also provided. Additionally, access to the vehicle registration, driver's license, and criminal record files of the other forty-nine (49) United States, the District of Columbia, and Canada are provided through the CJIS interface to the National Law Enforcement Telecommunications System (NLETS). This information is used to perform authorized law enforcement functions and to enhance officer and public safety. For example, criminal record data is used to verify that an individual is not prohibited from possessing a firearms identification card or license to carry. CJIS data is also used to alert police officers of potential danger when confronting individuals during the normal course of operations.

The *Criminal History Systems Board* also provides technical and administrative assistance to the Commonwealth's cities and towns. For example, the *CHSB* has developed guidelines for connectivity to the CJIS network and works directly with agencies to assist them in complying with these guidelines. In addition, the *CHSB* provides training in the use of the CJIS network so that agencies can utilize the system effectively. The *CHSB* also conducts audits of CJIS users in an effort to help them comply with state and federal laws and regulations governing the use of the network and the data it provides.

Criminal record data is provided to city and town administrators and other officials in an effort to enhance public safety and to protect vulnerable population groups. For example, criminal record data is provided for purposes such as arson investigation, taxi and liquor licensing, and the screening of firefighters and school teachers. Legal advice and direction are provided by the agency's Legal Department. The *CHSB* Victim's Services Unit certifies crime victims, witnesses, and the family members of murdered individuals to receive notification of the pending release or parole of subjects convicted of criminal offenses. This data is provided at no cost to victims or to the municipalities.

# CRIMINAL JUSTICE TRAINING COUNCIL

## **MISSION**

The *Massachusetts Criminal Justice Training Council (MCJTC)* is responsible for the development and delivery of municipal police training schools and courses in three (3) areas: the eighteen (18) week basic course for new officers; the yearly in-service refresher course; and a variety of single-topic specialized courses ranging in length from one (1) day to three (3) weeks. The agency also sets standards for the delivery of these programs at certified academies located in police departments statewide and provides some support services for DOC, DYS, Parole and County Corrections

## **HISTORY**

In 1964, the Legislature passed the first general law requiring police officers in cities and towns with populations greater than 5,000 to complete a recruit training course. In 1968, an in-service requirement was added. In 1972, the Legislature eliminated the exemption for cities and towns with populations under 5,000 and added a requirement for supervisory training. Over the next twenty-two (22) years the responsibilities of the *MCJTC* have expanded to include a variety of mandated training including; Rape Investigation, Suicide Prevention, Drunk Driving enforcement and Hate Crimes enforcement. In recent years the *MCJTC* has taken a lead training role in some of the large social issues of our time. Drugs, domestic violence, highway safety and civil rights are some of the areas requiring special attention and effort.

## **WHO WE ARE**

The *Massachusetts Criminal Justice Training Council (MCJTC)* is the agency that provides the training of the municipal police. There is also a twenty-one (21) member appointed board which provides policy guidance to the agency. This board is referred to as "The Council" and includes representatives of state and local police agencies and the Attorney General, as well as representatives of the judiciary, prosecution, defense, probation, parole, county and state corrections, the Department of Personnel Administration and the MA Committee on Criminal Justice. Representatives of the FBI, the State Department of Education and the MA Bar Association serve as advisory members. With the combined efforts from these areas of expertise, the MA Criminal Justice Training Council and its advisory members are constantly working to teach and improve the skills and performances of those professionals who are charged with the immense responsibility of public safety.

## DEPARTMENT OF CORRECTION

### **MISSION**

The Commonwealth of Massachusetts, *Department of Correction (DOC)* promotes public safety by imprisoning convicted felons while providing opportunities for rehabilitation through a structured reintegration model. The *Department of Correction's* mission is achieved through the following initiatives through protecting the public by safely and humanely incarcerating inmates at the appropriate security level; providing inmate work, education, and programming opportunities; prudently and efficiently managing all resources allocated to the *DOC*; establishing sound correctional policies and procedures; pro-actively informing and educating the public consistently with established correctional policies; providing a professional and rewarding work environment for the staff.

### **WHO WE ARE**

Under the auspices of the *Executive Office of Public Safety* and with the protection of the public as their primary objective, The *Department of Correction* Commissioner along with the Deputy Commissioner oversee the operation of the state's prison system. Overseen by Assistant Deputy Commissioners, the Superintendents at each of the prisons manage the day-to-day operations of their facilities, and are responsible for the more than ten (10) thousand inmates incarcerated in the state's prison system. In addition the *DOC* currently employs nearly five (5) thousand correction officers, correctional program officers, and other security, support, and training staff.

### **COMMUNITY INTERACTION**

The *Department of Correction* prides itself on maintaining positive relationships with elected officials and residents in each of its host communities. Wherever a prison facility is located, the Superintendent has formed a Community Relations Board which meets regularly to discuss issues of concern between the department and the community.

Whenever possible, the *Department of Correction* also provides inmate work crews to cities and towns wishing to complete labor-intensive projects that would not otherwise be possible because of budget or staff constraints. In recent years, the department has provided inmate labor to paint and clean school buildings, remove trash from highways, prepare food packages for needy families, clear and clean parks and recreation areas, and countless other projects that save cities and towns millions of dollars in the process. *DOC* also hosts several programs for at-risk youth that emphasize positive choices by providing a look at prison life and the consequences of illegal activity.

# THE DEPARTMENT OF PUBLIC SAFETY

## **MISSION**

The mission of the *Department of Public Safety (DPS)*, is to promote public safety and awareness in Massachusetts through our various boards and commissions, and through licensing and inspections performed by the divisions within the department.

## **HISTORY**

The *Department of Public Safety* was formed in chapter 249 s. 1 Of the acts of 1865. That act created a "Constable of the Commonwealth" who was paid \$2,000 dollars per year and authorized to pay six deputies three (3) dollars per day "for the prevention of crime and enforcement of the laws of the Commonwealth". The department expanded over the years taking on the duties of the Fire Marshal in 1919; the Boxing Commission in 1957; the Bureau of Special Investigations in 1991. In July of 1992 the State Police left *DPS* to establish the consolidated *Department of State Police*. As a result the department is now more of a regulatory agency, no longer dominated by the police functions performed by the division of state police.

## **WHO WE ARE**

Our work force is made up of 160 dedicated, accomplished people who work hard to ensure the public safety of the Commonwealth's citizens. The management team at *DPS* stands ready to assist with any issues that include the following commissions and divisions:

*Division of Inspection* oversees statewide inspections and licensing in the areas of elevator, engineering and building safety.

*Bureau of Special Investigations* directs its energy in investigating welfare fraud in the Commonwealth.

*Boxing Commission* licenses and monitors amateur and professional boxing in Massachusetts.

*Bureau of Firearm Records* monitors the sales of firearms and licenses to private citizens and licenses to sell for dealers.

*Special Licensing Unit* oversees the licensing of sunday entertainment, raffles and bazaars, security systems installers, warehouses, and resale ticket agencies.

In addition to these departments and commissions *The Department of Public Safety* promotes public safety through its part time boards and commissions; *the Board of Boiler Rules, Board of Elevator Appeals, Board of Elevator Examiners, Board of Regulations, Board of Fire Prevention Regulations, Fire Safety Commission, Board of Pipefitters, Refrigeration and Sprinklers, Tramway Board and the Boxing Fund Board.*

# **DEPARTMENT OF STATE POLICE**

## **MISSION**

The *Massachusetts Department of State Police (DSP)* is a full service law enforcement agency with a mission of protecting and preserving the rights of citizens and enforcing the laws of the Commonwealth have not diminished since its founding in 1921. The State Police are responsible for patrolling state highways, the Massachusetts Turnpike, MDC roadways, and the Massachusetts Port Authority property. Additionally, law enforcement services are provided to those small towns of Central and Western Massachusetts whose police departments are part-time.

## **HISTORY**

The "first" State Police agency in the nation was created here in 1865 with the enactment of the State Constabulary by the Massachusetts legislature. It was later to reorganize into the State Detective Force in 1875 and again in 1879 as the District Police. It was not until Chapter 350 of the General Acts of 1919 that a uniformed patrol force was created. In 1921, the District Police then became the Department of Public Safety, Division of State Police.

The Massachusetts State Police have once again made history by being the "first" in the nation to consolidate four (4) stat level law enforcement agencies in 1992. the *Massachusetts State Police (MSP)*, *Metropolitan District Commission Police (MDC)*, *Registry of Motor Vehicles Police (RMV)*, and the *Capitol Police (CP)* have been fully integrated into the *Department of State Police* with the passage of Chapter 412 of the General Acts of 1991.

## **WHO WE ARE**

The *Department of State Police* is a full service law enforcement agency with a statewide law enforcement responsibility. The primary duties of the State Police include assisting motorists in need of service, taking enforcement action to promote greater compliance with motor vehicle laws, and the investigations of crimes and motor vehicle crashes.

## **COMMUNITY INTERACTION**

The *Department of Sate Police* provides law enforcement expertise and resources to other law enforcement agencies, to assist in civil disorders requiring additional personnel through accident reconstruction and technical analysis, commercial vehicle incidents, specialized training, traffic control at accident/public events, criminal investigation, forensic examination and expertise. Specialized units such as Auto Theft, Criminal Information Section, Missing Persons Unit, Special Services Section (Narcotics/Organized Crime/Violent Fugitive Arrest Squad), Canine Section, Mounted Section, Airwing, Marine Division, and Bomb Technicians also assist federal and local agencies.

## **ENHANCED 9-1-1**

### **MISSION**

The *Enhanced 9-1-1* system in Massachusetts will be one of the largest in the country. A citizen dialing 9-1-1 from anywhere in the state will be automatically connected to the Public Safety Answering Point (PSAP) handling emergencies in that area. The system provides the number and address of the telephone used to make the emergency call, along with dispatching data for local police, fire and ambulance services. PSAP personnel either dispatch emergency services directly or relay the calls to private or public safety agencies.

### **HISTORY**

The development of the statewide *Enhanced 9-1-1* system in Massachusetts began with a law enacted in December 1990. That law allowed NYNEX to seek permission to charge residential telephone customers for Directory Assistance calls. These revenues were designated to fund four Massachusetts programs: Enhanced 9-1-1, a TDD relay service, an equipment distribution service for people with disabilities, and the addition of amplifiers at 25 percent of public pay phones.

NYNEX received DPU approval from the Department of Public Utilities to charge residential telephone customers 34 cents for each call that exceeds a 10-call allowance (the elderly and persons with disabilities can receive exemptions).

### **WHO WE ARE**

**State Emergency Telecommunications Board:** Under the law, a newly created State Emergency Telecommunications Board under the *Executive Office of Public Safety* is responsible for developing standards for the system and overseeing its implementation and administration. The twenty-one (21) member board includes representatives from state agencies, the municipalities and the public safety community.

The board has published technical standards which outline the general system design and set operational and performance standards. The standards also define the responsibilities of each municipality in developing the street address database that will run the system. Based on a plan submitted by each municipality, the board will create a statewide plan for *Enhanced 9-1-1*. NYNEX will install the system according to a schedule by the board.

**Municipal Responsibilities:** Under the law, each municipality submitted a plan describing how *Enhanced 9-1-1* would be implemented in their city or town. In addition, the standards directed that each community designate a 9-1-1 coordinator to act as liaison between the board, NYNEX and the responding public safety agencies. The municipalities appointed a database liaison person whose responsibility it was to coordinate with NYNEX to create and update the street address record for the community--the brains of the system. Additionally, the communities are being asked to appoint a municipal coordinator for public education. That person will coordinate with the Statewide Board and NYNEX to introduce *Enhanced 9-1-1* to the community and educate citizens on its proper use.

**The Statewide Boards Responsibility:** The Massachusetts Statewide Emergency telecommunications Board has overall responsibility for implementing the system. The Board must combine the municipal plans into a statewide plan that details the location of each answering point. The first grouping of towns will be completed in late 1995.

## GOVERNOR'S ALLIANCE AGAINST DRUGS

### **MISSION**

The *Governor's Alliance Against Drugs* has a mission to coordinate and set statewide policy on drug and alcohol prevention education and intervention programs. This coordination enables the *Alliance* to direct policy and channel multiple funding sources toward the priority of prevention. In fulfillment of this mission, the *Massachusetts Governor's Alliance Against Drugs* in partnership with all the agencies under the *Executive Office of Public Safety*, have combined resources such as, a safety fair awareness for parents and kids, summer day camps with the *State Police* and *National Guard* and educational forums with the *Parole Board*.

## GOVERNOR'S HIGHWAY SAFETY BUREAU

### **MISSION & HISTORY**

Established through the Highway Safety Act of 1966, and funded by section 402 of the Highway Safety Budget, the *Governor's Highway Safety Bureau (GHSB)* seeks to reduce deaths and injuries on Massachusetts roadways through education and enforcement. Issues such as the use of safety belts and child car safety seats, hazards of speeding and drinking and driving, the importance of pedestrian and bicycle safety as well as motorcycle safety and helmet use are addressed through various programs among the appropriate age groups. Each program falls under the Department of Transportation's National Priority Program areas.

Through the passage of legislation and public awareness, Massachusetts has seen a reduction in the number of motorists injured on our roadways. Overall traffic fatalities have dropped to their lowest point in recent history, 475 traffic fatalities on Massachusetts roadways last year, down from 485 in 1992, 552 in 1991 and 605 in 1990. The number of people killed in car crashes involving a drunk driver has decreased by 15%, from 144 in 1992 down to 132 in 1993.

### **COMMUNITY INTERACTION**

The majority of the *GHSB'S* funding goes to Massachusetts communities, non-profit organizations and regional traffic safety programs. We believe that communities can best identify their own traffic safety problems and efficiently allocate resources to address those problems. In addition to funding Community Traffic Safety Programs, the *GHSB* funds projects ranging from local enforcement grants to remove impaired drivers from the road, to bicycle safety grants to mentoring grants for youth through the Boys and Girls Clubs, Inc.

The *GHSB* responds to hundreds of requests each year for information, materials and speakers. The Bureau's resource list includes technical expertise on a variety of traffic safety issues, data, speakers for events, training, educational and collateral materials.

# MASSACHUSETTS EMERGENCY MANAGEMENT AGENCY

## **MISSION**

The *Massachusetts Emergency Management Agency's (MEMA)* primary mission and responsibility is to plan, coordinate, and administer the state and local response to emergencies in order to preserve the lives and property of the citizens of the Commonwealth. The Agency coordinates the activities of all federal, state, and local organizations engaged in emergency preparedness, response and hazardous mitigation within the Commonwealth. It conducts local assistance programs and trains emergency management personnel. Its mission is to prepare citizens to cope with man-made and natural disasters such as floods, hurricanes, nuclear accidents and hazardous waste spills.

## **WHO WE ARE**

The Emergency Operation Center (EOC) in Framingham is staffed by a well trained *Massachusetts Emergency Management Team* always ready to coordinate immediate response. Actions that could normally take days are concluded in minutes, with responses developed and help on the way quickly. The Public Safety Agencies are key members of the response team and train with other state agencies on a monthly basis.

## **COMMUNITY INTERACTION**

The *MEMA Team* are highly trained in the following four (4) areas to assist the citizens of the Commonwealth at all times.

*Mitigation* involves the elimination or reduction of a hazard's effects through identifying risks such as inadequate infrastructure and coordinating efforts by state and local governments for corrective actions. Measures such as enlarging of culverts in Otis, MA, the raising of home utilities above the flood level in Revere, MA and the sacrificial sand dunes in Scituate, MA, are just a few of the mitigation procedures *MEMA* has coordinated. Local government, along with appropriate state agencies, (Red Cross and FEMA) have all cooperated to undertake and fund these mitigation measures. *MEMA* has also worked with the Department of Public Health and the Department of Environmental Protection to identify and reduce risks present at industrial facilities.

*Preparedness* includes the planning, training, educating, public information and exercising functions that *MEMA* provides to local government, businesses, industries, civic groups, schools, state and federal agencies. *MEMA* has assisted all the cities and towns in the Commonwealth in the development of all hazard Comprehensive Emergency Management Plans. In 1994 alone, *MEMA* will have trained over ten (10) thousand people in various aspects of emergency management, as well as distributing a booklet titled "What to do in an Emergency" to over two-hundred (2) thousand people throughout the Commonwealth. In addition, *MEMA* reviews and assists in developing and planning for many of the private and state agencies.

*Response* is immediately coordinated as a result of requests received at the *MEMA* headquarters in Framingham. Once local resources are exhausted the *MEMA Team* responds with sandbags, trucks, front-end-loaders, pumps, generators, cots, medicines, and blankets.

*Recovery* is the restoration of the affected area to pre-disaster conditions through food and housing for victims, damage assessment, and finally the rebuilding effort to include mitigation measures. *MEMA* organizes the effort, provides the conduit for disaster recovery funds to local government and residents, and ensures that the work is satisfactorily completed. Recovery melds into mitigation with the goal of reducing the impact of subsequent disasters.

# MASSACHUSETTS FIREFIGHTING ACADEMY

## **MISSION**

The *Massachusetts Firefighting Academy* provides effective fire training to fire service personnel of the cities, towns and fire districts of The Commonwealth and appropriate public and private sector organizations, and provides guidance and direction to the *Executive Office of Public Safety* and other agencies and authorities of the Commonwealth in fire service matters to enhance the public safety of the citizens and to maintain the economic growth and stability of The Commonwealth of Massachusetts.

## **WHO WE ARE**

The Academy staff includes a full time staff of nineteen (19) and a part time instructor and support staff of approximately three hundred (300) personnel. The agency is led by a Director who is appointed by the Massachusetts Fire Training Council and reports to the Secretary of Public Safety.

The Academy Headquarters facility is located in Stow, Massachusetts. The training facilities include an administration and classroom building with three (3) classrooms, a 110 seat lecture hall, multi-function fire station, vehicle maintenance facility, media library and graphics and print shop; a four (4) story, seventeen (17) room, refractory cement protected burn building; a six (6) story training tower; an eight (8) acre Gas School featuring three (3) types of flammable gas, seventeen (17) training props, a high pressure water supply system with a water recycling system; a confined space training vault; a twenty (20) thousand gallon water drafting pit; a complete sprinkler laboratory; over two hundred (200) thousand square feet of paved training areas; and a one (1) mile improved surface outdoor fitness trail with eleven (11) exercise stations.

## **COMMUNITY INTERACTION**

The Academy provides training programs tuition free to the three hundred seventy one (371) fire departments in the cities, towns and fire districts in Massachusetts. All volunteer, call and full-time permanent firefighters are welcomed at our training programs. Programs are conducted daily as well as nights and weekends at the Stow facility and in each of the communities of the Commonwealth. Academy programs are taught to approximately thirteen (13) thousand students each year.

Course offerings range from three (3) hour classroom programs to the eleven (11) week, four hundred sixty two (462) hour Recruit Training Program. Training courses are provided in approximately eleven (11) different delivery modes and provide training and education for all ranks in the fire service from Recruit Firefighter to the Company Officer to the Chief of Department.

The agency also administers the Massachusetts Fire Training Council's comprehensive fire service certification system. This system provides examinations and certification in academic and practical skills for fire service personnel at varying levels based on existing national standards for fire service professional qualifications.

# MASSACHUSETTS NATIONAL GUARD

## *MISSION*

On December 16, 1636, the general court of Massachusetts Bay Colony ordered the organization of the colony's militia companies into three permanent regiments; the North, South and East. The Guard continues its historic missions of providing for the first line of defense of the Nation as an essential part of the total force and assisting our communities. The Guard is the only militia with a federal and state mission. Our **FEDERAL** mission is to provide trained units and individuals to augment the active component in time of war or national emergency. Our **STATE** mission is to provide the Commonwealth with organized units, equipped and trained to function effectively in the protection of life, property and the preservation of peace, order and public safety.

## *WHO WE ARE*

Today, we are a force of 11,974 army and air men and women commanded by the Adjutant General. The national guard has 62 armories throughout the Commonwealth. Each armory is operational during normal business hours and is available for use by the community for youth activities or meeting places.

## *COMMUNITY INTERACTION*

The *Guard* is involved in community programs in most cities/towns. Our adopt-a-school program brings our soldiers into the local schools to provide basic life skill type instruction to young people. Some armories house day care centers or provide sports activities after school. *The Registry of Motor Vehicles* has testing sites at several armories. Our two major youth programs, Quest and Youth Conservation Corps provide various types of education and prevention vehicles for "at-risk" youth. In 1994, the *Guard* was called to state active duty nine (9) times to assist in coastal storm clean ups, the Boston Marathon, World Cup Soccer and the Springfield water break. We receive four (4) to five (5) hundred domestic action requests a year that range from supporting and participating in parades to rebuilding ball fields.

Our counterdrug operation provides support to local, state and federal law enforcement agencies. In 1994 they assisted in the interdiction of over \$64 million in illegal drugs.

## **MERIT RATING BOARD**

### **MISSION**

The *Merit Rating Board's (MRB)* primary mission is the administration of the safe driver insurance plan as promulgated by the commission of insurance. The *Merit Rating Board* maintains driving history records consisting of motor vehicle violations, at-fault accidents and comprehensive claims. The information is disseminated to Massachusetts automobile insurance carriers who apply safe driver insurance plan steps to the vehicles on the policy. This information is used to adjust automobile insurance premium (decrease/increase) based on the driving records of the listed operators.

The *Merit Rating Board* is also the sole repository for all motor vehicle violation citations issued in the Commonwealth. The board maintains and updates the automated motor vehicle violation file. Motor vehicle violations, subject to the safe driver insurance plan and subject to suspension or revocation of driver licenses by the *Registry of Motor Vehicles*, are applied to individual driving history records.

### **COMMUNITY INTERACTION**

As the entry point of the Civil Motor Vehicle Infraction (CMVI) process, the *Merit Rating Board* plays a critical role in the distribution of \$25.8 Million dollars annually in fines collected for civil motor vehicle violations to the cities and towns. The *Merit Rating Board* also provides monthly traffic citation summary reports for every Massachusetts police department. These reports contain statistical information regarding motor vehicle violation citations submitted to and processed by the merit rating board.

# THE MASSACHUSETTS PAROLE BOARD

## *MISSION*

The *Massachusetts Parole Board's* mission is to protect the public while seeking to successfully reintegrate suitable offenders into the community through supervised release. It is an integral part of the Commonwealth's criminal justice system, committed to the goals of public safety and crime prevention. The *Parole Board's* mission of reintegration is most effectively accomplished through partnerships with cities, towns and other criminal justice agencies in the Commonwealth.

## *WHO WE ARE*

The *Parole Board* is committed to making impartial, balanced release decisions and clemency recommendations to the Governor. Release decisions allow selected inmates to serve a portion of their sentence in the community under strict supervision, subject to specific rules and regulations. The *Parole Board* promotes public safety by the return of offenders to the community through supervised, conditional release. The *Parole Board's* commitment to the needs of victims and the larger community leads to the recognition of the *Board* being an integral component of the criminal justice system.

Working in concert with cities and towns to accomplish its mission, the *Parole Board* manages the reintegration process of an offender by first assessing the most suitable time for release and then, by setting, monitoring, and enforcing conditions of release. These conditions are intended to safely and effectively guide the offender from a prison environment to the community as a productive law abiding citizen. The *Parole Board* may modify conditions of release or, with just cause, return a parolee to custody.

## *COMMUNITY INTERACTION*

The *Parole Board* has cultivated strong and effective partnerships with cities and towns to ensure that the safety of the public is safeguarded. The *Parole Board* currently provides notification to the Police Chiefs in the cities and towns of the Commonwealth as to the release decisions made. The *Parole Board* also communicates frequently with the District Attorneys to request information and input on upcoming release hearings. The *Board* assists in prompt apprehension of parole absconders by increasing the information sharing between the *Board* and other agencies. The *Board's* partnership with the Department of Mental Health allows for mental health evaluations to be conducted on inmates. This assists the *Board* in making the most informed parole release decisions possible.

Several federally funded parole programs exemplify the partnership between the *Massachusetts Parole Board* and other agencies. **Intensive Parole for Substance Abusers (IPSA)** is a collaborative program where the *Parole Board*, in conjunction with community based treatment vendors, provides integrated services to address the needs of parolees with substance abuse problems. The **Substance Abuse Program Network** has created alliances with the Department of Public Health's licensed vendors to provide group therapy and individual substance abuse counseling on demand. The **Pathways Project** provides support services to equip the female offender to overcome the multiple barriers that prohibit successful reintegration into society. **Massachusetts Community Assistance Parole Project (MassCAPP)** offers services to the developmentally disabled.

The *Parole Board*, in recognizing that release decisions have great impact on the victims of crime and the community, has created a **Victim Services Unit** and provides victims access to specified parole hearings. This unit provides information, referrals and support services to crime victims and their family members, solicits victim input so that parole decisions are made in as informed a manner as possible, and provides assistance and support to crime victims during parole hearings.

# REGISTRY OF MOTOR VEHICLES

## *MISSION*

The mission of the *Registry of Motor Vehicles (RMV)* is to protect and promote public highway safety; issue and manage registrations, licenses, and titles; collect and secure resulting revenues; ensure proper use of tax dollars; and utilize the agency's information in a manner that maximizes public convenience, minimizes the use of agency resources, and creates a professional image of the agency.

## *HISTORY*

By the year 1900, automobiles or "horseless carriages," as they were known, began to appear in large numbers on the commonwealth's roadways. There were fifty-seven (57) different makes of motor vehicles. In 1903, the legislature approved an initiative to regulate motor cars by licensing all drivers and registering all motor vehicles.

No tests were required in 1903 in order to receive a driver's license from the Massachusetts Highway Commission, the predecessor of the *Massachusetts Registry of Motor Vehicles*. There were two types of driver's licenses: an ordinary license and a professional chauffeurs license. The only requisite was the completion of an application, signed under oath before a justice of the peace, certifying that the applicant had driven at least one (1) hundred miles. Also, two (2) people of "good character" were requested to sign the application witnessing competence of the applicant and verifying his/her qualifications. The fee for a driver's license and registration was \$2.00. By the end of 1903, there were almost four (4) thousand ordinary licenses and nearly seven (7) hundred professional chauffeurs licenses.

## *WHO WE ARE TODAY*

There are 4.2 Million licensed drivers in the Commonwealth and approximately 4.3 Million registered vehicles. *The Registry of Motor Vehicles* has come a great way since its inception. Not only is the agency responsible for the issuance of all driver's licenses and vehicle registrations, it is also responsible for the collection of all civil motor vehicle infractions - the revenues of which are funneled back into city and town budgets in a more expeditious manner than the prior system. Also, the *RMV* is the sole enforcer of parking/excise tickets. A community notifies the *RMV* of any outstanding parking or excise tickets for an individual. That individual cannot renew an automobile registration or driver's license until the outstanding tickets are paid.

There are a total of thirty-six (36) branches, satellites and license express offices, including our new headquarters located in Roxbury, MA. The agency takes in approximately six hundred fifty (650) million dollars a year. The new, centralized phone center handles ten (10) thousand calls a day. Customers can access a variety of information and can renew a vehicle's registration, pay a citation, and book a road test.

The future of the *Registry of Motor Vehicles* looks quite promising. A brand new driver's license using photo imaging technology will make the Massachusetts driver's license one of the safest and secure forms of identification. The *RMV* in conjunction with the Department of Environmental Management is embarking on a new emissions and safety program which will be implemented in 1996. Also, the license express program will continue to expand along with our customer phone center.

# **THE STATE BOARD OF BUILDING REGULATIONS AND STANDARDS**

## **MISSION**

The *State Board of Building Regulations and Standards (BBRS)* is a body of technical professionals appointed by the Governor and charged with the responsibility to promulgate and maintain the *Massachusetts State Building Code*. The *BBRS* membership comprises registered professional mechanical and structural engineers, a registered architect, building officials, fire officials, general contractors, building trades representative, the State Fire Marshal and the Chief of Inspections of the Department of Public Safety. The *BBRS* reports directly to the *Secretary of Public Safety* through its administrator.

The *State Board of Building Regulations and Standards'* mission of ensuring structural, life and fire safety in the Commonwealth's buildings and structures is of paramount importance. The *BBRS* is the agency authorized by Massachusetts General Laws chapter 143 ss 93 through 100 to promulgate rules and regulations which set minimum standards for the construction, alteration, repair, demolition and use of all buildings and structures. These standards are collectively known as the *State Building Code* and are promulgated as code of Massachusetts regulations, 780 cmr.

The *State Building Code* contains provisions for structural safety by specifying loading criteria for dead, live, wind, snow, and seismic loads; has provisions for foundation and structural design; contains life safety provisions to provide for safe egress from buildings in the event of an emergency; contains provisions for fire safety through the installation of automatic sprinkler and fire detection and alarm systems and; standards for energy conservation in buildings.

## **WHO WE ARE**

***Technical Assistance:*** The *BBRS* staff provides technical assistance to the architectural, engineering and construction communities, building and fire officials, other state agencies and to the general public.

***Administrative Appeals:*** The *BBRS* is authorized by law to act as an administrative appeals board and adjudicates technical disputes between the regulated community and building official on issues relating to the *State Building Code*.

***Construction Related Licensing Programs:*** The *BBRS* is charged with the administration of various licensing programs including; construction supervisor licensing; licensing of producers of native lumber and of concrete testing laboratories; licensing of producers of modular buildings and; registration of home improvement contractors.

***Certification & Education of Municipal Building Officials:*** The *BBRS* develops requirements for the certification of municipal building officials and develops and approves courses of continuing education for maintenance of such certification. To this end, the *BBRS* develops and provides technical seminars for building and fire officials and publishes "Codeword", the official newsletter of the *BBRS*. The seminars and publications are provided to all building and fire officials, free of charge. The *BBRS* staff additionally lectures at the *Department of Public Safety* district state inspectors monthly meetings and at the municipal building officials association monthly membership meetings.

