Enhanced 9-1-1-System

The Great Barrington Police Department is the Public Safety Answering Point (PSAP) for the Town. Every dispatcher has been trained in the use of the 9-1-1 System by the State 911 Department.

Officers assigned to dispatch answer radio calls and assist with citizens who come into the station. We also dispatch our local DPW and the Great Barrington Fire Department. We provide dispatch services to the Southern Berkshire Volunteer Ambulance Squad. Dispatchers are required by law to monitor the cell block by sight and sound and to physically check prisoners every 30 minutes.

The system provides dispatchers with basic information about the call. If the call is placed from a landline the dispatcher will see the following information on a terminal: the address of the caller, the name of the person or company on the phone bill, the phone number of the caller, a disability indicator if there is one (see below), and a map with the location of the call showing.

If the call is made from a cellular phone, the call will be first routed to one of four special Massachusetts State Police call centers who in turn will direct the call to Great Barrington. Along with the caller’s telephone number, a map showing the location of the cellular phone to within about 50 meters.

The 911 equipment is provided by a fee charged to all telephone users in Massachusetts. The State selected Verizon to install and maintain the equipment. The status of 911 the equipment is monitored by a special Verizon center located in Massachusetts.

If your telephone service is provided through a vendor using Voice over IP-VOIP-such as Vonage, you need to contact them and make sure your address is correct.

During 2014, the Communications Center answered 2,343 calls made to 911.