MARK43

Top 4 Technology Upgrades to Safeguard Massachusetts

Every day, public safety agencies confront growing cyber threats and natural disasters with outdated technology, raising concerns about their ability to ensure community safety and maintain uninterrupted emergency response. A new survey of Massachusetts residents reveals concerns and calls for change.

53%
of MA residents fear their local first responders' duties could be affected by cyberattacks

92%
of MA residents support modernizing emergency response tech for local police departments

1/3
of MA residents worry about local first responders mishandling records and losing important data due to unsecure systems, risking data breaches

90%
of MA residents value first responders in their community, with 80% wanting a stronger connection

25%
of MA residents support modernizing emergency response tech for local police departments

Top 4 Technology Upgrades for MA

MA residents want improved technology for their communities. Here is what they are calling for:

Upgrade	Percentage
Computer-Aided Dispatch (CAD) software that pinpoints the exact location of the 911 caller	65%
Modern Records Management Systems (RMS) that allows first responders to access updated, real-time information	64%
Backup CAD which enables dispatchers to continue their work if their main systems go down	63%
Mobile apps that let officers use their mobile devices to fill out reports and access information from anywhere	54%

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