

Assistance Request Process

1. **Contact your County Mutual Aid Coordinator (CMAC)** by phone or text to report the incident and the type of assistance needed.
2. The CMAC logs into the **Mutual Aid ArcGIS Online Platform:**
[Mutual Aid ArcGIS Online Website](#)
3. The CMAC completes the Assistance Requested Form, assigns an incident ID, and documents all relevant details.

The CMAC will contact other program participants and assign one or more volunteers and coordinate the response with the requestor

Massachusetts Highway Association Mutual Aid - CMACS

09/15/25

	County	Cell #	Email	
Northeast	Essex	978-423-7813	Michael Collins, Beverly	Primary
	Middlesex		mcollins@beverlyma.gov	
	Suffolk			
Southeast	Bristol	781-545-8732	Kevin Cafferty, Scituate	Primary
	Norfolk		kcafferty@scituatema.gov	
	Plymouth			
Cape	Barnstable	508-294-2415	Roby Whitehouse, Yarmouth	Primary
	Duke		rwhitehouse@yarmouth.ma.us	
Worcester	Worcester	774-573-7302	Scott Crisafulli, Milford	Primary
			scrisafulli@townofmilford.com	
Tri Cou	Franklin		David Desrosiers, Granby	

	Hampden	413-326-3594	dpwsuperintendent@granby-ma.gov	Primary
	Hampshire			
Berkshire	Berkshire	413-478-3725	Chris Bouchard, MassDOT deere4700@gmail.com	Primary