



Massachusetts Communications Supervisors Association

“Developing Dispatchers & Dispatch Centers”

Board@ma911.org

Christopher Campbell
Seekonk Communications
President
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Donald Hancock
Billerica PD
Vice-President

Mary Ann McLaughlin
Acton PD
Secretary

Warren Gould
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Treasurer

Lee Ann Delp
ECECC
Essex County VP

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Laurie Lyons
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Worcester County VP

Erin Hastings
MSP
Hampden/Berkshire County VP

David Squires
Belchertown
Franklin/Hampshire County VP

Stephen Hooke
911 Commission Representative

February 21, 2018 – Sturbridge PD, Sturbridge, MA

Meeting called to order by Chris Campbell at 10:06 am; 22 Attendees; 17 Agencies.

Presenter: Hillary DaDalt, Sturbridge PD, ALICE Instructor, SRO. ALICE - Violent Intruder Program – **A** – Alert, **L** – Lockdown, **I** – Inform, **C** – counter, **E** – Evacuate
See the ALICE website for further information.

SIEC – Warren Gould and Melissa Nazzaro, no meeting yet this quarter, next meeting March 7, 2018, Framingham MEMA.

NERAC – Chris Ryan not present.

State 911 – Steve Hooke not present; Monna Wallace presented:

- Wireless Direct Calls – Send an email to Frank Pozniak if interested.
- Text to 911 Update – Deployed live on Nantucket; testing. GDIT working with some carriers on issues; Framingham, Essex, and Boston, testing next, quiet rollout; no PSA until comfortable resolving the issues.
- Newsletter - Interpreter Services – You may transfer a call with Interpreter Services, wherever the call needs to go; i.e. SP to a PSAP.
- Refresher Training – Available on the State 911 calendar - Wireless update, upgraded features on NG911, etc. Request additional classes from Cathy or Venice if needed.
- Dispatch Academy – RFR in process for training consultants, have signed contracts with most vendors. Modules not typically being opened up, classes are full with long waiting lists, Academies running back to back.
- Telecommunicator Pool - Trained certified telecommunicators from Anna Maria College, Worcester; 30 students from the Criminal Justice or Nursing Program, with background checks. Instructions includes 40 hour basic Telecommunicator Course and NG911 training, opportunity for students to work while in school. Practical experience provided by PSAP. EMD not part of the program, everyone uses different vendors.
- EMD Classes – Power Phone, Priority Dispatch, and AQUA – next couple of weeks.
- Chicopee – Regionalizing, hiring a Director, \$72,000 – \$95,000; posted on MCSA website and CJIS.
- Secretary Bennett’s Letter to Town Administrators – Recommendation to adopt guidelines for accurate updating and reporting of GIS info; ensures communities are actively updating address info to MassGIS; impacts 911 services. Don Hancock will post on MCSA website.



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Committee Reports

Website – Send contracts and photos to Don Hancock.

Training – Hosting Annual Training, March 28, 2018, IGC sold out at 172 attendees in three weeks; break-even point 107 attendees.

Anne Camaro – Training Summit recommendation received from Laurie Lyons and Lee Ann Delp to reach out to Nathan Lee and Adam Timm; two day program with four hour breakout sessions, possibly Fall of 2018; waiting to hear back on final arrangements.

Events – Sympathy card for Ryan Chambers, Nathan Lee Foundations, lost his wife a week ago to kidney complications. EBoard voted to donate \$300.00 for personal expenses and \$250.00 for a charity of Ryan’s choosing. Chris reached out to Ryan on behalf of MCSA; very appreciative and thankful; Laurie and Charlie coordinating donation.

Dispatch Appreciation Night, April 13, 2018, IGC, Bolton, MA, 6-11pm, \$30.00 pp. Posted on FB, requesting VP’s sell tickets. No speakers planned, relaxing night, dinner and DJ; Tickets available in envelopes, include name and phone number on sign-up sheet.

Treasurer’s Report – Warren Gould – Next meeting will provide a list of paid invoices, 60-70% of membership paid, and one third of training paid; special circumstance, may pay after event, contact Warren. Balance \$27,235.31. Report approved.

Secretary’s Report – As written, no discussion; report approved.

President’s Report

- EBoard Meeting - March 27, 2018 at IGC; joined by Gordon Graham.
- Retirement - Confirmed both Retirement Bills have been favorably reported out of the Joint Committee on Public Service by the Chairman. Highly encourage members to reach out to State Reps and Senators; House Bill 1449 and Senate Bill 1479. Keep up the momentum.
- Next Meeting – March Training at IGC, Bolton.
- April Meeting – April 18, 2018, at the Maynard PD, Fusion Center, or State 911 Classroom. TBA!

Sturbridge PD very generously provided lunch!

Meeting adjourned 12:03pm.