Massachusetts Communications Supervisors Association

"Developing Dispatchers & Dispatch Centers"

Charles Goodwin
Natick PD
President

Penny Ryan
Auburn Communications
Vice-President

Gregory Lynskey
SWCCC
Secretary

Warren Gould
Boxford Communications
Treasurer

Christopher Campbell
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David Squires
Belchertown Police
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Stephen Hooke
HRECC
911 Commission Representative

Board@ma911.org

January 20, 2021, Virtual Meeting held via Microsoft Teams. 22 Total Attendees

1. *Welcome and Introductions*
   a. President Goodwin called the meeting to order at 10:03am. He noted this meeting was being held entirely virtually and welcomed everyone and thanked them for joining.
   b. He reminded all attendees that the meeting is recorded for record keeping purposes and that since this is a virtual meeting, it will be posted on the website. http://ma911.org/2021/01/22/january-2021-meeting-video/

2. *Training/Presentation*
   a. President Goodwin introduced Diana Rawles, Disaster Programs Specialist for Metro Boston and Ed Blanchard, Disaster Program Manager in Southeast MA from the Red Cross. He stated he was approved by the American Red Cross to get more info out to 911 Telecommunicators of the services available.
   b. He stated he will be working to resume having some form of presentation at each meeting starting with this month. Next month will be a presentation from Excelsior College, one of our partner colleges on the member benefits.
   c. The presenters from the Red Cross stated they wanted to make sure everyone has the correct number for activation of services. The statewide number is 1-800-564-1234.
   d. Currently the Red Cross teams are working remotely and working via an on-scene local agency liaison. They provided some detailed descriptions of the processes they are currently following and the resources they have available.
   e. President Goodwin thanked them for their presentation. He stated he hopes to have them back again in a few months for a more detailed presentation. He stated he will also be providing their contact information to Monna Wallace for possible incorporation into the 911 Academy.
   f. A question was asked about the availability of Canteen services during the pandemic. They stated the Canteen is still an option. They are dropping products off at scenes via coolers. The Vehicles, such as the Rehab bus, are being used but can't put people in them.

3. *Appointee Reports*
   a. NERAC – There was no representative present and there was no report.
   b. SIEC – There was no representative present and there was no report.
   c. State 911 Commission – There was no representative present and there was no report. Secretary Lynskey stated that the Commission is scheduled to meet on 1/28/2021 with the primary focus to be approval of

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the guidelines for the FY2022 grants. They are also holding a virtual Development Grant Grant Camp Day on 2/10/2021.

4. *Treasurer's Report*
   a. Treasurer Warren Gould provided his report.
   b. Beginning balance was $20,737.42. The only expense was $74.38 for monthly Constant Contact Fees. There was income of $2,125.00 which was 17 memberships. There is a current balance of $22,788.04. There are four pending deposits for memberships.
   c. There is one expense pending of $250.00 donation to the family of Norton Sgt. Desfosses.
   d. There have been 96 invoices sent out so far for FY2021 which includes all agencies that were members in FY2020. 58 invoices have been paid to date.
   e. Motion by David Squires to accept the Treasurer's report, second by Butch Garrity. No opposition was heard and it was declared a vote.

5. *Secretary's Report*
   a. Secretary Greg Lynskey stated minutes and video from the December 16, 2020 meeting have been posted and recommended they be approved as written. Motion to approve by Warren Gould, Second by Laura Kilgour. No opposition was heard and it was declared a vote.

6. *Committee Reports*
   a. Training & Events Committee – Mary Ann McLaughlin was not presented but provided a written report. A virtual training has been confirmed with the Denise Amber Lee Foundation for March 24, 2021. This will replace the originally scheduled March Training Day. The cost is $4,000. MCSA will be covering the cost of the training. The presentation will be Hope in the Midst of Chaos and it will be free for all Massachusetts Telecommunicators. Registration will be required in advance in order to obtain a link to participate. Motion by Laura Kilgour to approve the contract. Second by Jim Officer. No objections were heard and it was declared a vote. President Goodwin will sign the proposal. Also a reminder that DAL will be offering a free 3-day conference called "Be the Difference" and it will feature an award ceremony. Register at https://www.deniseamberlee.org/
   b. Historical Committee – Butch Garrity reporting there was nothing new at the current time.
   c. Legislative & Standards Committee – President Goodwin stated that Chris Campbell was not able to attend as he is working with legislators today on bills to be filed. Further details in the President's report.

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d. Outreach & Membership – President Goodwin stated he is still looking for a chair for the committee. Erin Hastings stated she was willing to step up to Chair the committee. President Goodwin thanked her and will reach out to her with some ideas for post COVID.
e. Website – Anne Camaro was note presented but provided a written report. The report is attached to the minutes. President Goodwin also added that Anne is looking for photos of dispatchers getting vaccines to include in the next Newsletter.
f. Telecommunicator CISM – No representative was present and no update was provided.

7. *Regional Vice President Reports*
   a. Essex – Laura Kilgour stated the COVID Vaccination process is underway in the region. She had nothing else to report. Jim Officer stated he had nothing to add either.
   b. Middlesex/Suffolk – No representatives were present and there was no update provided.
   c. Southeast – Brian Kamp stated that Holbrook Regional moved into their new 5,900 sqft facility on January 7th. There were no other updates.
   d. Worcester – Barbara Boiteau reported there was nothing to report.
   e. Hampden/Berkshire – Erin Hastings stated there was nothing to report.
   f. Franklin/Hampshire – David Squires reported they have UCS Classes ongoing in Belchertown. He stated Ludlow is looking for a Priority EMD class and South Hadley is looking for an APCO PST class. Butch Garrity stated the transition to CoMIRS is starting and they are now working through unforeseen issues.

8. *President's Report*
   a. President Goodwin provided an update on Monthly E-Board activities. The E-Board approved a donation to the family of Norton Police Detective Sergeant Stephen Desfosses who passed away from COVID. Chris Campbell delivered the check in hand to Norton PD. MCSA is also working to collect challenge coins from agencies to provide to the family as well for his young daughter.
   b. President Goodwin stated he was pleased to announce that we had successfully petitioned to have 911 Telecommunicators included in Phase 1 for vaccination. He thanked State 911 for their effort in pushing this as well. He stated it was a great group effort reaching out to legislators and that our message was heard that we should be seen as First Responders.
   c. President Goodwin announced the legislative plan for the new session. Chris Campbell is meeting today with Representative Smola and others including Representative Soter working on the verbiage to have 911

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Telecommunications classified as First Responders. He stated that it has been found that 911 Telecommunicators are not currently in any classification or definition in the general laws, just in regulations. They are working with the legislators to determine if it makes sense to try the retirement legislation as well or just to focus on the First Responder Classification so that the retirement doesn't block the First Responder effort. They are also working with the legislators on their recommendation of timing to file the bills. He noted that the First Responder classification has no price tag whereas the Retirement group change would have a price tag. The deadline to submit bills has been extended to February 19, so keep an eye out for an email seeking a push for co-sponsors once the bills are filed.

d. He stated that he had nothing else to add under the President's report.

9. Other Business

a. The next meeting is scheduled for February 24, 2021. It may be able to be hybrid in Wilbraham but is likely to be virtual with Microsoft Teams.

b. Monna Wallace asked to provide an update. She suggested on the legislative front to ensure reaching out to Frank Pozniak to keep him informed of the plans. He likes to be in the loop on things like this so he can push them, like the vaccine. She provided an update on training. They are holding weekly workshops every Monday and Thursday from 9a-11a for the in-house trainer program. She provided an overview of the transition from class room to online training. She noted it is a partnership with a PSAP in-house trainer and the reviews of the program so far have gone well. She stated they are planning to continue this option even once there is an option to move back into the classroom. She also noted that anyone who was on a waiver through the 4 hour special certification early on in COVID must obtain formal certification by June 30.

c. There will not be a monthly general meeting in March, just the annual E-Board meeting.

d. Butch Garrity brought the topic up again about recognition of Life Memberships as part of National Telecommunicator Week. He stated we should start planning, whether in person or virtual and he'd like to see the same recognition for the scholarship recipients. President Goodwin noted the events committee is still working on plans for NTW.

10. Adjournment

a. Butch Garrity made a motion to adjourn at 10:59am, second by Warren Gould. No Opposition heard. President Goodwin wished for everyone to stay safe and see everyone next month.

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Meeting Attendees:

Ryan Avery
Jason Barrett
Ed Blanchard
Barbara Boiteau
Beth Calore
Butch Garrity
Anthony Gentile
Joe Gibbs
Charles Goodwin
Warren Gould
Erin Hastings
Nicole Janey
Brian Kamp
Laura Kilgour
Gregory Lynskey
Anthony Newell
James Officer
Terri Osborne
Diana Rawles
Penny Ryan
David Squires
Monna Wallace

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Gregory Lynskey

From: Camaro, Anne <acamaro@cambridge911.org>
Sent: Wednesday, January 20, 2021 09:11
To: Mcsa BOARD
Subject: Website Committee Report - January 2021

Good Morning MCSA Board,

Hope everyone is staying healthy!

Here's the January Report for the Website Committee:

- To date the website has had 49,348 page views, from 17,629 visitors.
- In the last 30 days: 2,416 page views from 1,172 visitors.
- January, 2021:
    - 5 new subscriptions to the Newsletter
    - 8 Website Updates (COVID vaccine posts, meeting video, member list updates)
    - 3 Social Media Posts (Covid Vaccine pictures, Meeting Video)

I'm not sure I'll be able to join the meeting, but wanted to forward my report along.

Best,

Anne Camaro

Assistant Director of Administration & Training
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Emergency Communications Department
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