Massachusetts Communications Supervisors Association

"Developing Dispatchers & Dispatch Centers"

Erin Hastings
WESTCOMM
President

Peter Kinnas
State 911 PSAP Operations
Vice-President

Gregory Lynskey
SWCCC
Secretary

Warren Gould
Boxford Communications
Treasurer

Laura Kilgour
Amesbury PD
James Officer
Gloucester PD
Essex County VP's

Brian Kamp
Westwood Communications
Patrick Feeney
SEMRECC
Southeast Regional VP's

Corey Swift
Wilmington Public Safety
Kevin Lessard
North Middlesex RECC
Middlesex-Suffolk County VP's

Chris Carleton
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Richard Rossi
Gardner Police
Worcester County VP's

Khristy Lord
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Hampden/Berkshire Cty VP"s

David Squires
Belchertown Police
Donald Tryon
MSP RECC Northampton
Franklin/Hampshire County VP

Katrina Shamshak
North Shore Regional 911
Training Coordinator

Stephan Hooke
HRECC
911 Commission Representative

Board@ma911.org

October 18, 2023, Monthly Meeting - Hybrid meeting held at Forest Park Training Center in Springfield, and via Microsoft Teams. 35 Total Attendees, 17 in person and 18 virtual

1. *Welcome and Introductions*
    a. President Erin Hastings called the meeting to order at 10:04am and welcomed everyone.
    b. President Hastings informed all attendees that the meeting is being video and audio recorded and will be posted on the website.
    c. Video Link: https://ma911.org/2023/10/19/october-2023-monthly-meeting-video/
    d. In person attendees introduced themselves

2. *Monthly Training / Presentation*
    a. President Hastings introduced Kaitlyn Peterson and Sean Bender, Intelligence Analysts for the Commonwealth Fusion Center. The began by presenting some of the basics of the purpose of the Fusion Center and who they coordinate with.
    b. There are 79 Fusion Centers nationwide. There are two in Massachusetts, the Commonwealth Fusion Center and the Boston Regional Intelligence Center (Boston, Brookline, Cambridge, Chelsea, Everett, Quincy, Revere, Somerville, and Winthrop). Fusion Centers were established after 9/11 due to Homeland Security determining that there was not enough data sharing ongoing between local/state agencies and federal agencies.
    c. The mission of the Fusion Centers is to collect, analyze, and disseminate info for stakeholders for strategic and tactical decision making. The CFC has FBI and DHS representatives co-located in the center.
    d. The Fusion Center can reach out to other state fusion centers for information sharing or obtaining data that may not be readily available to Commonwealth agencies. The biggest things for them is to "Help us Help You". Be clear of what the info is you need so as to not put efforts towards unnecessary research.
    e. They issued a Daily Public Safety Gathering Bulletin with a collection of all open source information they have been able to locate that may be pertinent. It is wide ranging of basically anything that could impact public safety. It is sent to MSP Troop Commanders and Police Chiefs who are them responsible for determining what dissemination is needed to their staff.

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f. The Fusion Center has access to the Mass DOT camera network. If they are aware of an incident that one of the cameras might capture they will record it. They can also provide encrypted links to live view one of the cameras. Similarly, they have access to the Boston city cameras and the MSP Air Wing video downlink system.
g. They regularly create bulletins on behalf of MSP and Local PDs with items such as intelligence, Amber Alerts, Silver Alerts, officer safety, etc.
h. One of the most common interactions with a PSAP is suspicious activity reporting, for example, swatting. They noted that dispatch is the first line of defense for gathering info on calls that are deemed suspicious. The Nationwide SAR Initiative provides a one-hour training (https://www.dhs.gov/nationwide-sar-initiative-nsi/online-sar-training) that may be beneficial. Suspicious Activity Reporting should not just be based on a phone call but can also be based upon observations at a scene. Criminal type behaviors are usually reported, however non-criminal type behaviors often are not but potentially should be if they are suspicious given the circumstances. A one page guide is attached.
i. An example of a local swatting call was provided. There were numerous key elements that were pointed out that appear to indicate it is a swatting call. For example, a computer sounding voice, unable to correctly pronounced the town or street name, and constant delays in the answering of even basic questions. It was noted that the calls almost always come in on business lines and not 911 as they do not originate locally.
j. The Fusion Center is trying to track all Swatting incidents in particular to provide advisories to local agencies as a means to identify potential swatting if they come from the same phone number.
k. The Fusion Center also operates as the Interpol liaison for Massachusetts. There are 195 member countries.
l. Additionally, the Fusion Center oversees a Critical Infrastructure Program and a Cyber Security Program.
m. Those who wish to sign up for the Fusion Center Email Distribution can send an email as follows:
    i. To: fusion@pol.state.ma.us
    ii. Subject: CFC Email Distribution
    iii. Body: I would like to be added to the Commonwealth Fusion Center (CFC) Email distribution list
    Name:
    Rank/Title:

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Agency:
Agency Email:

You will be added to the appropriate list for your rank/agency.

n. The 24/7 Fusion Center phone number is 508-820-2233 and the 24/7 monitored email is fusion@mass.gov.
o. President Hastings thanked them for their presentation.
p. Natalie Hunt asked if they often get calls from dispatchers directly. They stated yes, they do. Depending upon the situation, that may be sufficient however there may be situations where they require contact info for a sworn personnel for further follow-up.

3. *Update from State 911 Department*
   a. Monna Wallace stated they held their first Roadmap to Behavioral Health workshop. She noted they had a number of people sign up but not participate. She stated there is another workshop to be held on 10/31 and she encouraged participation. She specifically stated that supervisors and managers should sit in to learn how they can use the Behavioral Health Help Line. She stated November dates are being added.
   b. Monna stated that they have gone out to bid for a new provider for Interpretive Services. She noted the decision was made as it was clear this system just isn't working. It is out to bid for two weeks.
   c. She stated that the buildout of the new Milford facility is still on track for December. As with any large project there is the possibility of slight delays but its still looking good.
   d. Greg Lynskey asked about the revision to the CMR that requires two hours of behavioral health training and if that is going to be required this year given that it has not yet gone into effect. Monna stated she was not comfortable answering without further discussion with Director Pozniak first.

4. *Appointee Reports*
   a. SIEC – Corey Swift was not present. Greg Lynskey stated there was no October meeting. The next meeting is scheduled for November 1.
   b. State 911 Commission – Greg Lynskey stated Steve Hooke was present but reached out to him stating he had to jump off the meeting to attend the Department of Telecommunication and Cable hearing regarding the State 911 petition to keep the Wireless 911 Surcharge at $1.50. President Hastings and Secretary Lynskey both provided an overview of

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the request and the implications if the request is not approved. President Hastings noted that MCSA was requested to provide a letter of support for the petition which was sent in. Today was the last day to provide written comment. She also noted that the State 911 Commission will be taking up the 2025 regional development grant guidelines at their next meeting. Reach out to Steve Hooke with any suggestions.

5. *Treasurer's Report*
    a. Warren Gould was unable to present today due to a training however he provided his monthly report which was read by Secretary Lynskey.
    b. Beginning balance was $19,438.08.31.
    c. Expenses were $2,087.92 as follows:
        i. Microsoft Office 365 monthly $40.25
        ii. Brian S. Hickey Associates Monthly for September retainer $2,000.00
        iii. Rick Rossi for September meeting refreshment reimbursement $47.67
    d. Income was $350.00 which was as follows:
        i. Two 2024 dues payments
    e. The ending balance was $17,700.16
    f. There were 70 paid members in FY2022. There were 89 paid members in FY2023 which is an increase over both FY2021 and FY2022. FY24 invoices have started going out. So far, A-M agencies have gone out.
    g. There following full members renewed this month: Amesbury, Arlington, Ashburnham, Athol, Ayer, Barnstable County Sheriffs Dept., Belchertown, Bourne, Boxford, Braintree, Carver, Charlton, Concord, Northern Middlesex RECC, Sturbridge. (all but one deposit pending)
    h. The following new full members were received: None
    i. The following new corporate members were received this month: None
    j. David Squires made a motion to accept. Second by David Wells. Unanimous vote.

6. *Secretary's Report*
    a. Secretary Greg Lynskey stated minutes from the September meeting were sent out with the meeting invite and posted on the website. He recommended they be approved as written. David Wells made a motion to approve, second by Nina Barszcz. Unanimous vote.
    b. Secretary Lynskey stated the April meeting host had to cancel. He is looking for a new host for the meeting. He has one possibility but if that

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falls through he is looking for other alternates. Monna Wallace stated she would be happy to host the April meeting in addition to hosting the already scheduled May meeting. Secretary Lynskey stated he would reach out to her if the other option fell through.

7. *Regional Vice President Reports*
   a. Essex – Laura Kilgour was on the desk without microphone access but stated she had nothing new to report but to keep Salem in your prayers through Halloween! Jim Officer stated he had nothing to report.
   b. Middlesex/Suffolk – Kevin Lessard reminded everyone that the APCO Atlantic conference is next week and several Mass. people are involved in the election or present. He wished good luck to all. Kevin reminded everyone to continue to send job postings to MCSA, NENA, etc. He noted that everyone is talking about having vacancies but he is not seeing many posted. He stated NEMRECC was invited to participate in the town of Dracut's second annual recognition and awards program. He noted one of the NEMRECC dispatchers was recognized with an award for an unwitnessed cardiac arrest with 100% recovery.
   c. Southeast – Brian Kamp was unable to be present but stated there was nothing big to report. He noted that there were many open postings for positions. He also stated that Holbrook has taken on PSAP operations and Fire dispatching for Stoughton. Lastly he stated SEMRECC was the 1st non-law enforcement agency in the country to be accepted into RISSNET through NESPIN.
   d. Worcester – Chris Carleton and Rick Rossi both were unable to attend but both stated they had nothing to report.
   e. Hampden/Berkshire – Johnathan Danek stated Wilbraham hosting an open house recently. He stated most surprising from the day was the number of school aged kids that didn't know their own address. Monna Wallace stated to reach out to Katie Sylvia. She has promotional materials available for that exact purpose. Will Santiago stated he had that type of call recently and was able to talk the child through finding a piece of mail to confirm the address.
   f. Franklin/Hampshire – David Squires thanked the State 911 Department for coming to the Belchertown Fair. He stated it was well received. He stated there were numerous agencies in the area looking for CTO classes. Monna stated she is looking to host a class after the beginning of the year. She is still sorting out a contract with APCO. David Squires added he will also be hosting some Commonwealth Police Legacy classes

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pertaining to behavioral health. He stated they have been posted on the 911 website. Don Tryon stated there is an upcoming Fall Public Safety Festival on October 28 at the Sunderland Elementary school. There are 50+ agencies participating, food trucks, demonstrations, etc. President Hastings asked Monna if there was any possibility of hosting an Academy in Western MA. She stated she is open to doing so if there is enough interest in filling it.

8. *Committee Reports*
   a. Training & Events Committee – Katrina was on but tied up in another meeting. She had provided a report that the November 8 free training seminar is full. She also stated that all monthly meetings have had trainings/presenters scheduled.
   b. Legislative Committee – Johnathan Danek stated MCSA has provided a letter of support that has been submitted to the office of Congresswoman Norma Torres, supporting the 911 SAVES Act. He stated there has been no new info or movement regarding our state level bills. President Hastings stated it is expected that the bills will come out of committee with favorable recommendations by 11/15. She stated we are going to need to get the ear of the House Ways and Means Chairperson and that we are going to need to push hard to get these done before the winter break.
   c. Emerging Technologies – Rob Verdone was not present and there was no report.
   d. Historical Committee – Butch Garrity had been on but had to jump off. He stated he had nothing to report.
   e. Outreach/Membership – Pete Kinnas stated the training manual email address was updated to include Corey Swift. He stated he was working on obtaining a Canva subscription. He noted that he and Katrina have both been using an unlicensed version for creating flyers, newsletter, etc. and he is requesting to purchase a licensed version. The cost is $119 per person annually. David Wells made a motion to approve 2 licenses. Second by Nina Barszcz. David Wells asked if a PSAP can request items to be created for local use. President Hastings and Vice President Kinnas said they can evaluate the ability to do that on a case by case basis. Nina Barszcz suggested maybe having some templates available for member agencies that can be easily filled in for local use. President Hastings stated this definitely sounded like an option. The vote was unanimous.
   f. Book Club – Khristy Lord was not present and there was no report.

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g. Peer Support Committee – Khristy Lord was not present and there was no report.
h. Newsletter Committee – Katrina was on but tied up in another meeting. She had provided a reporting indicating there was nothing new, just a reminder to keep sending in content.
i. Generic Training Manual Committee – Corey Swift was not present however President Hastings stated she had recently gotten him all of the materials that had been previously collected.

9. President's Report

a. President Hastings stated the PSAP Leadership Scholarship recipients recently had their first in-person week. She stated one of the recipients has requested to speak at the November meeting about the experience. She also stated she will be forming a committee in November for reviewing the process utilized to select the awardees.
b. She noted that the free training seminar in November in Hudson is full and that it is great to see that. She stated there is a waiting list so if anyone has to cancel, please reach out so that someone from the waiting list can attend.

10. *Other business*

a. No other business was heard.
b. President Hastings reminded everyone that the next meeting is in Beverly.

11. Adjournment

a. Nina Barszcz made a motion to adjourn at 11:39am, second by Marlyn Velazquez.

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Meeting Attendees:

Michael Amidon (Virtual)
Nina Barszcz (In Person)
Stephanie Brown (Virtual)
Jonathan Danek (Virtual)
Dan unknown (Virtual)
Dave unknown (Virtual)
Devin Dumas (In Person)
Patrick Feeney (Virtual)
Sarah Finnerty (In Person)
Nicole Forcier (In Person)
Butch Garrity (Virtual)
Michael Gethin (Virtual)
Erin Hastings (In Person)
Chris Herrstrom (Virtual)
Steve Hooke (Virtual)
Natalie Hunt (Virtual)
Stephen Johnson (Virtual)
Laura Kilgour (Virtual)
Peter Kinnas (In Person)
Kevin Lessard (Virtual)
Gregory Lynskey (In Person)
Mary Ann McLaughlin (In Person)
Jeris Mitchell (In Person)
Kristina Morin (Virtual)
Rebecca Ocasio (In Person)
Jim Officer (Virtual)
Terri Osborne (Virtual)
William Santiago (In Person)
Katrina Shamshak (Virtual)
David Squires (In Person)
Mike Tranghese (In Person)
Don Tryon (In Person)
Marlyn Velazquez (In Person)
Nicholas Waleszczyk (In Person)
David Wells (In Person)

MCSA
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October 18, 2023-Springfield Emergency Communications @ Forest Park

Name	Agency/Business	Email
Erin Hastings	Westcomm	on file
Marlyn Velazquez	Westcomm	" "
Sarah Finnerty	Maynard	
MaryAnn McLaughlin	Acton	" "
PETER KINNAN	STATE 911	" "
Dan Tryon	MSP	" "
David A. Vells	Springfield EC	on file
Rebecca Ocasio	Springfield EC	"
William Santiago	Springfield EC	"
Devin Dumas	"	"
Nicole Forcier	ATT Firstnet	nf3967@att.com
Greg Lynsky	SCCCC	on file
David Sgouros	Belchertown	" "
Nicholas Nalesznyk	State 911	Nicholas.P.Nalesznyk@mass.gov
Nina Barszcz	Westfield Regional	on file
Jenis Mitchell	Springfield EC	JMitchell@springfieldpolice.net.
Mike Troyhese	SEC	

MCSA Treasurer report through 10/15/2023

Beginning balance (9/17/23) = $ 19,438.08

Expenses:

Microsoft Office 365 (monthly) = $ 40.25 (09/27/23)

Brian S. Hickey Associates, Inc. = $2,000.00 (09/26/23)
Lobbyist – September 2023 retainer

Richard Rossi = $ 47.67 (10/02/23)
Reimbursement for Refreshments for MCSA September Meeting

Expenses (total) = $ 2,087.92

1 check expense pending

Brian S. Hickey Associates, Inc. = $2,000.00 (10/13/23)
Lobbyist – October 2023 retainer

Income:

(2) FY23 Dues payments $ 350.00
Seekonk, Barnstable County Sheriffs Dept.

Income (total) = $ 350.00

BALANCE = $ 17,700.16

72 FY21 Members

70 FY22 Members

89 FY23 Members

16 FY 24 Paid Members to date

RENEWED MEMBERS: Amesbury, Arlington, Ashburnham, Athol, Ayer, Barnstable County Sheriffs Dept., Belchertown, Bourne, Boxford, Braintree, Carver, Charlton, Concord, Northern Middlesex RECC, Sturbridge. (all but one deposit pending)

NEW MEMBERS: none this month

NEW CORPORATE MEMBERS: none this month

52 FY24 Membership invoices sent to date for Agencies through the beginning of the letter “M”.

Respectfully submitted,

Warren Gould

Treasurer MCSA

Reference for yearly expenses

Constant Contact (yearly) = $ 490.92 (08/23/23) ($40.91/month)

Johnson & Johnson (1 year) = $1,416.00 (08/01/23)
Eboard Insurance

Suspicious Activity Reporting
Indicators and Behaviors

Tools for Analysts and Investigators

Behaviors	Descriptions
Defined Criminal Activity and Potential Terrorism Nexus Activity	
Breach/Attempted Intrusion	Unauthorized personnel attempting to enter or actually entering a restricted area, secured protected site, or nonpublic area. Impersonation of authorized personnel (e.g., police/security officers, janitor, or other personnel).
Misrepresentation	Presenting false information or misusing insignia, documents, and/or identification to misrepresent one's affiliation as a means of concealing possible illegal activity.
Theft/Loss/Diversion	Stealing or diverting something associated with a facility/infrastructure or secured protected site (e.g., badges, uniforms, identification, emergency vehicles, technology, or documents {classified or unclassified}), which are proprietary to the facility/infrastructure or secured protected site.
Sabotage/Tampering/ Vandalism	Damaging, manipulating, defacing, or destroying part of a facility/infrastructure or secured protected site.
Cyberattack	Compromising or attempting to compromise or disrupt an organization's information technology infrastructure.
Expressed or Implied Threat	Communicating a spoken or written threat to commit a crime that will result in death or bodily injury to another person or persons or to damage or compromise a facility/infrastructure or secured protected site.
Aviation Activity	Learning to operate, or operating an aircraft, or interfering with the operation of an aircraft in a manner that poses a threat of harm to people or property and that would arouse suspicion of terrorism or other criminality in a reasonable person. Such activity may or may not be a violation of Federal Aviation Regulations.
Potential Criminal or Non-Criminal Activities Requiring Additional Information During Vetting ***Note: When the behavior describes activities that are not inherently criminal and may be constitutionally protected, the vetting agency should carefully assess the information and gather as much additional information as necessary to document facts and circumstances that clearly support documenting the information as an ISE-SAR.***	
Eliciting Information	Questioning individuals or otherwise soliciting information at a level beyond mere curiosity about a public or private event or particular facets of a facility's or building's purpose, operations, security procedures, etc., in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person.
Testing or Probing of Security	Deliberate interactions with, or challenges to, installations, personnel, or systems that reveal physical, personnel, or cybersecurity capabilities in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person.
Recruiting/Financing	Providing direct financial support to operations teams and contacts or building operations teams and contacts; compiling personnel data, banking data, or travel data in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person.
Photography	Taking pictures or video of persons, facilities, buildings, or infrastructure in an unusual or surreptitious manner that would arouse suspicion of terrorism or other criminality in a reasonable person. Examples include taking pictures or video of infrequently used access points, the superstructure of a bridge, personnel performing security functions (e.g., patrols, badge/vehicle checking), security-related equipment (e.g., perimeter fencing, security cameras), etc.
Observation/ Surveillance	Demonstrating unusual or prolonged interest in facilities, buildings, or infrastructure beyond mere casual (e.g., tourists) or professional (e.g., engineers) interest and in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person. Examples include observation through binoculars, taking notes, attempting to mark off or measure distances, etc.
Materials Acquisition/ Storage	Acquisition and/or storage of unusual quantities of materials such as cell phones, pagers, radio control toy servos or controllers; fuel, chemicals, or toxic materials; and timers or other triggering devices, in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person.
Acquisition of Expertise	Attempts to obtain or conduct training or otherwise obtain knowledge or skills in security concepts, military weapons or tactics, or other unusual capabilities in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person.
Weapons Collection/ Discovery	Collection or discovery of unusual amounts or types of weapons, including explosives, chemicals, and other destructive materials, or evidence, detonations or other residue, wounds, or chemical burns, that would arouse suspicion of terrorism or other criminality in a reasonable person.
Sector-Specific Incident	Actions associated with a characteristic of unique concern to specific sectors (e.g., the public health sector), with regard to their personnel, facilities, systems, or functions in a manner that would arouse suspicion of terrorism or other criminality in a reasonable person.