



Massachusetts Communications Supervisors Association

“Developing Dispatchers & Dispatch Centers”

Erin Hastings
WESTCOMM
President

Peter Kinnas
State 911 Department
Vice-President

Gregory Lynskey
SWCCC
Secretary

Warren Gould
Boxford Communications
Treasurer

Katrina Shamshak
North Shore Regional 911
Keenan Leonard-Solis
Georgetown Police
Essex County VP's

Patrick Feeney
SEMRECC
Michael Gethin
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Southeast Regional VP's

Corey Swift
Wilmington Public Safety
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911 Commission Representative

Board@ma911.org

May 21, 2025, Monthly Meeting - Hybrid meeting held at SEMRECC and via Microsoft Teams. 47 Total Attendees, 31 in person and 16 virtual
Minutes Completed by Asst. Secretary Alexa Owen

1. Welcome and Introductions

- President Hastings called the meeting to order at 10:00.
- President Hastings informed all attendees that the meeting is being video and audio recorded for record keeping and historical purposes and will be posted on the website.
- Video Link: <https://ma911.org/2025/05/21/may-2025-monthly-meeting-video/>
- In person attendees introduced themselves.
- Johnathan Danek advised there is not much. Enhancing First Response Act has had movement in the Federal legislated. There are 12 co-sponsors in the Senate, one is Senator Ed Markey. President Hastings reminded us to make appointments with our local legislators and ask them to sponsor our bills.

2. Monthly Training / Presentation

N/A

3. Update from State 911 Department

- Nothing from State
- Katrina Shamshak reported they held there last all teams training before breaking for the summer, awards were given to a member of each region. They were nominated by their team leader based on contributions they had made to the team. Nominees included: Northeast- Joseph Aberle of Northern Middlesex RECC, Central-Jody Blanchard of Hudson, Southeast- Shawn McKee of Westwood, West-John DeForest of Springfield
- Overall TERT Member of the year 2024-2025 is Joseph Aberle of Northern Middlesex
- Open enrollment does come up in July, however we still have a waitlist from our January open enrollment so we will be going from that list and currently we only will have one spot to fill based on size restrictions from the grant.



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4. Appointee Reports

- a. SIEC – Corey Swift advised he had a meeting. SIEC working on changing the grant guidelines to require multi-ban radios. Infrastructure will not be affected by this. Subscriber radios being used as control stations in a dispatch center, as long as you articulate its fixed device with single use purpose.
- b. State 911 Commission – Kevin Lessard advised the Commission meeting was just held on that past Thursday, May the 15th. All the grants are open at this time, you will need to get applications in ASAP. The Certificate of Compliance is due ASAP as well. There were only 20 certs of compliance sent in thus far.
- c. There are a lot of contact updates. The SSST that was formed and the upgrade for the state 911 Call Works is ongoing- the bids have closed. They are reviewing the bids currently- the top three bids will be decided on in September(ish). Once the process starts, they will be checking to ensure the everything being promised in the bid is being delivered in real time. One note is that if all goes well, there would be a pilot PSAP to see the equipment installed. We may be able to install the new system by August 2026.
- d. State has a contract with a private equity firm that will not change the organizational structure, but will provide a name change. Will not hear more about this until September.
- e. There is over 134 million in Development grants requests- there is 50 million slated for this grant. Should have award letters by end of June or even later.
- f. State is trying to get through reimbursements- they have been a little short staffed and attempting to hire.
- g. Kevin advised that Monna said that there will be a new State 911 training facility in Billerica.
- h. Summer outreach programs are starting- if you want to do an event with the mobile PSAP or with State staff, get in touch with Eric Adams. There is going to be a Standards Committee put together that will effect MA NENA and MCSA- Kevin wishes to be on the committee and some others indicated that as well.
- i. Kevin did continue to request that we get to provide an update for MCSA to the Commission and he had updated the Commission at the last meeting. The commission is also happy to provide written testimony advocating for the retention and reclassification bills.



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5. Treasurer's Report

- a. Warren Gould presented the treasurer's report
- b. Beginning Balance: \$ 8,905.58
- c. Total Expenses: \$894.96
 - i. \$37.19 for Intuit Quickbooks online monthly
 - ii. \$ 57.20 to Peter Kinnas for 25th Anniversary Patches and coins
 - iii. \$ 150.95 to Katarina Shamshack for instructor Thank You gifts for march training
 - iv. \$ 244.38 to Basic Batch Donuts for May Training- Breakfast
 - v. \$ 365.00 to Olivia's Market for May Training- lunch
 - vi. \$40.24 for one month of Microsoft Office 365
- d. Total Income: \$ 4270.00
 - i. \$1,000.00 in FY25 Dues Payments
 - ii. \$1,350.00 in March 2025 Training Payments
 - iii. \$1,500.00 Sponsors
 - iv. \$ 420.00 May Training payments
- e. There are 78 FY25 paid members to date. 94 Membership invoices have been sent out covering all members and requests for membership.
- f. New Members: Saugus
- g. Renewed Members: Haverhill, Medway, Palmer, Rutland RECC, Spencer, Sturbridge
- h. Greg made a motion to accept the report. Second by Anne . Unanimous vote.

6. Secretary's Report

- a. Secretary Greg Lynskey stated April meeting minuetts are out. Corey made a motion to approve. Second by Dan. Approved
- b. 2025-2026 meetings have been finalized. The November meeting is second week instead of third to avoid APCO Atlantic, Feb meetings is the fourth week to avoid school vacation. The April meeting is the normal third wends and that location will be posted later but it's hosted by Barnstable County.

7. Regional Vice President Reports

- a. Essex County –
Katrina Shamshak- reported that on 05/09 the Essex Co Fire Chief's Communications Unit hosted a training for dispatchers in Essex County at the Rowley FD to talk about Run cards/SOGs and the town of Danvers is looking to hire a full time dispatcher.



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Keenan Leonard also spoke about the Essex Country Fire Chiefs Association hosting a communications training for dispatchers on 5/9, covering topics like fireground channel use, SOGs for mutual aid requests via the County Fire Channel, cross-band repeaters, run card updates, and upcoming regional trainings. COML and COMT classes are also expected within the next 12–18 months in Massachusetts. A major update was the defunding of Northeast CMED, which is set to close on July 1 — no replacement has been confirmed yet. If you missed the training and want the presentation slides, let him know as he has a copy. The goal is to make this an annual training, with more focused sessions on specific topics to follow.

George town is also launching a voluntary wellness check in program for full time employees, including dispatch. Employees complete a 45-60 minute session with a licensed mental health provider and participants will earn one paid wellness day off.

Andover, Merrimac, and Georgetown are all hiring

- b. Middlesex/Suffolk – Corey Swift advised District 6 fire channel is behind and he is tasked with updating. Nothing from Anne
- c. Southeast Regional – Mike Gethin advised he had invited some legislators to the meeting, however they all had to cancel due to formal sessions at the State House. Pat Feeney advised dispatchers across the region are hiring.
- d. Worcester County – Chris Carleton advised Athol, Auburn, Clinton, MSP-New Braintree, Shrewsbury and Westborough are all hiring. NENA CMCP is doing a training in Milford Nov 10-14. Rutland Regional has officially transition to a district model, now operation as the Central Mass Regional 911 District. Metro West Regional extended a conditional offer to Brain Smith from Seattle to be their Executive Director.
- e. Hampden/Berkshire – John advised Westcomm is slated to be open in the next one or two months. Westfield Regional is hosting a mock deployment TERT on 6/10. West Springfield is centralizing PD/FD and forming their own civilian dispatch center. MSP North Hampton is hiring 2 FT dispatcher as well as other private EMS companies and campus police.
- f. Franklin/Hampshire – Donald Tryon –Nothing to report

8. Committee Reports

- a. Training & Events Committee – Katrina Shamshak



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MCSA Held a Professional Development Day on May 14th at the State 911 Training Facility in Milford- she thanked Monna and her staff for hosting. There were 42 People registered including 9 presenters. Overall a great day of collaboration and there were some agencies that participated that are rarely seen at trainings.

Katrina sent out a survey after the fact looking for feedback for future trainings and got some good ideas.

She reminded us that if you are planning on attending the June Annual meeting to register ASAP as it is filling up extremely quickly and will be capped at 100 attendees. The Meeting will be at 10:00 with light refreshments, awards immediately to follow, and lunch served immediately after awards. If anyone wants to go to the Zoo afterwards you can buy a discounted ticket that day.

There are still some agencies that have not yet paid their March training bill, and was requested to please do so ASAP.

Katrina spoke to the staff at the Foxboro Renaissance to ask about multi-year contracts and they do have that option and if you lock in a multi-year deal you lock in that price so you would not be subject to yearly price increases.

She's is still working with the group to try to hammer down a location for the 25th year celebration and looking at dates in September. Katrina asked if anyone has any connections with vendors to help offset the price.

Katrina advised the 2025 fall training would be Oct 22 in Hudson.

Katarina was thanked by President Hastings for all of her hard work for the organization

- b. Newsletter – Katrina Shamshak asked to be sent items for the newsletter. This will be the last one until September.
- c. Emerging Technologies – Rob Verdone had no report.
- d. Historical Committee – Butch Garrity will get names of MCSA founders and past presidents at the request of President Hastings.
- e. Outreach/Membership – Pete Kinnas sent Greg his update. He spoke about the up coming MA Telecommunicator Awards, winners to be announced at the meeting June 18th. There were 32 nominations this year.

Telecommunicator of the Year nominees:

- Erin Jillson - Nashoba Valley RECC
- Anna Florczak - WestComm
- Charles Myers - Nashoba Valley RECC



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- Zevon Zayas-Colon - Wachusett RECC
- Amanda Gresian - Milford PD
- Ryan Joudrey - Plymouth County Sheriff's Office
- Caitlin Tarentino - Medford ECC
- Lorna Morgan - Merrimac PD
- Ashley McCall - Wachusett RECC
- Dean Razzaboni - Georgetown PD
- Katherine O'Connell - NMRECC
- Gary Ferguson - MSP Danvers
- Rebecca Hopmayer - Brookline PD

Leader of the year Nominees

- Keenan Leonard-Solis - Georgetown PD
- James Gendron - Nashoba Valley RECC
- Elizabeth DeFosse - Central Mass RECC (Rutland RECC)
- Donna Wunschel - Seekonk
- Katie Moriarty - Plymouth County Sheriff's Office
- Alisa Dele-Laperle - Worcester ECC
- Jennifer Scott - Sandwich ECC
- Johnathan Ross - MSP
- Margaret Ciccone - Newton PD

Visionary of the Year

- Chris Murphy - Medford ECC
- Katrina Shamshack – NSR

Team of the year

- Wilbraham RECC
- Falmouth ECC
- WestComm
- Berkshire RECC
- Dispatchers Casella, Beland, and DD Owen from Wachusett RECC

Peter advised sales are continuing to roll in, totaling \$431.82 before fees. He asked us to visit the website to get our own coins and patches! There are 11 applications for the PSAP Leadership Scholarship, which awards five 911 Emergency Telecommunicators up to \$13,000 to attend leadership training. The scholarship committee will review the applications and meet in the coming weeks to discuss and select the recipients. Those names will then be forwarded to the State 911



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Department Fiscal Team for final approval. Notification will occur after that.

Peter gave his declaration of nomination for Vice President again.

- f. Book Club – Khristy Lord resigned.
- g. Peer Support Committee – Khristy Lord resigned.
- h. Generic Training Manual Committee – Corey Swift advised training manual is on next years agenda

9. President's Report

- a. President Hastings advised Khristy Lord resigned and thanked her for her years of service and wished her the best
- b. President Hastings declared her candidacy
- c. Greg advised that per the bylaws that anyone wishing to be on that ballot in Junes meeting needs to declare today.
- d. The declarations are as follows:
 - i. President: Erin Hastings – Middlesex RECC
 - ii. Vice President: Peter Kinnas State 911 Department HQ
 - iii. Secretary: Greg Lynskey- South Worcester County Communication Center
 - iv. Treasurer: Warren Gould- Boxford Communications
 - v. Essex County: Keenan- Leonard-Solis – Georgetown Police, Katrina Shamshak – North Shore 911
 - vi. Southeast Regional: Aaron Smith- South Shore RECC, Pat Feeney- SMERECC, Brian Kamp-Westwood Communications
 - vii. Worcester County: Chris Carleton- Northborough Communications, Dan Walsh-Clinton Police, Mike Gethin- State 911 Department POD 1
 - viii. Hampden/Berkshire: Penny Ryan- WESTCOMM, Rebecca Ocasio- Springfield Communications, Jonathan Danek- Wilbraham RECC
 - ix. Franklin/Hampshire: Don Tryon- State 911 PSAP Operations West Bylaws attached.
- e. Greg advised the E-Board discussed at their annual meeting in March, several potential changes to then bylaws.
 - 1. The first proposal is a modification to the regional Vice Presidents structure. Currently there are two VP's per designation. The language change would allow for larger regional, like Southeast Regional to be eligible for an additional member. We would combined Hamden/Berkshire and Franklin/Hampshire into a Western Mass regional covering all four counties. There was added language that anyone individual



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elected to serve in either region would continue to serve at the new Western Mass regional VP until the following meeting. This language was included so all four potentially elected could serve for the year. There was additional language added saying that if approved, this bylaw will take effect retroactively at the 2024 annual meeting, that way in the case of Southeast, all three candidates can serve.

2. The next change proposal known as the 'Mike Gethin' rule, is in the event an elected Regional Vice President changes employment such that their new agency is not located within their elected region, the individual shall be allowed to complete their current elected term, provided that their new agency holds agency membership. If after 30 days, the new agency no longer holds their membership, the individual may not finish out their elected term.
3. Anne explains the third changes as adding the opportunity for a Corporate Director to the Board. We are low in corporate memberships and one way to add memberships is creating this position. This is not an elected position as it's a position appointed by the president, and this person will serve for one year at the first monthly meeting following elections. Language was also changed for the other appointed position of Training Coordinator, to say they will also be appointed in the first meeting after elections. The Corporate Director provides guidance to the Executive Board on issues related to Corporate Membership, Sponsorship, and other commercial related opportunities.

Peter wanted to know if the Corporate Director would be eligible to vote- as the Training Coordinator is a voting position. Anne suggests that they should have a vote on the E-Board as its still heavily stacked with telecommunicators and its fair for them to have a voice. Greg and the President agree.

Greg asked if there is any other discussion on the bylaws, or if anyone else had any other potential bylaw proposals. Nothing heard.

He recommended moving the bylaws forward to the ballot at the election. Pat Feeney made a motion to accept, second by Chris Carleton. All in favor.



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- f. President Hastings opened up the membership fees for discussion regarding the structure of our fees. Katrina explained two options- one was Agency-Size-Based and the other was Tiered Benefits-Based. Peter likes the first proposal, so does Katrina and Corey. Katrina stated the first proposal would require honesty from the PSAPs regarding agency numbers. Anne suggests we can send over a form with the invoice and the agency can add the names of members within the organization they wish to be members. Warren brought up the change in invoices, but its possible. President Hastings asked if a larger agency with a larger fee would deter agencies to sign up. Rebecca O., coming from a 21+ agency, responded that the price is reasonable and if she had to choose between two memberships, she would choose MCSA as MCSA offers more opportunities. Anne advises no issues for when she reaches that threshold. Greg reminds us to read the guidelines as a reminder that the membership is covered under grants. There was no discussion on Corporate Membership. The annual rate currently for PSAP's is \$250. There is only a total of 199 PSAPs now and that number will continue to drop which is why we are discussing a new fee strtructure. We are also offering more with the membership: better quality trainings, training locations and food and refreshments at trainings.
- g. President Hastings would like to put together a committee together to assertively rebrand and advertise for MCSA. We can't legally change our name, but nothing says we can't rebrand our name and MCSA overall. Each year, we need to make sure we are offering the most to our members, for example a training that would cover the BHHL State requirement. Mike offered to volunteer.

10. Other business

- a. Bill brings up that Mission Critical Partners is having a master class today, from 11-5, on AI in our field and the course will be available for the next 90 days if anyone else is interested.

Adjournment by Corey, Second by Dan/Mike at 11:19am



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Meeting Attendees:

Tyler Allen (Virtual)
Michael Amidon
Eric Baker (Virtual)
Erick Berg (Virtual)
Chris Carleton (In Person)
Peter Cheverie (Virtual)
Johnathan Danek (Virtual)
Alisa Deleo-Laperle (In Person)
Kevin Doane (In Person)
Cameron Dunbar (In Person)
Patrick Feeney (In Person)
Butch Garrity (Virtual)
Michael Gethin (In Person)
Johnathan Gordon (In Person)
Warren Gould (In Person)
Brendan Gray (In Person)
Royanne Hammond (In Person)
Erin Hastings (In Person)
Chris Herrstrom (Virtual)
Natalie Hunt (Virtual)
Jennifer Janda Law (In Person)
Brian Kamp (Virtual)
Laura Kilgour (Virtual)
Jocelyn LaPlante (In Person)
Keenan Leonard-Solis (Virtual)
Kevin Lessard (In Person)
Gregory Lynskey (In Person)
Shawn Marques (In Person)
Shawn McKee (Virtual)
Michael Mezhberg (In Person)
Daniel Miller (In Person)
Lindsay Mitchell (In Person)
Kristina Moran (In Person)
Kevin Murphy (Virtual)
Donald Nagle (Virtual)
Tom O'Brien (In Person)
Rebecca Ocasio (In Person)



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Alexa Owen (In Person)
Jim Riccio (In Person)
Katrina Shamshak (Virtual)
Phil Sisk (In Person)
Aaron Smith (In Person)
Kеiyara Thoresen (In Person)
Michael Tranghese (Virtual)
Don Tryon (In Person)
Marlyn Velazquez (In Person)
Messiah Vision (In Person)
Nicholas Waleszczyk (In Person)



May 21, 2025 – SEMRECC

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Lindsay Mitchell	Semrecc	lmitchell@semrecc.gov
Johnathan Gordon	South Shore RECC	on file
Jim Riccio	Belmont 9-1-1	jriccio@belmontMA.org
Tom O'Brien	Belmont 9-1-1	toobrien@belmontpd.org
Aaron Smith	South Shore RECC	asmith@ssrecc.org
JJ Law	Hexagon	jlaw@hexagon.com
Erin Hastings	MRECC	on file
Cameron Dunbar	187 Shelburne Falls	on file
Nicholas Woleszczak	5911	on file
Chris Carleton	Northboro	on file
Patricia W. Feeney	SEMRECC	on file
Marlyn Velazquez	Westcomm	on file
Warren Gald	Dorchester	on file
Kevin Lessner	WRECC	on file
Alisa Deleo-Laperriere	WRECC	Deleo-Laperriere@worcesterma.gov
Greg Lynsky	SWCCC	on file
Jocelyn LaPlante	WRECC	on file



May 21, 2025 – SEMRECC

Name	Agency/Business	Email
Alexa Owen	WRECC	On file
Shawn Maraves	Stow PD	on file
Phil Sisk	MCP	on file
Brendan Gray	Acton	on file
Rebecca Ocasio	Springfield 911	on file
Kristina Morzin	MA State 911	on file
Don Tryon	Berkshire RECC	on file
Royanne Hammond	"	"
Messiah Vision	"	"
Danielle Miller	"	"
Keiyara Thoresen	"	"
Kevin Doane	ROCC	on file
Mike Gexin	State 911	on file

MCSA Treasurer report through 5/18/2025

Beginning balance (4/21/25) = \$ 8,905.58

Expenses:

Microsoft Office 365 (monthly) = \$ 40.24 (05/02/25)

Peter Kinnas = \$ 57.20 (05/02/25)
(25th Anniversary Patches and Coins packing and shipping for orders received)

Katrina Shamshak = \$ 150.95 (05/02/25)
(March 2025 Training Event – Instructor Thank You gifts)

Intuit Quickbooks (monthly) = \$ 37.19 (05/12/25)

Basic Batch Donuts = \$ 244.38 (05/13/25)
(May 2025 Professional Development Training - breakfast)

Oliva's Market = \$ 365.00 (05/15/25)
(May 2025 Professional Development Training - lunch)

Expenses (total) = \$ 894.96

Income:

FY25 Dues payments \$ 1,000.00

March 2025 Training payments \$ 1,350.00

March 2025 Sponsors \$ 1,500.00

May 2025 Training payments \$ 420.00

Income (total) = \$ 4,270.00

BALANCE = (Citizens Bank) \$12,280.62

PayPal Balance = \$380.65

**Includes 1 Dues payment, remainder is for purchases of 25th Anniversary Patches & Coins,
minus payment for Annual Meeting awards plaques @ \$436.35**

TOTAL BALANCE = \$12,661.27

72 FY21 Members, 70 FY22 Members, 89 FY23 Members

79 FY24 Paid Members

78 FY25 Paid Members to date

RENEWED MEMBERS: Haverhill, Medway, Palmer, Rutland RECC, Spencer, Sturbridge

NEW MEMBERS: SAUGUS

94 FY25 Membership invoices have been sent covering all members and requests for membership.

Respectfully submitted,

Warren Gould, Treasurer MCSA

Reference for yearly expenses

<i>Siteground Webhosting</i> (yearly)	= \$ 275.76	(05/28/24) renews on 5/26/25
<i>Johnson & Johnson</i> (1 year) Eboard Insurance	= \$1,460.00	(07/19/24) (was \$1,416.00)
<i>Constant Contact</i> (yearly)	= \$ 490.92	(08/26/24) (\$40.91/month)
<i>Canva</i> (1 year-2 subscriptions) (Katrina Shamshak & Peter Kinnas)	= \$ 239.98	(12/05/24)
<i>Quick Books</i> (monthly subscription) (increased from \$31.88 to \$37.19 Feb 2025)	= \$ 446.28	
<i>Microsoft Office</i> (monthly subscription) (\$40.24 monthly)	= \$ 482.88	

<i>Total yearly costs</i>	= \$3,395.82	
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Gregory Lynskey (SWCCC)

From: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Tuesday, May 20, 2025 09:14
To: Gregory Lynskey (SWCCC)
Subject: [External]Shamshak Updates

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If unsure, please consult your administrator before proceeding.

I am planning on signing in online

Katrina Shamshak May MCSA Updates

TERT Updates:

- Held our last all teams training before breaking for the summer
- Awards were given to a member of each region. They were nominated by their team leader based on contributions they had made to the team.
 - Northeast: Joseph Aberle of Northern Middlesex RECC
 - Central: Jody Blanchard of Hudson
 - Southeast: Shawn McKee of Westwood
 - West: John DeForest of Springfield
- Overall TERT Member of the year 2024-2025 Joseph Aberle of Northern Middlesex
- Open enrollment does come up in July, however we still have a waitlist from our January open enrollment so we will be going from that list and currently we only will have 1 spot to fill based on size restrictions from the grant

Essex County:

- 05/09 the Essex Co Fire Chief's Communications Unit hosted a training for dispatchers in Essex County at the Rowley FD to talk about Run cards/SOGs
- The town of Danvers is looking to hire a full time dispatcher

Training & Events

MCSA Professional Development Day

- Held on May 14th at the State 911 Training Facility in Milford-thank you to Monna and her staff for hosting us!
- 42 People were registered including 9 presenters
 - 1 Instructor cancelled the day before
 - 1 Instructor on panel was sick-so last minute substitution-Thank you Corey!
 - 2 Attendees were no shows
- Overall a great day of collaboration and we had some agencies participate that are rarely ever at trainings (Boston PD) and we had someone from Kittery Maine Police

- Survey was sent looking for feedback on future MCSA Training topics
 - Courtroom procedure, testifying for telecommunicators, or any type of courtroom mechanics specific to MA would be incredibly helpful.
 - Quality Assurance and how to teach critical thinking.
 - Training related to being a CTO - how to improve your new hire program. Also maybe how to make in-house con ed interesting.
 - Refreshers on handlings suicides, domestics, mental health issues
 - CJIS if the new 4.0 is running, Open Fox
- **June Meeting & Awards**
 - If you are planning on attending register ASAP it is filling up extremely quickly. Want to cap it at 100 attendees
 - Meeting will be at 10:00 with light refreshments, awards immediately to follow, and lunch served immediately after awards- I asked Galliford's to move up lunch time so we didn't have the awkward gap like last time
 - If anyone wants to go to the Zoo afterwards you can buy a discounted ticket that day. Normally \$40.00 is \$20.00 for attendees

March Training

- There are still some agencies that have not yet paid their March training bill, please do so ASAP
- As requested I spoke to the Foxboro Renaissance to ask about multi year contracts
- They do have that option and if you lock in a multi year deal you lock in that price so you would not be subject to yearly price increases

25th Celebration

- Still working with the group to try to hammer down a location, being cautious with prices. Looking at a date in September. If anyone has any connections with vendors we really need the solid support of a vendor to make this happen price wise
- Hoping to have a date/location by the June meeting to announce

Fall Training

- 2023 Recruitment & Retention Seminar
- 2024 Training Workshop
 - Planning for 2025- October 22nd in Hudson
 - Free for Members
 - \$50 for non-members
- Call for papers opening in June & Registration to Open in August
 -
 -

Katrina C. Shamshak, RPL, ENP
Public Safety Dispatcher III
Training & QA Coordinator
Massachusetts TERT Coordinator
North Shore Regional 911 Center
Massachusetts State 911 Department
18 Manning Ave., Middleton, MA 01949
Main: 978-801-4911 x4163
katrina.c.shamshak@mass.gov
www.mass.gov/NSR911

Gregory Lynskey (SWCCC)

From: Keenan Leonard-Solis <KLeonardsolis@GeorgetownMa.gov>
Sent: Wednesday, May 21, 2025 10:33
To: aowen@holdenma.gov; Gregory Lynskey (SWCCC)
Subject: [External]May 21 Essex County VP Report

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If unsure, please consult your administrator before proceeding.

Good morning,

Here are my talking point from today's meeting.

Hope you've both been well!

--Keenan

Hirings

- Andover – FT Dispatcher – closes 5/25/2025
- Merrimac – Part Time Dispatcher
- Georgetown – FT Dispatcher

If you're hiring and you'd like help getting the word out, please reach out to me.

The Essex County Fire Chiefs Association hosted a communications training for dispatchers on 5/9, covering topics like fireground channel use, SOGs for mutual aid requests via the County Fire Channel, cross-band repeaters, run card updates, and upcoming regional trainings. COML and COMT classes are also expected within the next 12–18 months in Massachusetts. A major update was the defunding of Northeast CMED, which is set to close on July 1 — no replacement has been confirmed yet. If you missed the training and want the presentation slides, let me know — I have a copy. The goal is to make this an annual training, with more focused sessions on specific topics to follow.

Georgetown is launching a voluntary wellness check-in program for all full-time employees, including dispatchers. By completing two 45–60 minute sessions with a licensed mental health provider within the fiscal year, participants can earn one paid wellness day off. These sessions are confidential, not fitness-for-duty evaluations, and can be done in person or via telehealth. It's a proactive step toward supporting mental health and reducing stigma in our field. I'd love to see more initiatives like this across our Comm Centers in Essex County—if your agency has something similar, I'd really like to hear about it!

Gregory Lynskey (SWCCC)

From: Chris A. Carleton <ccarleton@town.northborough.ma.us>
Sent: Wednesday, May 21, 2025 20:24
To: Alexa Owen; Gregory Lynskey (SWCCC)
Subject: [External]5/21/25 Worcester County Regional VP MCSA report

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HIRING

- Athol
- Auburn
- Clinton
- MSP – New Braintree
- Shrewsbury
- Westboro

TRAINING

- NENA CMCP - November 10-14 – State 911, Milford

OUTREACH

- Nothing to report

ANNOUNCEMENTS

- The Rutland Regional Emergency Communications Center has officially transitioned to a district model, now operating as the Central Massachusetts Regional 911 District.
- The MetroWest Regional Emergency Communications Center extended a conditional offer to Brian Smith from Seattle to be their Executive Director.

Thank you!

Gregory Lynskey (SWCCC)

From: Kinnas, Peter S. (911) <Peter.S.Kinnas@mass.gov>
Sent: Sunday, May 18, 2025 17:19
To: Erin Hastings; Gregory Lynskey (SWCCC)
Cc: MCSA
Subject: [External]MCSA Meeting Notes 5/21/25

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If unsure, please consult your administrator before proceeding.

Good evening,

I won't be able to attend Wednesday's MCSA meeting in person, and I don't think I'll be able to make it virtually either. The following are some updates.

1. Outreach/Membership:

- Massachusetts Telecommunicator Awards
 - We have received 32 nominations across the four categories. The nominees are as follows (in no particular order):
 - Telecommunicator of the Year:
 - Erin Jillson - Nashoba Valley RECC
 - Anna Florczak - WestComm
 - Charles Myers - Nashoba Valley RECC
 - Zevon Zayas-Colon - Wachusett RECC
 - Amanda Gresian - Milford PD
 - Ryan Joudrey - Plymouth County Sheriff's Office
 - Caitlin Tarentino - Medford ECC
 - Lorna Morgan - Merrimac PD
 - Ashley McCall - Wachusett RECC
 - Dean Razzaboni - Georgetown PD
 - Katherine O'Connell - NMRECC
 - Gary Ferguson - MSP Danvers
 - Rebecca Hopmayer - Brookline PD
 - Leader of the Year
 - Keenan Leonard-Solis - Georgetown PD
 - James Gendron - Nashoba Valley RECC
 - Elizabeth DeFosse - Central Mass RECC (Rutland RECC)
 - Donna Wunschel - Seekonk
 - Katie Moriarty - Plymouth County Sheriff's Office
 - Alisa Dele-Laperle - Worcester ECC
 - Jennifer Scott - Sandwich ECC
 - Johnathan Ross - MSP
 - Margaret Ciccone - Newton PD
 - Visionary of the Year

- Chris Murphy - Medford ECC
- Katrina Shamshack - NSR
- Team of the Year
 - Wilbraham RECC
 - Falmouth ECC
 - WestComm
 - Berkshire RECC
 - Dispatchers Casella, Beland, and DD Owen from Wachusett RECC
- Award recipients will be announced at the June 18th Annual Meeting and Awards Ceremony.

2. 25th Anniversary Challenge Coins

- Sales continue to come in. To date, we have had 16 transactions, totaling \$431.82, before fees.
- Please visit our website to purchase your challenge coin and/or patch.

3. PSAP Leadership Scholarship

- We have received 11 applications for the PSAP Leadership Scholarship, which awards five 911 Emergency Telecommunicators up to \$13,000 to attend leadership training. The scholarship committee will review the applications and meet in the coming weeks to discuss and select the recipients. Those names will then be forwarded to the State 911 Department Fiscal Team for final approval. Notification will occur after that.

4. Declaration of Nomination

- I submitted my nomination declaration online and wanted to send it here. At the pleasure of the President, I would like to be considered for another term as Vice President At Large.

5. I see discussion on the membership fees is on the agenda, and I agree with Katrina's first suggestion in that email.

Thanks,
~Pete

--

Peter Kinnas, ENP

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Middleborough, MA 02346

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Cell: (508)807-7117

Email: Peter.S.Kinnas@Mass.gov