



# Massachusetts Communications Supervisors Association

“Developing Dispatchers & Dispatch Centers”

**President**  
Erin Hastings  
Middlesex RECC

**Vice President**  
Peter Kinnas  
State 911 Department

**Secretary**  
Gregory Lynskey  
SWCCC

**Treasurer**  
Warren Gould  
Boxford Communications

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

**Southeast Regional VP**  
Patrick Feeney  
SEMRECC  
Brian Kamp  
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Tyler Allen  
Goosetown Communications

[Board@ma911.org](mailto:Board@ma911.org)

**November 12, 2025 Monthly Meeting Held at the Acton Public Safety Building- Hybrid meeting held and via Microsoft Teams. 42 Total Attendees, 20 in person and 22 virtual**

*Minutes Completed by Alexa Owen*

## 1. Welcome and Introductions

- President Hasting called the meeting to order at 10:00.
- President Hasting 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/2025/11/12/november-2025-monthly-meeting-video/>
- In person attendees introduced themselves.
- Johnathan Danek provided the Legislative Update. There has not been to much movement with the bills as the government shutdown has sucked the legislative oxygen out of the room. 911 Saves act still has 52 co-signers and only 1 from MA being Congressman Lynch. Enhancing first responders passed by the senate. There were 12 co-sponsors including 1 from MA, Senator Ed Markey.
- President Hasting introduced MCSA to Senator Jamie Eldridge and House Representative Danillo Sena.

## 2. Monthly Presentation

- Jason Downey gave a presentation on Yoga for First Responders. His presentation can be viewed in the meeting video.

## 3. Update from State 911 Department

- Monna Wallace spoke about the new training facility in Billerica and the next training academy is in January.
- Peter Kinnas spoke about the December Commission meeting, next one will be held in February, he will send an email when the date is official. He wants to make sure everyone has received an email from him regarding Mission Critical Partners.
- Katrina Shamshak provided an update on TERT. TERT deployed to Littleton across 4 days to assist after the death of an active duty SGT. 12 Dispatchers across the state assisted. In December, TERT is hosting their monthly training December 2nd at Thayer Homestead in Medway. This month we are having DFS RIT for the Public Safety Dispatcher. The class is open to all that want to sign up, sign up through the DFS website.



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## 4. Appointee Reports

- a. SIEC – Corey Swift was unavailable in person. Next SIEC meeting is in December. The statewide radio project is still looking like 2026 for phase 1A (Western MA) and phase 1B+ (rest of the state) is looking like 2027.
- b. State 911 Commission – Kevin Lessard stated commission meeting will be late February. All guidelines for all grants will be prepared for that meeting so they can be voted on then released soon after. Next Gen 911 standards committee are being reviewed- Kevin is on the committee and went to a very productive meeting on Sept 29. APCO Atlantic is coming up in Mystic. Next MCSA meeting will be followed by NENA.

## 5. Treasurer's Report

- a. Warren Gould presented the treasurer's report
- b. Beginning Balance: \$30,198.95
- c. Total Expenses: \$6,740.4
  - i. Intuit Quickbooks: \$40.38
  - ii. College of the Holy Cross: \$6,210.25
  - iii. Szu-ning Tai (harpist): \$250.00
  - iv. Jonathan Danek: \$ 199.61
  - v. Microsoft 360: \$ 40.24
- d. Total Income: \$3,660.00
  - i. Cash from Gala Raffle: \$1,260.00
  - ii. Dues: \$2,400
- e. Current Balance in Citizens Bank is \$ 21,750.31 and PayPal Balance is \$ 5,696.71
- f. Total Current Balance: \$ \$27, 447.02
- g. There are 82 FY25 paid members to date. 41 Membership invoices have been sent out.
- h. New Members: Vadar Systems
- i. Renewed Members are Ayer-Shirley RECC, Central Mass RECC, Clinton, Leominster, Salem Fire, Saugus, Springfield, Waltham.
- j. Dave Luciano made a motion to accept the rep ort. Second by Greg. Unanimous vote.

## 6. Secretary's Report

- a. Greg Lynskey October advised meeting minuets for October were posted and sent out. Warren made a motion to approve. Second by Dave L.



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## 7. Regional Vice President Reports

- a. Essex County – Katrina Shamshak provided a report. Multiple dispatchers from Essex County assisted on the TERT deployment to Littleton.  
This includes Amy Gilliland-Marblehead, Sean Cullen- North Shore Regional, Keenan Leonard-Solis-Georgetown, Stephanie Brown- Beverly, Ryan Higgins- Andover. Essex County Fire Chief’s association is working on opening up the Communications Division to more dispatcher specific training/involvement. Reach out if interested in the survey.  
Keenan Leonard-Solis was unable to attend in person as he is with Katrina and another Northshore 911 supervisor in Milford for CMCP class.
- b. Middlesex/Suffolk – Corey Swift had no updates
- c. Southeast Regional – Pat Feeney reporting advised there are several agencies hiring. Brian reported the same. Aaron advised Duxbury is hiring. He went to the first responder comfort dog gala which was a success. He advised to reach out if anyone wants a dog to come to the center. He is proud to have sent some of his dispatcher to TERT deployment in Littleton.
- d. Worcester County – Chris Carleton advised Metacomet, Nashoba, and North Brookfield are all hiring. He will reach out to everyone with his new contact information.
- e. Western MA – Johnathan Danek reported Wilbraham Regional is hosting a Denise Amberlee class on domestic violence- Why They Stay. He’s hoping to get more people to sign up as the minimum requirement is 25 and they currently have 15 signed up. He also had a dispatcher participate in the TERT deployment.  
Donald Tryon was unable to attend in person. He reports Greenfield is hiring. Active Attack Integrated Response class is being held in November in Huntington. Register through DFS LMS.  
Rebecca Ocasio reported a bunch of private ambulance agencies and colleges in the area are hiring.

## 8. Committee Reports

- a. Training & Events Committee – Katrina Shamshak reported she solidified a third speaker- Kyle Nall- from Level Up. He is the same price as the others, 4,500, totaling 13,500 for all three speakers for their annual training event held at the Renaissance Boston Patriot Place Hotel on 3/26/26. There was discussion regarding the annual training. The group



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eventually voted for the 3 speakers- Jason Long, Charles Hedgepeth, and Kyle Nall. Dave L. made the motion and Julie Kelly with the second. All were in favor. The fall training was October 22 in Hudson. The 25<sup>th</sup> anniversary gala held as Holy Cross was a success.

- b. Newsletter – Katrina Shamshak is always looking for material from the newsletter- asking to get something from each region and to please send holiday pictures.
- c. Historical Committee – Butch Garrity did not attend
- d. Outreach/Membership – Pete Kinnas did not provide anything at this time.
- e. Book Club – Stephen Johnson reported they are meeting tonight at 7 o'clock via zoom. The next meeting will be in January If anyone has interested in joining the Book Club, email [sjohnson@concordma.gov](mailto:sjohnson@concordma.gov)
- f. Peer Support Committee – Stephen Johnson stated they created three goals for the support group. The first goal is to increase peer support and critical stress management training opportunities for members, serve as a resource for peer support and critical incident management for 911 professionals, and to maintain regular meetings to enhance productivity. He requests any trainings or resource to allow this committee to vet the information before its provided to MCSA members.

## 9. Vice President's Report

- a. Vice President Kinnas stated Brian Kamp will be assisting with the MCSA website. Board members should receive an email regarding biography information to update that .

## 10. President's Report

- a. Vice President Kinnas stated Brian Kamp will be assisting with the MCSA website. Board members should receive an email regarding biography information to update that .
- b. President Hastings announced that received one application from Tyler Allen from Goosetown to fill the corporate director membership. She is happy to have him.

## 11. Adjournment

- a. Stephen Johnson made a motion to adjourn at 1137. Second by Dave Luciano.



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**Meeting Attendees:**

Michael Amidon (Virtual)  
Eric Baker (Virtual)  
Tina Bibbo (In Person)  
Stephanie Brown (Virtual)  
Amie Bullard (Virtual)  
Chris Carleton (Virtual)  
Pete Cheverie (In Person)  
Margie Ciccone (In Person)  
Johnathan Danek (Virtual)  
Ken Dangelo (In Person)  
Cam Dunbar (In Person)  
Stephanie Evans (In Person)  
Patrick Feeney (Virtual)  
Nicole Gazaille-Graves  
Warren Gould (In Person)  
Brendan Gray (In Person)  
Kenneth Handfield (Virtual)  
Erin Hastings (In Person)  
Chris Hurst (In Person)  
Jessica Jackson (Virtual)  
Stephen Johnson (In Person)  
Brian Kamp (Virtual)  
Julie Kelly (In Person)  
Laura Kilgour (Virtual)  
Peter Kinnas (In Person)  
Jocelyn LaPlante (In Person)  
Shawn Lerner (Virtual)  
Kevin Lessard (Virtual)  
Dave Luciano (In Person)  
Greg Lynskey (In Person)  
Caitlin Mroczek (Virtual)  
Rebecca Ocasio (Virtual)  
Brian O'Neill (Virtual)  
Kristina Morin (In Person)  
Alexa Owen (In Person)  
Mark Sayers (Virtual)





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Aaron Smith (Virtual)  
Lori Steinel (In Person)  
Katelyn Sylvia (Virtual)  
Michael Tranghese (Virtual)  
Monna Wallace (Virtual)  
Dan Walsh (Virtual)  
Amanda Wapner (In Person)



## MCSA Monthly Meeting

November 12, 2025 – Acton

| Name            | Agency/Business | Email   |
|-----------------|-----------------|---------|
| Erin Hastings   | MRECC           | on file |
| Greg Lynsky     | Swell           | on file |
| Brendan Gray    | Acton           | on file |
| Warren Gould    | Boxford         | on file |
| Margie Ciccone  | Newton          | on file |
| Cpt Ken Dangelo | ↓               | ↓       |
| Stephanie Evans |                 |         |
| Tina Bibbo      |                 |         |
| Julie Kelly     |                 |         |
| Lori Stenel     | MSP             | on file |
| Pete Cheverie   | MSP             | ↓       |
| Cam Dunbar      | MSP             |         |
| Amanda Wapner   | MSP             |         |
| Chris Hurst     | MSP             |         |
| Dave Luciano    | Stoneham        | on file |
| Kristina Moran  | SQUID           | on file |
| PETER KINNA     | "               | "       |
| Alexa Owen      | WRECC           |         |
| Jocelyn Laplate | WRECC           |         |



## MCSA Monthly Meeting

November 12, 2025 – Acton

| Name            | Agency/Business | Email   |
|-----------------|-----------------|---------|
| Stephen Johnson | Concord         | on file |
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MCSA Treasurer report through 11/10/2025

Beginning balance (10/09/25) = \$ 30,198.95

Expenses:

|                                                                                        |                          |
|----------------------------------------------------------------------------------------|--------------------------|
| Intuit Quickbooks (monthly)                                                            | = \$ 40.38 (10/14/25)    |
| College of the Holy Cross<br>Event Space Hosting for 25 <sup>th</sup> Anniversary Gala | = \$ 6,210.25 (10/27/25) |
| Szu-ning Tai<br>Harpist for 25 <sup>th</sup> Anniversary Gala                          | = \$ 250.00 (10/29/25)   |
| Jonathan Danek<br>Refreshments for 10/22/25 Leadership Workshop                        | = \$ 199.61 (10/29/25)   |
| Microsoft Office 365 (monthly)                                                         | = \$ 40.24 (11/03/25)    |

Expenses (total) = \$ 6,740.48

Income (total) = \$ 3,660.00

\$1,260.00 from cash, 25<sup>th</sup> Anniversary Gala Raffle  
\$2,400.00 from Dues payments

Citizens Bank Balance = \$ 21,750.31

PayPal Balance = \$ 5,696.71

TOTAL BALANCE = \$ 27,447.02

72 FY21 Members, 70 FY22 Members, 89 FY23 Members, 79 FY24 Paid Members

82 FY25 Paid Members to date

35 FY26 Paid Members to date

RENEWED MEMBERS: Ayer-Shirley RECC, Central Mass RECC, Clinton, Leominster, Salem Fire, Saugus, Springfield, Waltham

NEW MEMBERS: Vadar Systems

41 FY26 Membership invoices have been sent.

Respectfully submitted,

Warren Gould, Treasurer MCSA

### Reference for yearly expenses

|                                                                                                               |              |                           |
|---------------------------------------------------------------------------------------------------------------|--------------|---------------------------|
| <i>GoDaddy Web Domain (3 year)</i>                                                                            | = \$ 129.48  | (06/10/25)                |
| <i>Siteground Webhosting (yearly)</i>                                                                         | = \$ 275.76  | (05/26/25)                |
| <i>Johnson &amp; Johnson (1 year)</i><br>Eboard Insurance                                                     | = \$1,460.00 | (07/08/25)                |
| <i>Constant Contact (yearly)</i>                                                                              | = \$ 665.59  | (05/27/25) (was \$490.92) |
| <i>Canva (1 year-2 subscriptions)</i><br>(Katrina Shamshak & Peter Kinnas)                                    | = \$ 239.98  | (12/05/24)                |
| <i>Quick Books (monthly subscription)</i><br>(increased from \$31.88 to \$37.19 Feb 2025 to \$40.38 Jul 2025) | = \$ 484.56  |                           |
| <i>Microsoft Office (monthly subscription)</i><br>(\$40.24 monthly)                                           | = \$ 482.88  |                           |

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|                           |              |  |
|---------------------------|--------------|--|
| <i>Total yearly costs</i> | = \$3,738.25 |  |
|---------------------------|--------------|--|

## Gregory Lynskey (SWCCC)

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**From:** Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>  
**Sent:** Tuesday, November 11, 2025 12:50  
**To:** Gregory Lynskey (SWCCC)  
**Subject:** Re: Shamshak November Updates

Update:

I got the third speaker proposal from Level Up:

KYLE NALL

Kyle Nall's journey in law enforcement is defined by dedication, continuous learning, and a genuine desire to serve. With a Master of Science in Organizational Leadership from Indiana Tech University, along with a Bachelor of Criminal Justice from Tiffin University and an Associate of Arts from West Kentucky Community and Technical College, Nall's academic journey has laid the groundwork for a career marked by his commitment to serve his community as well as his coworkers. Starting as a Telecommunicator, Nall's early days were spent diligently handling emergency calls and dispatching police, fire, and EMS personnel. The transition from Telecommunicator to Trooper was driven by Nall's passion for investigations. Five years into Nall's sworn career, that passion led to the transition from Trooper to Detective. Nall's focus remained on investigative efforts. This focus led to recognition such as the 2008 Trooper of the Year Award, a Congressional Commendation, a Commissioner's Commendation, and local awards, which highlighted his work ethic and investigative prowess

Course Title: Leading Purpose

Course Description:

This 4-hour course is designed to equip public safety telecommunications leaders with the essential skills to effectively lead themselves, others, and their teams in a dynamic, high-stress environment. Participants will explore strategies to enhance team morale, develop innovative recruiting approaches, and address performance challenges with problem employees. The course focuses on leading with purpose, helping individuals connect their roles to a higher mission beyond routine tasks, and empowering employees to discover their own intrinsic motivation. With practical examples and interactive discussions, this course will provide actionable insights into fostering a motivated, cohesive, and high-performing telecommunications Workforce.

Same price as the others. So 4,500.

So if we go with Level Up all three speakerfs 13,500

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](mailto:katrina.c.shamshak@mass.gov)

[www.mass.gov/NSR911](http://www.mass.gov/NSR911)

---

**From:** Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>

**Sent:** Sunday, November 9, 2025 5:34 PM

**To:** Lynskey, Greg <lynkeyg@swccc911.net>

**Subject:** Shamshak November Updates

*I apologize for being absent I am at CMCP this week.*

**TERT Updates:**

- TERT deployed to Littleton across 4 days to assist after the death of an active duty SGT. 12 Dispatchers across the state assisted.
- In December TERT is hosting their monthly training December 2nd at Thayer Homestead in Medway. This month we are having DFS RIT for the Public Safety Dispatcher. The class is open to all that want to sign up, sign up through the DFS website.

**Essex County VP:**

- Multiple dispatchers from Essex County assisted on the TERT deployment to Littleton. Amy Gilliland-Marblehead, Sean Cullen- North Shore Regional, Keenan Leonard-Solis-Georgetown, Stephanie Brown- Beverly, Ryan Higgins- Andover.
- Technically Middlesex, but the center is in Essex County. North Shore Regional 911 is going live with North Reading Police & Fire the week of 11/16.
- Essex County Fire Chief's association is working on opening up the Communications Division to more dispatcher specific training/involvement. There is currently a survey open to solicit feedback about what is needed in the area. If interested in the survey reach out to me and I can forward you the link. There will be another meeting of the communications division on November 21st at 0900 at Rowley Fire.

**Training & Events:**

### **25 Anniversary Gala:**

- Thank you everyone that attended the 25th Anniversary Gala. Overall it was a successful night.
- We had 4 past presidents with us that evening and many retired former members.
- Silent Auction was a hit. Thank you to all that donated an item. Overall raised \$1,160 in cash. (Peter/Warren can let you know the Paypal addition as well).
- The total from Holy Cross was \$6, 210.25
- 80 people were registered for the event
- \$1,185 was brought in in ticket sales
- \$11,000 in sponsors (Guilfoil and AT&T Sponsors have not yet paid)

### **Fall Training Seminar:**

- The Fall Training Seminar was held Wednesday, October 22 at the Hudson Police Department in Hudson. Free for members, 30 for non members.
- Thank you to Don Tryon, Johnathan Danek, and Kevin Lessard for assisting the day of as I was unable to attend.
- 42 attended
- There was a date misprint on the certificates. New certificates have been emailed out. If you did not get one let me know.

### **Annual Training Event:**

- March 26th 2026 Foxborough @ Renaissance Boston Patriot Place Hotel
- Save the dates went out on social media last month
- Jason Long is already secured as a speaker (Level Up 911)
- Really want to confirm the last 1 or 2 speakers so we can get registration out
- Waiting on a proposal pricing from JaCorey Glaude
- Waiting on a proposal pricing from Brandi Powell
- Received a proposal pricing on other instructors from Level Up 911- Charles Hedgepeth teaches Emotional and Social Intelligence. Would teach class morning and afternoon session, same price as other instructor-\$4,500.

*Charles Hedgespeth is a fourth-generation police officer  
with over 14 years of experience in public service.*

*Additionally, he has been an adjunct instructor at local  
colleges for 12 years. Charles received his Bachelor of  
Arts from Lindsey Wilson College and his Master of  
Science from the University of Central Missouri. Over  
Charles' law enforcement career, he has served as a*



*state fitness coordinator, post-level fitness coordinator,  
field training officer, and accident reconstructionist.  
Charles has trained thousands of Telecommunicators  
and Law Enforcement Officers over the years. He has  
presented keynotes and other sessions at multiple  
state-level conferences across the country.*

- They are also going to give me an additional proposal for a 3rd instructor
- As a recap:

**Not available:** Joe Serio, Melissa Alterio, Shannon Polito, Brene Brown

**Out of Price Range:** Travis Howze, Kim Miller,

**No answer:** Cindy Sparrow

#### **Newsletter:**

- As always please send me content
- This year I would really like to get something from each region. It can be a training coming up, a shout out, a retirement, a new dispatcher, anything
- If you center decorates for the holidays please send me pictures

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[www.mass.gov/NSR911](http://www.mass.gov/NSR911)

## Gregory Lynskey (SWCCC)

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**From:** Keenan Leonard-Solis <KLeonardsolis@GeorgetownMa.gov>  
**Sent:** Wednesday, November 12, 2025 06:49  
**To:** Gregory Lynskey (SWCCC); aowen@holdenma.gov  
**Subject:** November Report

Good morning!

I'm writing to let you know I won't be able to attend today's meeting.

This week, I'm attending NENA's Center Manager Certification Program (CMCP) in Milford, MA.

I'm happy to report that Essex County has some good representation in CMCP Class #185: our very own Katrina Shamshak is also here, as is Supervisor Dean Little from Northshore Regional 911.

We're halfway through the course, and so far it's been an excellent training on management and leadership in the Comm Center. I recommend it for anyone who is (or who aspires to one day become) a supervisor or manager in your own center.

Wishing everyone a safe and happy Thanksgiving,

### **Keenan Leonard-Solis**

*Dispatch Supervisor at Georgetown Police Department*

47 Central Street, Georgetown, MA 01833

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**Email** [kleonardsolis@georgetownma.gov](mailto:kleonardsolis@georgetownma.gov)

## Gregory Lynskey (SWCCC)

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**From:** Chris Carleton <ccarleton@nvrddma.gov>  
**Sent:** Wednesday, November 12, 2025 15:55  
**To:** Gregory Lynskey (SWCCC)  
**Subject:** Worcester County Regional VP report

Good afternoon,

Not that there is much to report but here you go...

Hiring: Metacomet, Nashoba and Northboro

Training: Nothing

Outreach: I'll be reaching out to the Worcester County folks to give them my updated contact information (see below)

Thanks!

Chris Carleton, ENP

Systems Manager

Nashoba Valley Regional Dispatch District

270 Barnum Rd. • P.O. Box 2171

Devens, MA 01434

Cell: 978-549-7370

Direct Number: 978-391-5093

Fax: 978-772-2050



## **Gregory Lynskey (SWCCC)**

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**From:** Tryon, Donald W. (911) <Donald.W.Tryon@mass.gov>  
**Sent:** Wednesday, November 12, 2025 08:07  
**To:** Mcsa BOARD; Rebecca Ocasio; Johnathan Danek  
**Subject:** VP Update

Good morning,

We have our IT vendor coming out today, so I won't be able to make the meeting. The following are the only updates I have:

- Greenfield is hiring dispatchers
- Active Attack Integrated Response (AAIR) class being held in Huntington 11/23 & 11/23. Registration is through the DFS LMS.

Thanks,

**Don Tryon, ENP**  
***Director of PSAP Operations (West)***  
***Massachusetts State 911 Department***  
***Berkshire RECC***  
467 Cheshire Road  
Pittsfield, MA 01201

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