



Massachusetts Communications Supervisors Association

“Developing Dispatchers & Dispatch Centers”

President
Erin Hastings
Middlesex RECC

Vice President
Peter Kinnas
State 911 Department

Secretary
Gregory Lynskey
SWCCC

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Warren Gould
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Keenan Leonard-Solis
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Corporate Director
Tyler Allen
Goosetown Communications

Board@ma911.org

December 17, 2025, Annual Meeting - Hybrid meeting held at the Natick Police Department via Microsoft Teams. 49 Total Attendees, 25 in person and 24 virtual
Minutes Completed by Alexa Owen

1. Welcome and Introductions

- a. President Hastings called the meeting to order at 10:00.
- b. 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.
- c. Video Link: <https://ma911.org/2025/12/18/december-2025-monthly-meeting-video/>
- d. In person attendees introduced themselves.
- e. Johnathan Danek was unable to attend. Greg spoke on his behalf. 911 saves, HR 637 has no change. There are 60 co-sponsors for the bill and Rep. Lynch is the only rep from MA. The senate equivalent, Enhancing First Response Act, S .725 passed with an amendment by Unanimous Consent on 9/25/25. There are 12 cosponsors, including Sen. Markey from MA. The H.2663/S.1761 (first responder bill) was reported favorably by the committee on public safety and homeland security on 11/12 and was referred to the committee on House Ways and Means. Both H.2968/S.1906 and H.2818/S.1856 (retirement) have had no updates since 10/8. Hickey and associates are looking to start up again on the bills in January. It would cost about two thousand a month. President Hastings asked to discuss. Kevin said there is not much change with the bills and our main goal is to get the bills in front of House Ways and Means. Motion to approve working with Hickey and Associates for an amount not to exceed \$2500 a month with a six-month maximum contingent on the retirement bills being favorably reported. Second is Corey. All in favor. President Hastings would ask the regional VPs to help get more people involved in 911 Goes to Boston on April 8th.

2. Monthly Training: State of 911 Emergency Telephone System- Director Arthur Martins and his Operations Manager Jim Chelle. All 911 calls come into one center then gets transferred to the appropriate city or town. They get about 500,000 calls a year. We spoke about the recent and tragic school shooting at Brown. They got about 230 calls in 15-20 minutes. The dispatchers did a great job.



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3. Update from State 911 Department

- a. Monna Wallace-Monna has a site visit to Billerica location tomorrow. She asked us to give feedback on the new interpreter service, especially if there are issues. You can report issues by calling the help desk and opening a ticket.
- b. Katrina Shamshak provided an update on TERT. Open enrollment begins in January, if you are interested, please submit ASAP. We are specifically looking for members with QED CAD from any region and anyone from Northeast, Central, and West.

4. Appointee Reports

- a. SIEC – Corey Swift stated December 31 is the hard deadline for getting help for the upgrades for Comirs. Greg advised that if you have any out-of-date radios that need Comirs features, you will no longer be able to order them from Motorola. The state is making a single statewide purchase for any radio that needs the upgrade. There is a list of vendors attached to the October Minutes.
- b. State 911 Commission – Kevin Lessard stated Next commission meeting is in February. All grants will be approved at that meeting. We need to continue to push legislature and MCSA's agenda to the commission. He asked to bring anything you would like to bring to the commission meeting to get that to him by January. Meeting for the standards group will be meeting before the commission meeting. Monna would like us to recognize our dispatcher for jobs well done.
- c. Corporate updates- Welcoming Tyler Allen to the group. Tyler started as a dispatcher and is looking to find ways to get more vendors and corporations involved with MCSA.

5. Treasurer's Report

- a. Warren Gould presented the treasurer's report
- b. Beginning Balance: \$27,447.02
- c. Total Expenses: \$739.81
 - i. QuickBooks X2: \$40.38
 - ii. Petter Kinnas: \$284.46
 - iii. Brendan Gray: \$83.21
 - iv. Katrina Shamshak: \$251.14
 - v. Microsoft: \$40.24
- d. Total Income: \$7,100.00
 - i. for FY25 Dues Payments



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- ii. for March 2025 Training Payments
- iii. Training Payments
- e. Current Balance in Citizens Bank is \$28,110.50 and PayPal Balance is \$6,022.82
- f. Total Current Balance: \$34,133.32
- g. There are 37 FY26 paid members to date. Membership invoices have been sent out covering all members and requests for membership.
- h. New Members: None.
- i. Corey made a motion to accept the report. Second by Kevin. Unanimous vote.

6. Secretary's Report

- a. Greg Lynskey stated the November minutes were completed by Alexa. Approved by Corey, second by Dan. There is an opening for secretary.

7. Regional Vice President Reports

- a. Essex County – Katrina Shamshak advise Warren has retired after 39 years. Congrats, another Boxboro dispatcher retired after 27 years. The Essex County Fire Chiefs Association is trying to bolster up their dispatcher representation and have started a communications division. Groveland became the 9th community for Northshore Regional on 12/16. Congrats. Keenan Leonard-Solis advised an operational note to add a direct number to your Openfox messages so other centers can bypass the phone tree when transferring. The 62nd Public Safety Communication Academy concluded last month and congratulated 2 members on passing. Keenan echoed Katrina in congratulating Scott, Ron and Warren on their many dedicated years of service and their retirement.
- b. Middlesex/Suffolk – Corey Swift spoke about the Essex County Fire Chiefs meeting as he attends- They have different PSAP/ fire trainings that anyone can attend. Can reach out to Corey for details. There is a blood truck that is up and running for transfusions. They are willing to come out and do trainings. Concord is hiring. CMCP class is in Ithaca NY if there is anyone interested in signing up.
- c. Southeast Regional –Pat Feeney reporting some upcoming January training. ‘Emotional Survival’ in Duxbury on the 12th, and the following day on the 13th in Woburn. ‘Dealing with Difficult People’ on the in 14th Bellingham. He also shared a call with us taken by one of his dispatchers on 11/08/25. A party had collapsed and EMS was toned out in 32



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seconds, then the dispatcher recognized the need for CPR and provided the caller with instruction for high quality chest compressions until police and fire arrived on scene. Brian Kamp reported a save they had where the dispatcher provided instruction for the Heimlich, which ultimately saved a life. They also had their first baby delivery! The dispatcher got to meet the baby, mom and dad. Barnstable is hiring executive director.

- d. Worcester County – Chris Carleton will reach out to a few towns for membership renewal. Ashburnham and Boylston is hiring part-time, Auburn, Central Mass ECC, Nashoba and Sterling have full-time openings. Dan Walsh will do membership recruitment. Greg advised Bob Odgren is retiring from Worcester Emergency Communications after 40 years of service.
- e. Western – Rebecca Ocasio- expressed concern about vacancies in this career and dispatchers being pulled to the responder side of public safety. Not many openings for 911 centers in the areas, colleges are hiring. Wilbraham will have a Denise Amberlee training in March 2026. West Springfield just finished their centralization project where police and fire are together, they hired their first civilian dispatcher. Johnathan Danek had nothing to report. Donald Tryon was not on.

8. Committee Reports

- a. Training & Events Committee – Katrina Shamshak advised the link for March training is live, as well as the room block for the hotel. Sponsorship link for vendors is also available. Kevin asked about sponsorship, Peter is leading that endeavor, we do not have any official vendors yet. Katrina brought up the June training/meeting stating that the event has grown to become a large event and asked the group if we want to continue to make the event large or make it smaller. The event has become increasingly more expensive over time. We opened this topic to discussion for the group. Greg thought we should be conscientious of the cost, others agreed that there should be a cost to attendees. There was a motion to keep the event larger and to charge nonmembers. Accepted by Greg, second by Jim.
- b. Newsletter – Katrina Shamshak asked as always to send content for the newsletter, looking for something from every region.
- c. Historical Committee – Butch Garrity was not on.



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- d. Outreach/Membership – Pete Kinnas advised Fitch & Associated CCM group completed their training last week. Congratulations to those who attended and to the recipients of the PSAP Leadership Scholarship.
- e. Book Club – Stephen Johnson reported if anyone has interested in joining the Book Club, email sjohnson@concordma.gov. Next meeting in January 21st and remaining virtual. The book is “Atomic Habits” by James Clear.
- f. Peer Support Committee – Stephen Johnson advised they will reconvene after the holidays.

9. President’s Report

- a. President Hastings started we should add another committee, Grant Review. She asked if anyone was interested in joining the committee.
- b. President Hastings advised we should make a video from 10 different centers, with interviews, announcements, and information to highlight this industry as a career. Its \$7,500 for this service. No motion is needed at this time.

10. Adjournment

- a. Corey made a motion to adjourn at 11:59. Second by Jim.



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Meeting Attendees:

Tyler Allen (Virtual)
Michael Amidon (Virtual)
Thomas Andross (Virtual)
Charles Ashworth (Virtual)
Eric Baker (Virtual)
Christina Bibbo (In Person)
Stephanie Brown (Virtual)
Anne Camaro (Virtual)
Chris Carleton (Virtual)
Jim Chelle (In Person)
Peter Cheverie (Virtual)
Jonathan Danek (Virtual)
Patrick Feeney (Virtual)
Michael Gethin (Virtual)
Warren Gould (In Person)
Brendan Grey (Virtual)
Kenneth Handfield (Virtual)
Erin Hastings (In Person)
Chris Herrstrom (Virtual)
Mathew Howe (In Person)
Natalie Hunt (Virtual)
Stephen Johnson (Virtual)
Brian Kamp (In Person)
Julie Kelly (In Person)
Laura Kilgour (Virtual)
Peter Kinnas (Virtual)
Jocelyn LaPlante (In Person)
Nicole Lasota (In Person)
Keenan Leonard-Solis (Virtual)
Shawn Lerner (Virtual)
Kevin Lessard (In Person)
Dave Luciano (In Person)
Greg Lynskey (In Person)
Arthur Matins (In Person)
Tom O'Brien (In Person)
Rebecca Ocasio (In Person)
Jim Officer (Virtual)



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Jordan Oster (Virtual)
Alexa Owen (In Person)
Joseph Pagnotta (In Person)
Jim Riccio (In Person)
Phil Sisk (In Person)
Katrina Shamshak (Virtual)
Lori Steinel (In Person)
Corey Swift (In Person)
Michael Tranghese (In Person)
Monna Wallace (In Person)
Robbie Walker (In Person)
Dan Walsh (In Person)

Board@ma911.org



MCSA Monthly Meeting

December 17, 2025 – Natick

Name	Agency/Business	Email
Erin Hastings	MRECC	on file
Greg Lynskey	SWCC	on file
Tom O'Brien	BELmont	on file
Jim Riccio	BELmont	on file
Kevin Lessard	MRECC	on file
Nicole LaSota	Hickory	on file
Dan Walsh	Clinton	on file
Robbie Walker	Marlborough	on file
Dave Luciano	Stoneham	on file
Arthur Martins	RI E-911	amartin@rie911.gov
Phil Sisk	MCP	on file
Jim Chellel	RI E-911	Jchellel@RIE911.Gov
Warren Gould	Boxford	on file
Brian Kamp	Westwood	on file
Lori Stenel	MSP	on file
Corey Swift	Wilmington	on file
Jocelyn Laplante	Warehousett RECC	—
Alexa Owen	Warehousett RECC	—
Matt Howe	Natick PD	on file



MCSA Monthly Meeting

December 17, 2025 – Natick

Name	Agency/Business	Email
Joseph Rivera	Reading	jrivera@READINGMA.GOV
Christina Bibbo	Newton PD	cbibbo@newtonma.gov
Julie Kelly	Newton	jkelly@newtonma.gov
Rebecca Ocasio	SEC	on file
Michael Tringhese	SEC	on file
Monna Wallace	State 911	

Gregory Lynskey (SWCCC)

From: Johnathan Danek <jdanek@wilbraham-ma.gov>
Sent: Tuesday, December 16, 2025 21:32
To: Gregory Lynskey (SWCCC)
Cc: Erin Hastings; Kevin Lessard; Rebecca Ocasio
Subject: MCSA: Notes for 12/17 Meeting

Greg et al,

I will be unable to attend tomorrow's meeting as I will be at a holiday event my daughter's daycare program is hosting for parents. These are the notes I have to submit for this month's meeting:

LEGISLATIVE

Federal:

- 9-1-1 SAVES ACT | H.R.637: Latest Action - 01/22/2025 Referred to the House Committee on Education and Workforce.
 - 60 cosponsors of the bill, 1 from Mass (Rep Stephen Lynch, MA-8) Congressman Lynch remains the only U.S. rep from Mass to cosponsor the bill.
- Enhancing First Response Act | S.725: Latest Action - Sep 10th & 11th, 2025: passed Senate with an amendment by Unanimous Consent on Sep 10th. Legislation sent to the house on Sep 11th.
 - 12 cosponsors of the bill, including 1 from Massachusetts: Sen Markey

State:

- H.2663/S.1761 (first responder bills): Bill reported favorably by the committee on public safety and homeland security on Nov 12th and referred to the committee on House Ways and Means.
- H.2968/S.1906 (retirement bills): hearing scheduled with the joint committee on public service on Oct 8th. No updates since the committee hearing.
- H.2818/S.1856 (retirement bills): hearing scheduled with the joint committee on public service on Oct 8th. No updates since the committee hearing.

REGIONAL VP

Emergency telecommunicator/dispatch job postings are on the rise as vacancies grow in dispatch centers in western Mass. This follows a general trend of public safety vacancies in our area- many departments are hiring (some desperately so) police officers and firefighters/EMTs/paramedics. Those widespread public safety vacancies may be a cause for concern as there may be more dispatch candidates ultimately looking to use dispatch as a bridge to any of the numerous police/fire vacancies out there.

The Wilbraham RECC will be hosting the Denise Amber Lee Foundation's training "Why They Stay; Domestic Violence Awareness" on Mon, Mar 2nd, 2026. The training has been posted to the DCJIS Extranet, State 911's PSAP-hosted trainings listings, and the MCSA website. Please share this opportunity with your respective staffs.

I know I've mentioned the West Springfield public safety dispatch centralization project a couple of times. WS promoted Andrew Gonthier as the town's very first civilian dispatch director. His email is agonthier@westspringfieldpolice.org as a "fyi" for any future MCSA outreach purposes.

Last, but not least, I'd like to wish everyone a Merry Christmas and happy holidays. I look forward to all of our continued collaboration and collective efforts towards continuous improvement and representation in our profession.

Best regards,

Johnathan Danek
Deputy Director of Regional Communications
Wilbraham Regional Emergency Communications Center
2780 Boston Rd, Wilbraham, MA 01095
P: (413)596-3837 / C: (413)888-8728 / E: jdaneke@wilbraham-ma.gov

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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 & Johnson (1 year)</i> 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> (Katrina Shamshak & Peter Kinnas)	= \$ 239.98	(12/05/24)
<i>Quick Books (monthly subscription)</i> (increased from \$31.88 to \$37.19 Feb 2025 to \$40.38 Jul 2025)	= \$ 484.56	
<i>Microsoft Office (monthly subscription)</i> (\$40.24 monthly)	= \$ 482.88	

<i>Total yearly costs</i>	= \$3,738.25	
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Gregory Lynskey (SWCCC)

From: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Tuesday, December 16, 2025 09:29
To: Gregory Lynskey (SWCCC)
Subject: Shamshak Updates for Minutes

TERT Updates:

- Open enrollment begins in January, if you are interested please submit ASAP. We are specifically looking for members with QED CAD from any region and anyone from North East, Central, and West.

Essex County VP:

- North Shore Regional 911 went live with Groveland yesterday 12/16.
- Essex County Fire Chiefs Association Comms Division is holding their meeting 12/19 in Rowley.

Training & Events:

Annual Training Event:

- March 26th 2026 Foxborough @ Renaissance Boston Patriot Place Hotel
- 3 Speakers have been booked, registration is live
- Room block is open
- Sponsorship Link is open

Annual Meeting & Awards

I intentionally held off on beginning the venue search until after the anniversary event was complete. With that behind us, now is the appropriate time to move forward with booking, especially with June being a very busy season and venues filling quickly.

Before locking anything in, I would like to solicit feedback from the group on the event as a whole. What originally started as a small luncheon with approximately 30–50 attendees has grown into an event with 100+ participants, including a significant number of non-members. I think it's worth discussing what we want this event to look like moving forward. Some options to consider:

- Keeping it as a large, open event available to anyone
- Keeping it a large event but limiting attendance to members only, with the exception of award recipients
- Separating the awards ceremony from the annual meeting entirely

For financial context:

- 2025: \$8,407.58

- 2024: \$5,904.75
- 2023 (prior to it becoming an awards event): \$2,701.31

For the record, I truly love this event and think it does an excellent job celebrating the incredible work telecommunicators do each year. I have heard some grumbling regarding the cost, which is why I wanted to check in and open the conversation. I also recognize that events like this are part of the reason dues were increased, and it may very well be worth continuing to make this a larger celebration.

That said, one potential adjustment I would suggest is limiting attendance to members only, except for award recipients. Last year, we had a noticeable number of non-members attend who were not associated with winning centers, and it appeared that some may have attended primarily for the complimentary meal.

I'm looking forward to hearing everyone's thoughts so we can decide the best path forward.

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

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: Thursday, December 18, 2025 14:05
To: Gregory Lynskey (SWCCC)
Cc: Alexa Owen
Subject: RE: Report

Hi Greg,

Yes – I'm sorry for letting that slip my mind:

As Katrina mentioned, NSR911 officially assumed dispatch services for the Town of Groveland yesterday. I won't repeat the transition details, but I do want to highlight a helpful operational note for neighboring PSAPs:

NSR911 shared a notice on OpenFox yesterday that includes a direct dial phone number into their dispatch room, bypassing any phone tree. I've already programmed that number into our station phones, and I'd encourage any Essex County PSAP that frequently transfers business-line calls to NSR911 to make sure their phone systems are programmed with that direct number as well. It's a small step that can save your telecommunicators time and streamline call handling. If anyone *doesn't* have access to the OpenFox message, you're welcome to reach out to me or to Katrina.

I'd also like to recognize that the State 911's 62nd Public Safety Communications Academy concluded last month. Congratulations to Lila Wilson and Samuel Prescott from the Haverhill Police Department on their successful completion of the academy.

Before I conclude, I'd like to take a moment to recognize three recent retirements from our profession, all of whom are colleagues whose careers exemplify dedication to public safety and service to their communities.

- Last month, Public Safety Telecommunicator Scott Kaufman marked 30 years of service with the Marblehead Police Department. Reaching that level of longevity in this profession is a significant accomplishment, and we extend our congratulations and thanks for his decades of service.
- I'd also like to recognize Communications Dispatcher Ron Dole, who this past weekend completed a 27-year career of dedicated service to the Town of Boxford. Ron's career reflects a lifelong commitment to communications and public safety. For nearly three decades, he served the residents of Boxford with professionalism, calm under pressure, and genuine compassion. His knowledge, experience, and steady presence made a lasting impact on the department, on first responders, and on the community he served.
- Finally, as most of us know, our very own Warren Gould recently completed his last full-time week with the Town of Boxford as Director of Communications after an extraordinary career spanning 39 years in dispatch and 44 years of total service to the town, beginning as a call firefighter and continuing to this day. Over more than four decades, Warren has been a steady, trusted presence in public safety and a true steward of his community. As a supervisor in the town next door, I've had the distinct honor and privilege of working alongside Warren and learning from him during my own professional growth as a new supervisor.

The very first MCSA meeting I ever attended was in Boxford, and I distinctly remember both Warren and Ron being in attendance. There is something humbling about being part of an profession that includes people like Scott, Ron, and Warren – people who are so passionate and unwavering in their dedication to emergency public safety communications.

At a time when we are all navigating the challenges of recruitment and retention, career professionals like them truly stand out as titans in our field.

We wish them all the very best in their next chapters, and we extend our sincere thanks for their service, their dedication, and the example they have set across public safety communications in Massachusetts.

Keenan Leonard-Solis

Dispatch Supervisor at Georgetown Police Department

47 Central Street, Georgetown, MA 01833

Work Phone 978-352-5700 **Fax** 978-352-5709

Web www.georgetownmapd.com

Email kleonardsolis@georgetownma.gov

From: Gregory Lynskey (SWCCC) <LynskeyG@swccc911-ma.gov>

Sent: Thursday, December 18, 2025 13:26

To: Keenan Leonard-Solis <KLeonardsolis@GeorgetownMa.gov>

Cc: Alexa Owen <AOwen@holdenma.gov>

Subject: Report

This message was sent from outside of the Town of Georgetown. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe.

Hi Keenan,

Did you happen to have your report you gave yesterday typed up?

Thanks,

Greg

Gregory Lynskey

South Worcester County Communications Center

Communications Center Director

357 Main Street | Webster, MA 01570

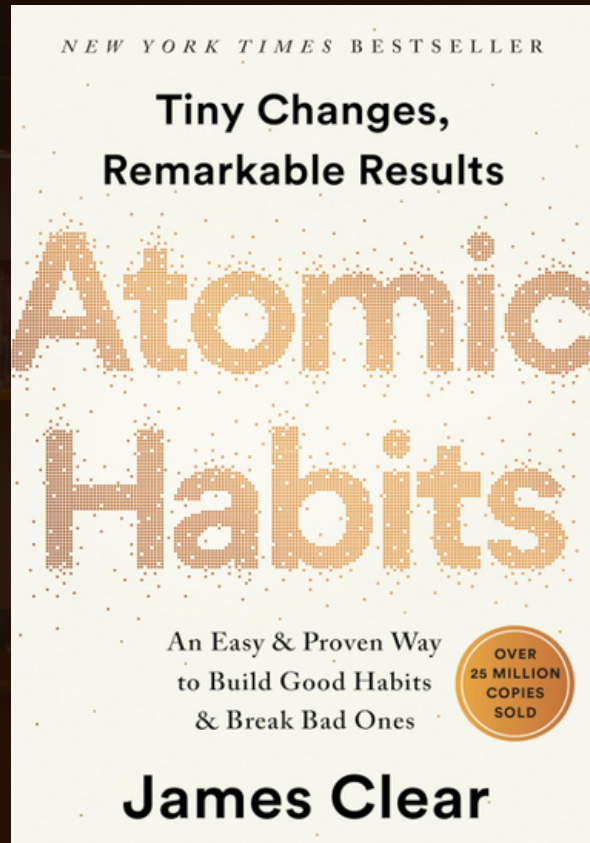
O: 508-943-1212 x1255 | C: 508-981-8913 | FirstNet: 508-344-9022 | F: 508-949-3898

lynskeyg@swccc911-ma.gov | www.swccc911.net

BOOK CLUB

Hosted by the Massachusetts Communications
Supervisors Association

**THIS
MONTH'S
READ:**



All 9-1-1 professionals, at any level of service, are invited to discuss books on leadership, first responder culture, and professional growth.

**January Book Selection:
Atomic Habits by James Clear**

January 21, 2026 7:00 P.M. – Virtual Meeting
Email sjohnson@concordma.gov or scan the QR code to register!

Gregory Lynskey (SWCCC)

From: Kinnas, Peter S. (911) <Peter.S.Kinnas@mass.gov>
Sent: Monday, December 15, 2025 11:08
To: Gregory Lynskey (SWCCC)
Cc: MCSA
Subject: Re: MCSA Meeting - 12/17

Also, the Fitch & Associated CCM group completed their training last week. Congratulations to those who attended and to the recipients of the PSAP Leadership Scholarship.

--

Peter Kinnas, ENP

Director of Special Projects

Massachusetts State 911 Department
151 Campanelli Drive, Suite A
Middleborough, MA 02346

Interim Director of PSAP Operations, Division 1 (POD-01)

31 Maple Street
Milford, MA 01757

Office: (508)821-7213

Cell: (508)807-7117

Email: Peter.S.Kinnas@Mass.gov

From: Kinnas, Peter S. (911) <Peter.S.Kinnas@mass.gov>

Sent: Monday, December 15, 2025 11:05 AM

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

Cc: MCSA <president@ma911.org>

Subject: MCSA Meeting - 12/17

Good morning,

I'm unable to attend the MCSA meeting on Wednesday.

I don't have any updates other than what Katrina will probably discuss: the 2026 MCSA Training Event has been published and is accepting registrations. More information is on our website.

~Pete

--

Peter Kinnas, ENP

Director of Special Projects

Massachusetts State 911 Department
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