



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
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Aaron Smith
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Middlesex-Suffolk County VP
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Worcester County VP
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911 Commission Representative
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Corporate Director
Tyler Allen
Goosetown Communications

Board@ma911.org

January 21, 2026 Monthly Meeting - Hybrid meeting held at Westborough Fire Department via Microsoft Teams. 50 Total Attendees, 25 in person and 25 virtual
Minutes Completed by Alexa Owen

1. Welcome and Introductions

- a. President Hasting called the meeting to order at 10:02.
- b. 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.
- c. Mike was thanked for offering his place as a last minute change due to unforeseen circumstances.
- d. Video Link: <https://mcsa911.sharepoint.com/:v/g/IQDjxqx3bXtR64E-20JyhfuAa5YVCy26AJcgeSO7fWWVAQ?e=vXdASv>
- e. In person attendees introduced themselves.
- f. Johnathan Danek provided the Legislative Update. Federal- 9-1-1 SAVES ACT: H.R.637: Latest Action - 01/22/2025 Referred to the House Committee on Education and Workforce. There are 62 cosponsors of the bill, 1 from Massachusetts, 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 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 update- 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. Update on Dec 23rd: Reporting date extended to Wed, Mar 18th, 2026. H.2818/S.1856 (retirement bills): hearing scheduled with the joint committee on public service on Oct 8th. Update on Dec 23rd: Reporting date extended to Wed, Mar 18th, 2026. Kevin mentioned he and Erin have been engaging with Hickey and Associates regarding the bills that are in a holding pattern specifically regarding the retirement reclassification. NENA and APCO are still working on things on a federal level. 911 Goes to Boston is in April. We need PERAC to be involved and have no objection in order to move forward.



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2. *Monthly Training/ Presentation was from the Leadership Scholarship winners. Brien O, Neil (North Middlesex), Jordan Oster(South Shore RECC), Khalilah Drummer (Boston 911), Matt Howe (Newton) and Naomi Cook (Sandwich) Winners include who each spoke about their capstone project topics and experience.*
3. *Update from State 911 Department*
 - a. Monna Wallace advised that Billerica is still coming along, expected to be done in March sometime. She spoke about the incident that took place a while back where the 911 system went down and is was a statewide problem. The solution was a specific out of state call center called Viz, which has individual business line numbers for all the PSAPs and RECC's in Massachusetts. They have their own interpreter service and will recognize TTY calls.
 - b. Katrina Shamshak provided an update on TERT, who was deployed to Fall River on December 29th for a funeral of a co-worker, as well as January 7, 13- 20th for the line of duty death for the officer out of Uxbridge. Open enrollment will go until January 31st.
4. *Appointee Reports*
 - a. SIEC – Corey Swift stated there was a meeting last month. The CoMIRS project is continuing, they are working on a call-works replacement. Deadline for CoMIRS had been pushed back to March 31st. The SWICC sent out a couple notices, one being the interoperability for school departments best practices document. This will help schools be in compliance with radio transmissions to first responders in case an incident takes place. Also, inform employees that Motorola scam calls have been being made to PSAPs looking to remote into the centers to gain information.
 - b. State 911 Commission – Kevin Lessard stated March 4th at noon in Middleboro is the next commission meeting date and time. All grant guidelines with be reviewed, along with the findings from the study from Mission Critical Partners.
 - c. Corporate Director-Tyler Allen advised he trying to gage the temperature of other companies and vendors out there on their knowledge of MCSA, will put something together to broadcast/ get the word out to other agencies.



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5. Treasurer's Report

- a. Warren Gould presented the treasurer's report
- b. Beginning Balance: \$34,133.32
- c. Total Expenses: \$285.83
 - i. Kevin Lessard (refreshments) : \$85.22
 - ii. Peter Kinnas (Canva) \$119.99
 - iii. Microsoft 365: \$40.24
 - iv. Quickbooks: \$40.38
- d. Total Income: \$ 3,420.00
 - i. for FY26 Dues Payments \$ 3,420.00
- e. Current Balance in Citizens Bank is \$31,244.67 and PayPal Balance is \$6,022.82
- f. Total Current Balance: \$ 37,267.49
- g. There are FY45 paid members to date. Membership invoices have been sent out covering all members and requests for membership.
- h. New Members: None this month
- i. Renewed Members are Amherst, Beverly, Boxford, Brookline, Dukes County, Ipswich, Turro, WestCOMM
- j. 53 FY26 Membership invoices have been sent.
- k. Chris made a motion to accept the report. Second by Stephen. Unanimous vote.

6. Secretary's Report

- a. Greg Lynskey reported the minutes from December were posted over the weekend and distributed today and that he recommended approval. Kevin made a motion to accept the minutes, second by Cam.
- b. Greg Lynskey stated there is a vacancy for the position, if you are interested, reach out.

7. Regional Vice President Reports

- a. Essex County – Katrina Shamshak advised district 5 & 15 have changed their run cards, it's posted to ECFA site. Essex County Fire Chiefs Association Comms Division is holding their next meeting on 2/20 in Rowley. Last month we had monumental retirements. They are each celebrated/thanked by having their own day celebrated by the town of Boxford. January 14th is Ronald Dole Day and January 15th is Warren Gould Day. Keenan Leonard-Solis recognized spoke about something he learned about recently- NERAC- which can be used to supply things like generators, heaters, light towers, etc. If anyone is in need, there is a site in Beverly. He spoke with Chiefs in



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the area about a bi-annual run card update to make changes easier to track. There has been talk about plans to develop ADHER run cards for area communities. If you have an incident in the area, that may turn into a third alarm, be sure to let the fire control points know.

- b. Middlesex/Suffolk –Corey Swift reiterated the cache site for NERAC that closed down in Lexington and is now in Beverly, and the support from NERAC is free. There is also one in Framingham. If you are an ENP, there is a server that is coming out from NENA. AAIR class may be happening in March in Wilmington. There was a question about how many hours for this is covered by state grant reimbursement.
- c. Southeast Regional–Brian Kamp reporting Andrew Shields from Holbrook who had a pediatric save, congrats. On a more somber note, Dispatcher Maroney passed away after 32 years of service.
- d. Worcester County – Chris Carleton stated Ashburnham, Nashoba, Boylston, Hopedale, Metacomet, and Worcester are hiring for various positions.
- e. Western – Don Tyron on behalf of Johnathan Danek reported Rebecca Ocasio & Johnny DeForest of Springfield ECC, and Annie Murphy of Wilbraham RECC, deployed to Uxbridge PD for the TERT activation. Johnny DeForest of SEC, Jenny Hills of Nashoba Valley RECC, & Johnathan Danek of Wilbraham RECC also participated in a TERT mock deployment @ the Central Mass RECC. Wilbraham RECC will be hosting the Denise Amber Lee Foundation's training "Why They Stay; Domestic Violence Awareness" on Mon, Mar 2nd, 2026. Rebecca Ocasio stated Rachel Ferrin of Hadley, Bob Eak and Matthew Hartmann of Westfield also deployed with us to Uxbridge as well. WestCOMM, Westfield and state 911 are both hiring.

8. Committee Reports

- a. Training & Events Committee – Katrina Shamshak confirmed the annual training on March 26 in Foxborough at the Renaissance Boston Hotel- 3 speakers are booked, registration is open. Room block is open and sponsorship link is open. She proposed having a scholarship me MCSA members that would be available to people whose agency cannot pay for the training. Kevin made a motion for 2 scholarships, second Pete. There will be a simple application process (Katrina will make something up), E board will review. Annual meeting is June 10th at 10am at Pleasant Valley in Sutton.
- b. Newsletter – Katrina Shamshak asked for content from each region.
- c. Historical Committee – Butch Garrity is not on today.



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- d. Outreach/Membership–
- e. Book Club – Stephen Johnson reported they are meeting via zoom tonight (each meeting will be on the evening of the MCSA meeting, the next book is People Driven Leadership by Adam Timm. Feel free to email at sjohnson@concordma.gov for more information
- f. Peer Support Committee – Stephen Johnson & Don stated they will meet soon. Western mass held the acute stress adaptive protocol training and it went very well. Another to be held in June.
- g. Grant Guideline Review- Kevin Lessard will be our voice to the commission. If there are any changes or difference in wording that you would like to be changed in the grant language, let Kevin know.

9. Vice President’s Report

- a. Peter stated information for June 10th ceremony will be e-mailed out shortly.

10. President’s Report

- a. President Hastings stated the promotional/announcement video vendor has not been confirmed yet. Waiting to see if they will hold the price of \$7500
- b. Reminder we need meeting places for next year. Looking to get VPs to get non-members to host so they can get an understanding of what we do
- c. President Hastings reminded up about April 911 Goes to Boston. She would like to see a representative from each region. We need to make our own appointments.

11. Other Business

- a. Matt asked if any of the trainings from the annual training will count for the behavioral health aspect of our training standards. Monna will get with Katrina.

12. Adjournment

- a. Chris made a motion to adjourn at 12:04. Second by Matt.



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Attendees

Tyler Allen (In Person)
Michael Amidon (In Person)
Eric Baker (Virtual)
Nina Barszcz (Virtual)
AJ Bona (In Person)
Stephanie Brown (Virtual)
Anne Camaro (In Person)
Chris Carleton (In Person)
Khalilah Drummer (In Person)
Michael Gethin (Virtual)
Andrew Gonthier (Virtual)
Warren Gould (In Person)
Brendan Gray (In Person)
Robert Hansen (Virtual)
Erin Hastings (In Person)
Jen Hill (In Person)
Matt Howe (In Person)
Natalie Hunt (Virtual)
Stephen Johnson (In Person)
Brian Kamp (Virtual)
Julie Kelly (Virtual)
Laura Kilgour (Virtual)
Peter Kinnas (In Person)
Jocelyn LaPlante (In Person)
Keenan Leonard-Solis (Virtual)
Dave Luciano (Virtual)
Greg Lynskey (In Person)
Anthony Massoia (Virtual)
Kristina Morin (Virtual)
Robert Mohr (Virtual)
Rebecca Ocasio (Virtual)
Jim Officer (Virtual)
Jordan Oster (In Person)
Alexa Owen (In Person)
Mark Sayer s (Virtual)
Katrina Shamshak (Virtual)
Brian Smith (In Person)
Corey Swift (Virtual)
Michael Tranghese (Virtual)



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MCSA Monthly Meeting

January 21, 2026 – Westborough

Name	Agency/Business	Email
Erin Hastings	MRECC	on file
Greg Lynskey	SWCC	on file
Tyler Allen	Goosetown Comm.	on file
Mike Andon	Westboro	on file
Brian Smith	Metro West Recc	Bsmith@WestboroughMA.gov
Don Tryon	911D - Berkshire	on file
Kendra Lagoy	"	"
Nicholas Waleczek	911 - P001	"
Warren Gould	Boxford	"
AJ Bona	Shelburne Ctrl	" "
Alysha Wozniak	shelburne control	
Alexa Owen	WRECC	
J Laplante	"	
Cam Dunbar	MSP	"
Kevin Lessard	MRECC	on file
Khalilah Drummer	Boston PD.	Khalilah.drummer@pd.boston.gov
Matt Howe	Natick PD	on File
Jen Hill	Nashoba	on File
Chris Carleton	"	"

Gregory Lynskey (SWCCC)

From: Johnathan Danek <jdanek@wilbraham-ma.gov>
Sent: Thursday, January 15, 2026 22:48
To: Gregory Lynskey (SWCCC); Erin Hastings; Kevin Lessard; Peter S. Kinnas, 911
Cc: Rebecca Ocasio; Donald W. Tryon
Subject: Legislative & Regional VP Meeting Notes (Jan 2026)

Good evening and happy new year all,

I will be out of the area on vacation next week, therefore I will be unable to attend our monthly meeting. The highlighted text below are legislative updates. If there are no highlights, then there have been no official updates regarding the other bills. 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.
 - 62 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 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. **Update on Dec 23rd: Reporting date extended to Wed, Mar 18th, 2026.**
- H.2818/S.1856 (retirement bills): hearing scheduled with the joint committee on public service on Oct 8th. **Update on Dec 23rd: Reporting date extended to Wed, Mar 18th, 2026.**

Erin, Kevin, & Pete: I will email you separately regarding a legislative call to action for our members, and another upcoming outreach opportunity.

REGIONAL VP

Rebecca Ocasio & Johnny DeForest of Springfield Emergency Communications, along with Annie Murphy of Wilbraham RECC, deployed to Uxbridge PD for the TERT activation. We thank them for their service during the Uxbridge communication center's difficult time navigating their public safety family's tragic loss.

Johnny DeForest of SEC, Jenny Hills of Nashoba Valley RECC, & Johnathan Danek of Wilbraham RECC also participated in a TERT mock deployment @ the Central Mass RECC. It was a very realistic simulation of a live deployment as the 3 TERT dispatchers ran the dispatch operations for the evening shift while CMRECC hosted their holiday party and annual awards ceremony.

A reminder that 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 was posted to the DCJIS Extranet, State 911's PSAP-hosted trainings listings, and the MCSA website. Please share this opportunity with your respective staffs.

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

GoDaddy Web Domain (3 year)	= \$ 129.48	(06/10/25)
Siteground Webhosting (yearly)	= \$ 275.76	(05/26/25)
Johnson & Johnson (1 year) Eboard Insurance	= \$1,460.00	(07/08/25)
Constant Contact (yearly)	= \$ 665.59	(05/27/25) (was \$490.92)
Canva (1 year-2 subscriptions) (Katrina Shamshak & Peter Kinnas \$119.99 each)	= \$ 239.98	(12/30/25)
Quick Books (monthly subscription) (increased from \$31.88 to \$37.19 Feb 2025 to \$40.38 Jul 2025)	= \$ 484.56	
Microsoft Office (monthly subscription) (\$40.24 monthly)	= \$ 482.88	

Total yearly costs	= \$3,738.25	
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Gregory Lynskey (SWCCC)

From: Keenan Leonard-Solis <KLeonardsolis@GeorgetownMa.gov>
Sent: Wednesday, January 21, 2026 11:07
To: Gregory Lynskey (SWCCC)
Subject: January Meeting Notes

Good morning Greg,

If you need, here are my notes from today:

- The Essex County Fire Chiefs Association Communications Division met on Friday, January 16th at Rowley Fire HQ.
- There was a great presentation from Michael Collins (MATF-1) on Massachusetts Task Force 1 and the NERAC Cache Sites. NERAC is the Northeast Homeland Security Regional Advisory Council
 - Of particular note for Essex County is the Beverly cache site, which include a significant amount of equipment that municipalities can access - free of charge - during emergencies (generators, heaters, shelters, grapples, light towers, electronic sign boards, and so much more). If you're in need, you can find the contact information on NERAC's website: NERAC.US
- **District 5 and District 15 Run Cards have been updated** and are now posted on the Essex County Fire Chiefs Association website (ESSEXCOUNTYFIRE.ORG).
 - Minor updates include:
 - Removal of MCI trailers from all 10-Alarm cards (they remain on the EMS run cards)
 - Updated Lynnfield Headquarters address (also reflected on the Coverage Station Address list)
 - There is ongoing discussion among the Chiefs about moving **toward biannual run card updates** to make changes easier to track and reduce piecemeal updates throughout the year.
 - As a reminder, it's worth checking within your own center where run cards are stored – they're frequently spread across binders, shared network drives, and local desktops.
- Planning is still underway to develop ASHER cards (Active Shooter / Hostile Event Response) for each community.
- There are ongoing discussions between the two Fire Control Points and the Fire Chiefs regarding possible workflow changes for Phase 1 and Phase 2 incidents.
 - Currently, individual PSAPs handle all mutual aid notifications up to a 3rd alarm.
 - While the recommended SOG will continue reflect that structure, communities *can* contact their Fire Control Point **before a 3rd alarm** if additional support is needed.
 - A reminder that the folks at the District 5 and District 15 Control Points are dispatchers just like us, performing control point duties *in addition to* their regular responsibilities.
 - When reaching out, it's helpful to clearly communicate where you are in the incident (for example: "First alarm companies have been notified, but no station coverage has been assigned yet.")

- Overall, these Communications Division meetings have been a valuable opportunity to connect directly with Essex County Fire Chiefs and be involved early in discussions that impact fire and emergency communications.
 - Meetings typically include a training component and about an hour of discussion.
 - If anyone is interested and not currently on the email list, feel free to reach out to Katrina or me, and we can help get you connected.

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

Gregory Lynskey (SWCCC)

From: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Wednesday, January 21, 2026 11:45
To: Gregory Lynskey (SWCCC)
Subject: Shamshak Updates for Notes

Katrina Shamshak MCSA April Updates

TERT Updates:

Fall River Deployment- December 29th

- 8 TERT dispatchers were deployed to cover the day shift so they could attend the funeral of Fall River active duty dispatcher Scott Boyer

Uxbridge Deployment- January 7, January 13-January 20

- LODD Officer Stephen LaPorta of Uxbridge, prior to becoming an officer he was a dispatcher in Uxbridge
- 26 Team members from 20 different centers covered 44 shifts

Essex County VP:

- District 5/15 have made run card changes they are posted on the ECFA site
- Essex County Fire Chiefs Association Comms Division is holding their next meeting 2/20 in Rowley
- Last month, we mentioned that Boxford Communications was experiencing several monumental retirements. They've continued that recognition in a way that other departments may find meaningful and worth considering.
 - In honor of their extraordinary careers and lasting impact on the community, the Boxford Select Board formally recognized two long-serving public safety professionals:
 - Thursday, January 15, 2026 was proclaimed "Warren E. Gould Day" in the Town of Boxford.
 - Wednesday, January 14, 2026 was proclaimed "Ronald Dole Day" in the Town of Boxford.
 - These proclamations reflect the profound contributions both individuals made to public safety and the community they served.
- Not necessarily Essex County but mentioning because I know there are several agencies in Essex County and Mass that are deserving. APCO International ECC awards nomination Operiod has opened the deadline is April 1st. (Our awards should be opening soon as well, I'll defer to Peter)

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
- I would like to propose having a scholarship for MCSA members that would like to attend that maybe their agency isn't able to send them

Annual Meeting & Awards

- June 10th, 2026 10:00am Pleasant Valley County Club Sutton, MA

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

P.S. If you're reading this after hours, remember that work-life balance is key! I sent this when it suited me, so please feel free to reply when it suits you best.

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: Ocasio, Rebecca <ROcasio@springfieldcityhall.com>
Sent: Tuesday, January 20, 2026 13:01
To: Johnathan Danek; Gregory Lynskey (SWCCC); Erin Hastings; Kevin Lessard; Peter S. Kinnas, 911
Cc: Donald W. Tryon
Subject: Re: [External] Legislative & Regional VP Meeting Notes (Jan 2026)

Good afternoon

Thank you, John! I have multiple meetings conflicting with MCSA this month, so unfortunately, I will have to attend virtually, for as long as I can. The only things I would add is:

Rachel Ferrin of Hadley, Bob Eak and Matthew Hartmann of Westfield also deployed with us to Uxbridge, so 6 members of the West TERT team. This was a huge effort on the part of TERT, I counted 38 shifts filled over the span of 7 days I am sure Katrina will have a lot more to add, but it was an honor to be able to assist them.

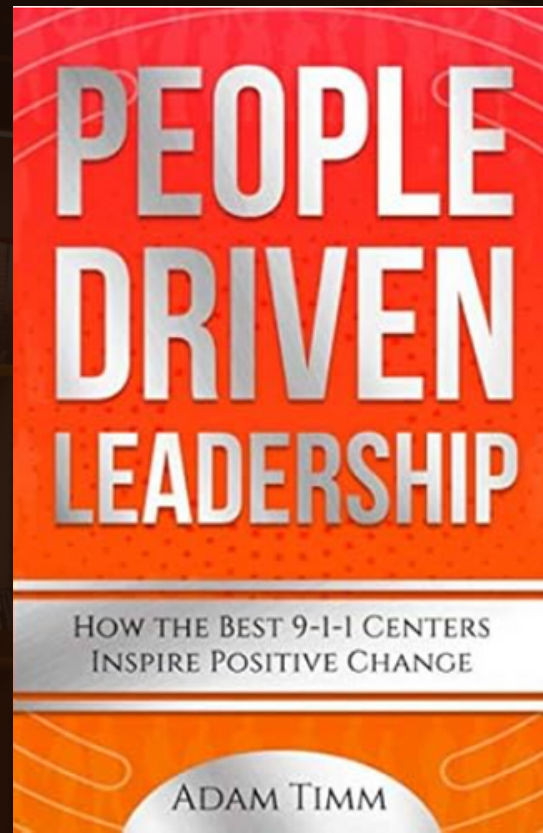
Westcomm and Westfield have positions posted, along with many private EMS and colleges.

Talk to you all tomorrow
Rebecca

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.

February Book Selection:
People Driven Leadership by Adam Timm

February 25, 2026 7:00 P.M. – Virtual Meeting

Email sjohnson@concordma.gov or scan the QR code to register!