



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
Westwood Communications
Aaron Smith
South Shore RECC

Middlesex-Suffolk County VP
Corey Swift
Wilmington Public Safety
Michael Salvi
Medford Communications

Worcester County VP
Chris Carleton
Northborough Communications
Daniel Walsh
Clinton Police

Western MA Regional VP
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Donald Tryon
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Springfield Communications

Training Coordinator
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North Shore Regional 911

911 Commission Representative
Kevin Lessard
Middlesex RECC

Board@ma911.org

February 25, 2026 - Hybrid meeting held at Webster Police Department and via Microsoft Teams. 36 Total Attendees, 8 in person and 28 virtual
Minutes Completed by Secretary 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/2026/04/06/february-2026-monthly-meeting-video/>
- In person attendees introduced themselves.
- Johnathan Danek didn't have an update. President Hasting gave a presentation on 9-1-1 goes to Boston. PowerPoint attached. Hickey and Associates cut his rate in half, its currently \$1000/month. Kevin spoke about the importance of the initiative in our state and throughout the entire country.

2. Update from State 911 Department

- Monna Wallace- nothing from State
- Katrina Shamshak advised they had a deployment to Acton for a wake and funeral for a dispatcher, 22 shifts and 17 different members helped out. Open enrolment was in January and some new members were added. The TERT grant is being rolled into the S & I grant to help with paperwork.

3. Appointee Reports

- SIEC – Corey Swift stated the February meeting was cancelled and the next meeting is the same day as the commission meeting, March fourth at 1:30, virtual only.
- State 911 Commission – Kevin Lessard stated the next commission meeting is the following Wednesday, 3/4 at noon in Middleboro. It will be a very significant meeting, going over ALL grant guidelines for Fiscal 2027, including language and definitions, eligibility, etc. Also, the director expects to have the initial findings for the regionalization study will be addressed and discussed at the meeting as well.
- Corporate Director- Tyler Allen was not on

4. Treasurer's Report



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- a. Warren Gould presented the treasurer's report
- b. Beginning Balance: \$37,267.49
- c. Total Expenses: \$1,514.35
 - i. Pleasant Valley Deposit: \$250.00
 - ii. Mike Amidon: \$80.77
 - iii. Microsoft Office: \$42.24
 - iv. Currans Flowers, past president: \$100.95
 - v. Kim Faria-Wallace, donation: \$500.00
 - vi. Intuit QuickBooks: \$40.38
 - vii. Zach Hughes, donation: \$500.00
- d. Total Income: \$13,725.00
 - i. \$6,100.00 for Dues Payments
 - ii. \$7,625.00 for March 2025 Training Payments
- e. Current Balance in Citizens Bank is \$43,445.32 and PayPal Balance is \$6,142.62
- f. Total Current Balance: \$49,587.94
- g. There are 82 FY25 paid members to date. Membership invoices have been sent out covering all members and requests for membership.
- h. New Members: Westborough Fire
- i. There are 12 Renewed Members: Amesbury, Charleton, Gardner, Maynard, Medway, Northampton, Northen Middlesex RECC, Patriot RECC, Spencer, Templeton RECC, Wilmington, Winchendon RECC
- j. Kevin made a motion to accept the report. Second by Greg. Unanimous vote.

5. Secretary's Report

- a. Greg Lynskey advised the report has been posted. He said he is still working on 2026 meeting locations, we only need a few more spots. Kevin made motion to approve. President Hastings made a second, as long as I watch my spelling ! All in favor.

6. Regional Vice President Reports

- a. Essex County – Katrina Shamshak provided a report for herself and Keenan. Keenan had a shout out to some recent dispatcher academy graduates. He mentioned some approved behavioral health credit training and others in the area. All the trainings can be found on CJIS extranet.



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- b. Middlesex/Suffolk – Corey Swift mentioned another mental health training on March fourth by Hanrahan at a time that’s good for the overnight shift.
- c. Southeast Regional – Brian Kamp made a shoutout to his area for doing well throughout the blizzard.
- d. Worcester County – Chris Carleton advised Nashoba, Metacomet, Fitchburg and Northbridge are all hiring.
- e. Hampden/Berkshire – Johnathan Danek reported that the Director of Wilbraham regional suffered a serious medical emergency and we wish him well. He should be returning to work soon. Rebecca mentioned some trainings in the area, specifically a DAL domestic violence training that needs a few more seats filled.
- f. Western – Donald Tryon stated he had nothing to report.

7. Committee Reports

- a. Training & Events Committee – Katrina Shamshak reminded us the March annual training is quickly coming. We have more sports open, cut off is March 12th. There is a hotel block of rooms if anyone is interested in staying. Reminder that Gillet is hosting an international game that same day so rooms may be difficult to get after a certain point. June awards meeting is official at Pleasant Valley in Sutton on June 10th. Award nomination guidelines will be sent out by Peter.
- b. Newsletter – Katrina Shamshak asked for us to send any and everything, as always.
- c. Historical Committee – Butch Garrity was not on.
- d. Outreach/Membership – Pete Kinnas had nothing.
- e. Book Club – Stephen Johnson reported tonight’s book club is being rescheduled to March 11 at 7pm.
- f. Peer Support Committee – Stephen Johnson advised they met. They are waiting on some updates about the acute stress adaptive protocol and will update us when they have that information. They may host an ICISF training- International Critical Incident Trainings Stress Foundation- which is a highly sought after training for stress management and peer support. He will coordinate with the board and Katrina if this comes to fruition. He has also had correspondence with EMDRIA which is an association of clinicians who have partnered with APCO and NENA which gives us some cultural competency into the 911 world so they can better help understand what we do and get us the help that we need.



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8. President's Report

- a. Vice President Kinnas was looking for any comments regarding the guidelines for the eligibility requirements for the MCSA awards for this year. We spoke about a future discussion regarding how many and how can be nominated and what kind of system we have in place for non-member/member nominations. We spoke about making adjustments to the categories of telecommunicator of the year. For example, someone who has been an excellent CTO for the past decade is in the same category for the award against someone who had a great CPR save. Both circumstances are award worthy, but does that hit the requirements for this specific category. The other categories looked good as long as we added 'and' between the criteria's. Team awards should be specific rather than generalized throughout the year.
- b. We spoke about what nominees get invited- all or just the winners. It may depend on memberships and PSAP size.
- c. People also need to make sure they are nominated people in the correct calendar year
- d. President Hastings
 - i. Mike Salvi is no longer the Middlesex Suffolk VP. The Bi-laws state we need to open up the vote to fill the seat for the next meeting. The official vacancy has been declared today. Motion to accept the resignation is made by Kevin and second by Corey. If anyone is interested, they will need to decare in advance by April 1.
 - ii. We are looking to move forward with the generic promotional videos in the summer. The price is \$7500. If anyone is interested, reach out.

9. Other Business: None.

10. Adjournment

- a. Kevin made a motion to adjourn at 11:11 . Second by Warren.



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Meeting Attendees:

Eric Baker (Virtual)
Nina Barszcz (Virtual)
Stephaine Brown (Virtual)
Anne Camero (Virtual)
Chris Carelton (Virtual)
Mike Gethin (Virtual)
Warran Gould (In Person)
Jonathan Gordon (Virtual)
Brendan Gray (Virtual)
Erin Hastings (In Person)
Christopher Herrstrom (Virtual)
Matt Howe (Virtual)
Natalie Hunt (Virtual)
Stephen Johnson (Virtual)
Julie Kelly (Virtual)
Brian Kamp (Virtual)
Laura Kilgour (Virtual)
Joan LaPlante (In Person)
Jocelyn LaPlante (In Person)
Nicole LaSota (Virtual)
Shawn Lerner (Virtual)
Kevin Lessard (In Person)
Greg Lynskey (In Person)
Dave Luciano (Virtual)
Shawn Marques (Virtual)
Anthony Massoia (Virtual)
Kristina Morin (Virtual)
Caitlin Mroczek (Virtual)
Rebecca Ocasio (Virtual)
James Officer (Virtual)
Veronica Oleszewski (In Person)
Alexa Owen (In Person)
Mathew Rossi (Virtual)
Katrina Shamshak (Virtual)
Corey Swift (Virtual)



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Board@ma911.org

Robbie Walker (Virtual)



MCSA Monthly Meeting

February 25, 2026 – Webster

Name	Agency/Business	Email
Egin Hastings	MRECC	on file
Greg Lynsky	SWCC	on file
Alexa	WRECC	
Kevin L	MRECC	on file
Jocelyn	WRECC	
Kevin L		
Veronica B.	SWCC	on file
Joan Laflatt	SWCC	
Warren Galt	Boxford	on file
Jocelyn LaPlante	WRECC	

MCSA Treasurer report through 02/23/2026

Beginning balance (01/18/26) = (Citizens Bank balance \$ 31,244.67) **\$37,267.49**

Expenses:

Pleasant Valley Country Club - Sutton	= \$ 250.00 (01/21/26)
Deposit for June 2026 Annual Meeting	
Mike Amidon	= \$ 80.77 (01/21/26)
Refreshments for January 21, 2026 monthly MCSA meeting in Westborough	
Microsoft Office 365 (monthly)	= \$ 42.25 (02/02/26)
Note monthly increase from 40.24 to 42.25 effective January 31, 2026	
Currans Flowers, Danvers, MA	= \$ 100.95 (02/05/26)
Floral arrangement sent to Past President Anne Marie Cullen in Salem Hospital	
Kim Faria-Wallace	= \$ 500.00 (02/09/26)
Donation to family of Acton Dispatcher Roger Wallace who passed away suddenly.	
Intuit Quickbooks (monthly)	= \$ 40.38 (02/11/26)
Zach Hughes	= \$ 500.00 (02/20/26)
Donation to Clinton Public Safety Dispatcher Zach Hughes and his family who lost their home and belongings in a house fire in Hubbardston.	

Expenses (total) = \$ 1,514.35

Income (total) = \$ 13,725.00

\$6,100.00 from Dues payments

\$7,625.00 from March Training attendee payments

Citizens Bank Balance = \$ 43,445.32

PayPal Balance (from Dues, 25th Gala attendees and 25th Anniversary "swag") = **\$ 6,142.62**

TOTAL BALANCE = \$ 49,587.94

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

82 FY25 Paid Members to date

62 FY26 Paid Members to date (including 6 individual memberships)

RENEWED MEMBERS: Amesbury, Charlton, Gardner, Maynard, Medway, Northampton, Northern Middlesex RECC, Patriot RECC, Spencer, Templeton RECC, Wilmington, Winchendon RECC.

NEW MEMBERS: Westborough Fire.

70 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 & 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 \$119.99 each)	= \$ 239.98	(12/30/25)
<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> (\$42.25 monthly effective Jan 31, 2026, \$40.24 monthly/\$482.88 yearly previously)	= \$ 507.00	

<i>Total yearly costs</i>	= \$3,762.37	
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Gregory Lynskey (SWCCC)

From: Johnathan Danek <jdanek@wilbraham-ma.gov>
Sent: Wednesday, February 25, 2026 09:56
To: Rebecca Ocasio
Cc: Gregory Lynskey (SWCCC); Erin Hastings; Kevin Lessard; Peter S. Kinnas, 911; Donald W. Tryon
Subject: Re: [External] Legislative & Regional VP Meeting Notes (Jan 2026)

I apologize for the last minute notice. This month's meeting didn't make it onto my calendar, so I do not have prepared notes for today. The only exigent item I would like to add is that you likely all already know, but Tony Gentile suffered a very serious medical emergency on Jan 19th. He has been out of work and I have been acting director in his absence. He is doing well and is in good spirits and should be receiving clearance to return this week or next week.

Thank you for your understanding.

Best regards,

Johnathan

From: "Rebecca Ocasio" <ROcasio@springfieldcityhall.com>
To: "Johnathan Danek" <jdanek@wilbraham-ma.gov>, "Gregory Lynskey" <LynskeyG@swccc911.net>, "Erin Hastings" <ehastings@framinghamma.gov>, "Kevin Lessard" <klessard@mrecc-ma.gov>, "Peter S. Kinnas, 911" <Peter.S.Kinnas@mass.gov>
Cc: "Donald W. Tryon" <Donald.W.Tryon@mass.gov>
Sent: Wednesday, February 25, 2026 9:31:27 AM
Subject: Re: [External] Legislative & Regional VP Meeting Notes (Jan 2026)

Good Morning

This little snow squall really ruined our morning here in Springfield, so I can no longer attend in person. That puts me here in CAD for a planned CAD update that will start at 10am, so I will do my best to attend online but may get pulled away.

I don't have much this month for updates.

A couple of local trainings:

Wilbraham is hosting DAL's DV class on March 2nd & a self care/resilience class on April 10

State 911 have a APCO CTO class at Westcomm on March 11, 12 and 13. There is no cost to sign up, so it's a great opportunity.

I saw West Springfield, Greenfield and WestComm are hiring

I'll tune in for as long as I can, thanks folks

Rebecca

Gregory Lynskey (SWCCC)

From: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Friday, February 27, 2026 09:04
To: Gregory Lynskey (SWCCC)
Subject: Re: Updates

Light one this time:

Katrina Shamshak MCSA Feb Updates

TERT Updates:

- Acton Deployment
- 22 shifts, with 17 members responding from 14 dispatch centers

Essex County Updates:

See Keenan

Training

March Training

1. Registration open until 3/12

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, anythin

Do we have a meeting location yet? Rapid is asking

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

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

Sent: Thursday, February 26, 2026 7:04 AM

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

Subject: Updates

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good morning,
Did you happen to have your updates 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

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

Gregory Lynskey (SWCCC)

From: Ocasio, Rebecca <ROcasio@springfieldcityhall.com>
Sent: Wednesday, February 25, 2026 09:31
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)

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Rebecca



Rebecca Ocasio,
ENP (she/her/hers)

Deputy Director | Springfield Emergency Communications

phone: 413 750 2383

mobile: 413 333 8602

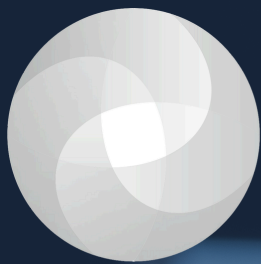
email: ROcasio@springfieldcityhall.com

address: 1535 Roosevelt Ave, Springfield, MA 01109

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Thank you.

From: Johnathan Danek <jdanek@wilbraham-ma.gov>
Sent: Thursday, January 15, 2026 10:48 PM
To: Gregory Lynskey <LynskeyG@swccc911.net>; Erin Hastings <ehastings@framinghamma.gov>; Kevin Lessard <klessard@mrecc-ma.gov>; Peter S. Kinnas, 911 <Peter.S.Kinnas@mass.gov>
Cc: Ocasio, Rebecca <ROcasio@springfieldcityhall.com>; Donald W. Tryon <Donald.W.Tryon@mass.gov>
Subject: [External] Legislative & Regional VP Meeting Notes (Jan 2026)



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EMDR International Association

CREATING GLOBAL HEALING, HEALTH & HOPETM

EMDR-INFORMED CARE FOR 911 PROFESSIONALS

Developed for the 911 community in collaboration with: APCO International & NENA

This course provides authentic cultural insight into the 911 community.

You'll hear directly from 911 professionals about:

- The realities of the job
- Cultural norms and expectations
- The invisible emotional toll of emergency communications

Content at the beginning and end connects these lived experiences directly to EMDR therapy applications.

Course Details



Format

On-Demand



Time Commitment

222 Minutes



Credits

2 EMDRIA | 2 NBCC



Investment

\$29 (Member & Nonmember)



Publisher

EMDR International Association

Who Should Take the Course?

EMDR clinicians working with:

- Emergency dispatchers
- Public safety telecommunicators
- First responder support staff
- Healthcare crisis line professionals

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ENROLL TODAY



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Corey Swift
Wilmington Public Safety
Anne Camaro
Nashoba Valley RECC
Middlesex-Suffolk County VP's

Chris Carleton
Northborough
Communications
Daniel Walsh
Clinton Police
Worcester County VP's

Khristy Lord
WESTCOMM
Johnathan Danek
Wilbraham RECC
Hampden/Berkshire Cty VP's

Donald Tryon
MSP RECC Northampton
Franklin/Hampshire County VP

Katrina Shamshak
North Shore Regional
911 Training Coordinator

Kevin Lessard
Northern Middlesex RECC
911 Commission Representative

Nomination Guidelines for MCSA Massachusetts Telecommunicator Awards

The following guidelines provide details on how to nominate individuals or teams for the MCSA Annual Telecommunicator Awards. Please read carefully to ensure your nomination is complete and aligns with the criteria for each category.

Eligibility Requirements

1. The qualifying timeframe is from January 1 – December 31, 2024. All events, examples, and reasons for nomination must have occurred during this timeframe.
2. Nominees must currently work in a 911 or emergency telecommunications role, unless specified by category criteria, or have made significant contributions to the profession during the eligibility period.
3. Nominations can be submitted by coworkers, supervisors, or members of the public who have directly observed the nominee's actions and contributions.
4. Self-nominations are not permitted.
5. Teams must consist of at least two individuals who collaborated during the nominated event or project.

General Instructions

1. Review the award categories below and select the one that best fits your nominee's accomplishments.
2. Submit a detailed nomination using the online nomination form, including:
 - Nominee's full name and position.
 - Agency or center where the nominee works.
 - Category in which they are being nominated.
 - A description of the nominee's contributions or actions relevant to the award.
 - Any supporting documents, such as recordings, commendations, or written testimonials.
3. Provide specific examples to illustrate how the nominee's actions align with the criteria for the selected award.

Board@ma911.org

4. Ensure all required fields on the nomination form are completed before submission.
-

Award Categories and Criteria

1. Telecommunicator of the Year

- **Description:** Awarded to an individual emergency telecommunicator who demonstrates exceptional dedication, professionalism, and performance. This person has gone above and beyond, whether during a specific incident, completing a critical task, or through their consistently outstanding daily contributions.
- **Purpose:** To recognize an individual emergency telecommunicator who demonstrates exceptional dedication, professionalism, and performance.
- **Criteria:**
 - Outstanding actions during a specific incident, task, or event.
 - Consistent display of exemplary performance in daily duties.
 - Clear commitment to improving public safety and service delivery.
- **Supporting Evidence:** Provide details of the incident or task, outcomes achieved, and any feedback from colleagues or the public.

2. Leader of the Year

- **Description:** Awarded to a frontline or administrative supervisor, manager, deputy director, or director who consistently excels in managing day-to-day operations, mentoring their team, and ensuring the success of their center. This individual demonstrates exceptional leadership on the floor, builds team morale, and leads by example in handling operational challenges.
- **Purpose:** To honor a frontline or administrative supervisor, manager, deputy director, or director who excels in daily operations and team mentoring.
- **Criteria:**
 - Demonstrated leadership in managing operations and resolving challenges.
 - Positive influence on team morale and development.
 - Exceptional ability to lead by example and foster collaboration.
- **Supporting Evidence:** Include examples of leadership actions, team improvements, and testimonials from colleagues or staff.

3. Visionary of the Year

- **Description:** Recognizing a trailblazer in the 911 profession who introduces innovative ideas, drives strategic change, or advocates for advancements that improve their center or the broader industry. This individual is known for forward-thinking contributions that inspire growth, progress, and innovation.

- **Purpose:** To recognize a trailblazer in the 911 emergency telecommunications profession who drives innovation and strategic advancements.
- **Criteria:**
 - Implementation of new ideas or processes that enhance services.
 - Advocacy for technological, procedural, or industry-wide improvements.
 - Impactful contributions to the future of public safety communications.
- **Supporting Evidence:** Provide examples of the nominee's innovative initiatives, long-term impacts, and feedback from peers or stakeholders.

4. Team of the Year

- **Description:** Presented to a group of two or more individuals who displayed extraordinary teamwork and expertise during a challenging event or series of events. Their collaboration and skill exemplify the highest standards of public safety communications.
- **Purpose:** To celebrate a group of two or more individuals demonstrating extraordinary teamwork during a challenging event(s).
- **Criteria:**
 - Collaboration and communication that led to successful outcomes.
 - Exemplary skill and expertise in handling high-pressure situations.
 - Contribution to public safety and the community through their efforts.
- **Supporting Evidence:** Describe the event(s), team dynamics, and results achieved, along with any supporting documentation.

Submission Process

1. Complete the online nomination form and attach all supporting documents. Additional supporting documents should be emailed to awards@ma911.org.
2. Submit the nomination by 5pm on March 31, 2025.
3. Nominations received after the deadline will not be considered.

Additional Notes

- Be concise but thorough in your submission. Focus on specific examples and measurable outcomes.
- Incomplete nominations may be disqualified.
- An awards committee will review all nominations; award recipients will be notified during National Public Safety Telecommunicator Week (April 13-19, 2025).

- The awards ceremony will be held during the MCSA Annual Meeting at Galliford's Restaurant at the Southwick Zoo – Mendon on June 18, 2025.

For questions or further assistance, please contact awards@ma911.org.

Thank you for helping us recognize the outstanding contributions of emergency telecommunicators and public safety professionals!

9-1-1 Goes to Boston

Meeting With Your Legislator

April 8, 2026

Professional Advocacy for 9-1-1 Telecommunicators

Why This Day Matters

- Legislators impact 9-1-1 funding and policy
- Many do not understand modern dispatch operations
- This is an opportunity to educate and build relationships
- You represent the profession statewide

Professional Appearance

- Business professional attire required
- Suit and tie or equivalent recommended
- No uniforms
- No political or special interest pins/lanyards
- Present a polished, professional image

Know Who You Are Meeting

- Research your legislator beforehand
- Know their title and district
- Understand their public interests
- Thank them if they supported 9-1-1 legislation

Proper Forms of Address

- 'Senator [Last Name]'
- 'Representative [Last Name]'
- If unsure, use Sir or Ma'am
- There are no 'Congressmen' in the State Legislature

Professional Etiquette

- Offer a firm handshake
- Stand when they enter the room
- Wait to be invited to sit
- Maintain professional body language

How to Introduce Yourself

- Identify as a member of MCSA
- Identify as a 9-1-1 professional
- Do not lead with your agency
- Keep introductions confident and concise

Advocate – Do Not Lobby

- You may advocate, educate, and request support
- Do not say you are lobbying
- Frame conversations respectfully
- Use: 'We are here to respectfully request your support'

Avoid the Danger Zones

- No union or labor issues
- No negative or hyper-local complaints
- Do not undermine other centers or State 9-1-1
- Avoid entitled language

Focus on the Positive

- 55 years of 9-1-1 evolution
- Increased professionalism and training
- Technology advancements
- Life-saving impact of telecommunicators

Framing the Message

- 'We dedicate our lives to serving the public'
- 'We respectfully request your support'
- Clear, confident, and professional messaging

If the Conversation Goes Off Track

- Acknowledge briefly
- Pivot back to today's topic
- Stay positive and unified
- Use your time strategically

What Legislators Need to Understand

- Dispatch is a skilled profession
- Telecommunicators manage crisis daily
- Mental health impact is real
- Training and technology continue to evolve

You Are the Face of 9-1-1

- Professional
- Prepared
- Unified
- Respectful
- Proud of your profession

Final Thoughts

- Be confident
- Be concise
- Be respectful
- Represent dispatch with strength