



Massachusetts Communications Supervisors Association

“Developing Dispatchers & Dispatch Centers”

President
Erin Hastings
Middlesex RECC

April 15, 2026 - Hybrid meeting held at Barnstable Sheriff's Office and via Microsoft Teams. 34 Total Attendees, 12 in person and 22 virtual

Vice President
Peter Kinnas
State 911 Department

Minutes Completed by Assistant Secretary Alexa Owen

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

Worcester County VP
Chris Carleton
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Daniel Walsh
Clinton Police

Western MA Regional VP
Johnathan Danek
Wilbraham RECC
Donald Tryon
State 911 Department
Rebecca Ocasio
Springfield Communications

Training Coordinator
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Board@ma911.org

1. Welcome and Introductions

- a. President Hasting called the meeting to order at 10:06. She thanked everyone in the profession as a nod to telecommunicator week.
- 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. Video Link: <https://ma911.org/2026/04/16/april-2026-monthly-meeting-video/>
- d. In person attendees introduced themselves.
- e. Johnathan Danek provided a legislative report. Updates include 911 Saves act 74 co-sponsors. No further action since it was referred to the House Committee on Education on January 22, 2025. There are now three co-sponsors from Ma-Jim McGovern, Lori Trahan, & Steve Lynch. Enhancing First responders- passed by the Senate with an amendment by unanimous consent and was sent to house on 9/11. State bills have not had any movement on first responder bills. Retirement bill has seen some action, and H2968, H2818 and S1856 was reported favorably by the Committee on Public Service and referred to Ways and Means. No further hearings scheduled at this time for either state bill. Kevin spoke about 911 GTB with Keenan. They had made appointments and they went to leadership of all committees (way and Means specifically). Currently we do not have any movement on these bills as the budget is being discussed. They expect more movement towards the end of May. There will be a Call to Action in the future to get these bills moving.

- ## 2. Monthly Presentation/ Training: Donna Messineo and Sue Webster from Rapid SOS. The PowerPoint presentation will be added to the minutes when available.
- i. There are many new/updated features: Text tools, translation, location tools, interoperability tools, call data..etc
 - ii. Digi boxes are free, reach out and Rapid can hook you up!

3. Update from State 911 Department

- a. Monna Wallace was not on. Pete provided an update. Director Pozniak said happy TC week to all 194 PSAPs across the State. May 14th @1pm is the



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next commission meeting in Middleboro. All development grants are due today. Milford is looking for a Director of Operations.

a. Katrina Shamshak provided an update on TERT. TERT had 1 deployment to Boxford to cover for the agency to attend the services of Paul Polonsky. They are looking for mock deployment locations for next year, if your center would like more info to host please contact her.

3. *Appointee Reports*

a. SIEC – Corey Swift stated they met on April 1. There is an audit going on for TTY, state department is busy complying with that. There are 3 vendors running tests for call handling and customer premise equipment for replacement of CallWorks. Only 1/3 of tickets will be sold to out of country folks for the FIFA world cup games. Rapid SOS can be a solution for international phones trouble State is seeing –they are also additional language translators for the FIFA games. This does not mean that there will not be many people traveling and setting up viewing events all over this area.

b. State 911 Commission – Kevin Lessard stated no updates. The agenda for the commission meeting is next month, looking for meeting items from MCSA. He will be discussing feedback from the regionalization study as well as grant guidelines.

c. Corporate Director- Tyler Allen was not on.

4. *Treasurer's Report*

a. Warren Gould presented the treasurer's report

b. Beginning Balance: \$49,597.94

c. Total Expenses: \$37,474.15

i. Mass State Police: \$720.00

ii. LevelUp 911: \$13,500.00

iii. Microsoft Office x2: \$42.24 (\$84.48)

iv. MA Secretary of State: \$110.00

v. Renaissance Hotel Foxborough: \$22,898.25

vi. Intuit QuickBooks x2: \$40.38 (\$80.76)

vii. Gregory Lynskey, refreshments: \$55.40

viii. Erin Hastings, refreshments: \$25.24

d. Total Income: \$6,025.00

i. \$6,025.00 from March Training attendee payments

e. Current Balance in Citizens Bank is \$12,006.17 and PayPal Balance is \$7,589.35



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- f. Total Current Balance: \$19,595.52
- g. There are 69 FY26 paid members to date
- h. There are 2 Renewed Members: Sturbridge & Wilbraham RECC
- i. New Members: Mikayla Geggatt (Wareham Fire), Cynthia Hunter (Greenfield), Sabina Flaherty (Wareham Police), Scott Burns (Hartford, CT), Kelly Donovan (Holbrook RECC)
- j. 74 FY26 Membership invoices have been sent
- k. Kevin made a motion to accept the report. Second by Greg. Unanimous vote.
- l. All three sponsors have paid.

5. Secretary's Report

- a. Greg Lynskey advised both last meeting and this meeting's minutes will be up for approval in the May meeting. Minutes from February meeting will be posted this week.

6. Regional Vice President Reports

- a. Essex County – Katrina Shamshak provided an update attached. Many people from the area passed away that were huge in 911 telecommunication and MCSA including Cindy Batista- Groveland Dispatcher, Anne Marie Cullen- Former MCSA President and Chief Dispatcher Hamilton, Paul Polonsky- Involved in MCSA and Chief Dispatcher Ipswich, Rick Cutts- Involved in MCSA, Lynn Fire Alarm Supervisor, and Diane Williams- Lynnfield dispatch for 37 years. There was a bunch of involvement for TC week in the area, shoutout to Keenan.
-Keenan spoke about his trip to Boston for 911 GTB, he had 3 meetings that he made. Everyone who they spoke with received the bills favorably. Over half of Essex County has made at least 1 TC post this week. Essex Fire Association has a meeting this month- one topic of discussion is new ASHER run cards.
- b. Middlesex/Suffolk – Corey Swift advised Rapid SOS is putting out a free swatting call training this week. AAIR class happened in Wilmington this month, his whole team went. Advised the class was related more to Police, hoping to change that in the future to get more dispatchers involved.
- c. Southeast Regional – Brian Kamp congratulated the ROCC for becoming the first in MA to be accredited by Priority Emergency Dispatch. Pat Feeney did not have anything to add.
- d. Worcester County – Chris Carleton and Dan had no updates.



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e. Western – Johnathan Danek reported regionalization is continuing in Western Ma. Shout out to those putting on in person classes. Wilbraham hosted a mock TERT which was a success. Mentioned good spirt for TC week. There are some Westcomm training opportunities coming up, Friend or Foe on April 21. CJIS is hosting Openfox training on May 12. Don was not on. Rebecca spoke about some other trainings- Emotional Survival training is on May 22nd in Agawam and Ashland. Westcomm and Agawam are hiring.

7. Committee Reports

a. Training & Events Committee – Katrina provided feedback on the March annual training. Update attached. There was some discussion about next year, possibly 4 (2) hour classes, one being a local leadership panel. Discussion on securing Rob Reardon and Shannon. Motion made to move forward with confirming those presenters: motion made by Kevin, second by Greg. All in favor. Annual meeting is June 10th at PV in Sutton. Need to give a final head count 2 weeks before. 911 Center Trade show in the area- vendors will be the brunt of the cost, but we will have a cost as well; Katrina spoke w a few places for a space for that. President Hastings mentioned it would be important to gage attendance from the area/surrounding states, but we will need to lock in a date. Also label ‘public safety convention’ to not pigeonhole to just 911. We spoke about possibly moving to this to spring of 2028 for a 2-day event- 1 day training and 1 day expo.

b. Newsletter – Katrina Shamshak asked for us to send any and everything, as always. Looking for something from each Region.

c. Historical Committee – Butch Garrity gave his notice. Looking for someone to pick this up. He has some materials to forward to the next person.

e. Book Club – Stephen Johnson reported nothing at this time- did send over some future book recommendations.

f. Peer Support Committee – Stephen Johnson advised no report Wednesday!

8. Vice Presidents report

a. Peter advised 26 nominations over all 4 categories. Nominations closed earlier this week. He announced the awards committee-Rebecca Ocasio, Brian Camp, Corey Swift, Jason Rushford, and himself. They will notify the nominees via email; winners will be announced at the award



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ceremony. Peter is not seeking reelection for next year, looking for someone to pick up that role in the future.

- b. Greg advised that anyone who wishes to be added to the ballot needs to do so before the end of the May meeting. He gave a couple of guidelines/restrictions in order to run for the Board. Any by-law revisions needs to be presented at this meeting as well, for a 2/3 vote.

9. President's Report

- a. Nothing to add

10. Other Business: You CANNOT use the 911 translator for any other reason than 911 emergency call. Google translate is a useful method.

1. Greg spoke about MCSA Life Members and listing them on the website. He has done some research and found that in addition to Butch Garrity and Warren Gould, the membership voted in October, 2020 to award life memberships to Laurie Lyons and Paula Snow that were to be awarded during National Telecommunicator Week 2021. He can find no record of those being awarded and confirmed with one of the parties they never were awarded. He suggests we invite both to this year's annual meeting to receive their life memberships and is asking for a motion to authorize up to \$150 for plaques. Kevin First and Brian made the second. Greg also suggested we need make an adjustment to the bylaws for life members to be able to stay as Board members and he would present one in May. He also suggest that for next year we work on a better bylaw for criteria to be a life member.
2. Phil Sisk- mission critical partner is having their once-a-year state of the industry web scholar tomorrow afternoon. Free.

11. Adjournment

- a. Kevin made a motion to adjourn at Greg. Second by 12:19.



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Meeting Attendees:

Eric Baker (Virtual)
Stephanie Brown (Virtual)
Aimee Bullard (Virtual)
Jonathan Danek (Virtual)
Katrina Desroches (Virtual)
Kevin Doane (In Person)
Jon Drew (In Person)
Patrick Feeney (Virtual)
Warren Gould (In Person)
Brendan Gray (Virtual)
Erin Hastings (In Person)
Christopher Herrstrom (Virtual)
Stephen Johnson (Virtual)
Brian Kamp (In Person)
Laura Kilgour (Virtual)
Peter Kinnas (Virtual)
Keenan Leonard-Solis (Virtual)
Kevin Lessard (In Person)
David Luciano (Virtual)
Greg Lynskey (In Person)
Donna Messineo (In Person)
Kristina Morin (Virtual)
Caitlin Mroczek (Virtual)
Rebecca Ocasio (Virtual)
Alexa Owen (In Person)
Jim Riccio (Virtual)
Katrina Shamshak (Virtual)
Phil Sisk (In Person)
Aaron Smith (Virtual)
Corey Swift (Virtual)
Michael Tranghese (Virtual)
Donald Tryon (Virtual)
Sue Webster (In Person)
David Zack (In Person)



MCSA Monthly Meeting

April 15, 2026 – Bourne

Name	Agency/Business	Email
Greg Lynsky	SWCC	on file
Kevin Lessard	MRECC	on file
Sue Webster	RapidSOS	swebster@RapidSOS.com
Donna Messineo	RapidSOS	dmessineo@RapidSOS.com
Warren Gould	Borford	on file
Phil Sisk	MCP	on file
Alexa Owen	WRECC	
Brian Kamp	westward	on file
Jon Drew	Barnstable County Sheriff	jdrew@bsheriff.net
Erin Hastings	MRECC	
Kevin Doane	ROCC	kdoane@ROCC911.gov

MCSA Treasurer report through 04/12/2026

Beginning balance (02/23/26) = (Citizens Bank balance \$ 43,455.32) **\$49,597.94**

Citizens Bank balance Incorrectly entered as 43445.32 in February report

Expenses:

Microsoft Office 365 (monthly)	= \$ 42.25 (03/02/26)
Mass State Police	= \$ 720.00 (03/05/26)
Reimbursement for overpayment of FY26 Dues	
Intuit Quickbooks (monthly)	= \$ 40.38 (03/10/26)
LevelUp 911	= \$13,500.00 (03/13/26)
Payment to March 2026 Event Trainers	
MA Secretary of State	= \$ 110.00 (03/27/26)
Filing fee for Lobbyist registration	
Renaissance Hotel Foxborough	= \$22,898.25 (03/30/26)
March 2026 Event Center cost	
Microsoft Office 365 (monthly)	= \$ 42.25 (04/02/26)
Gregory Lynskey	= \$ 55.40 (04/07/26)
Refreshments for February 25, 2026 monthly MCSA meeting in Webster	
Erin Hastings	= \$ 25.24 (04/07/26)
Refreshments for December 17, 2026 monthly MCSA meeting in Natick	
Intuit Quickbooks (monthly)	= \$ 40.38 (04/10/26)

Expenses (total) = \$ 37,474.15

Income (total) = \$ 6,025.00

\$6,025.00 from March Training attendee payments

Citizens Bank Balance = \$ 12,006.17

PayPal Balance (from Dues, 25th Gala attendees and 25th Anniversary "swag") = **\$ 7,589.35**

TOTAL BALANCE = \$ 19,595.52

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

82 FY25 Paid Members to date

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

RENEWED MEMBERS: Sturbridge, Wilbraham RECC.

NEW MEMBERS: Mikayla Geggatt (Individual/Wareham Fire), Cynthia Hunter (Individual/Greenfield), Sabina Flaherty (Individual/Wareham Police), Scott Burns (Individual/Hartford, CT), Kelly Donovan (Individual/Holbrook RECC),

74 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: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Tuesday, April 14, 2026 10:24
To: Gregory Lynskey (SWCCC); Alexa Owen
Subject: Katrina Shamshak MCSA April Updates

I am planning on being online, I am presenting at NHEDA so I may be driving dependant on timing

Katrina Shamshak MCSA April Updates

TERT Updates:

1 Deployment- 1 TC was deployed to Boxford to cover for the agency to attend the services of Paul Polonsky

We are looking for mock deployment locations for next year, if your center would like more info to host please contact me

Essex County Updates:

- I reached out to Essex County centers with info on the awards, hopefully some did nominations
- Beverly took over North District Control
- NSR911 handling Hamilton PSAP as of 04/14
- March was a rough month for losses in Essex county
 - Cindy Batista- Groveland Dispatcher
 - Anne Marie Cullen- Former MCSA President and Chief Dispatcher Hamilton
 - Paul Polonsky- Involved in MCSA and Chief Dispatcher Ipswich, P/T in Hamilton, Ipswich, Beverly, Boxford, Endicott College
 - Rick Cutts- Involved in MCSA, Lynn Fire Alarm Supervisor
 - Diane Williams- Lynnfield dispatcher for 37 years
- Some great NPSTW involvement in Essex County
 - Georgetown- has been highlighting their dispatch on Facebook

Training & Events:

Annual Training Event:

- Another successful training event
- 32 survey results
 - What did you enjoy MOST about the training day?

- Both presenters engaged with the class throughout and provided practical information. I could not be more impressed with either presenter.
 - The instructors and food!
 - I enjoy the multiple class format and being able to have short breaks to network with the centers you're sitting with.
- What Could Improve?
 - Earlier communication regarding event details and parking information.
 - Shorter sessions
 - NOT A LARGE-SCALE EVENT GOING ON
 - Registration
- Looking to update our registration for next year and future events to make it easier to track attendance, print certificates, looking at eventleaf
- 2027 is booked! 03/24/2027 Renaissance Foxboro
 - Already in talks with instructors, have proposals from two so far, considering doing 4 2 hour sessions instead of 2 4 hour, to give people more room for sessions and to have more networking time between
 - Instructor #1: Help For the Headset- Shannon Polito
 - I have seen her present on the National Curcuit
 - Total: \$1560 or \$1760 (based on lodging provision)
 - Individual Impact: Shaping Culture in 911
 - Undoing the Damage of the Compartmentalization Culture
 - Effective Peer Support and Critical Incident Care
 - QA Secondary Trauma and Wellness
 - Instructor #2: Chief Rob Reardon
 - Same 2 hour session x2
 - \$4,500
 - Crisis Leadership for Emergency Communications: Trust, Trauma, and Recovery

Annual Meeting & Awards

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

Trade Show

- Reaching out to venues to see costs for a fall 2026 event
- Reached out to
 - Embassy Suites by Hilton- Waltham
 - \$4,300 F&B
 - \$4,000 (would include exhibit hall, lunch space, and seperate vendor presentation room)
 - Holy Cross Worcester- Have not gone further due to location
 - Hilton Boston- Canton- too small
 - Stonehill College- Easton-waiting for info
 - Four Points by Sheraton- Norwood (14,000)
 - Devens Common- Devens (8,000)
 - Wachusett Resort- Princeton Have not gone further due to location
 - Sheraton Boston- Needham- waiting for info
 - Holiday Inn-Dedham-waiting for info

- DCU Center- Worcester
 - \$8,000 rental before F&B
- Boston Marriott- Burlington-waiting for info
- Holiday Inn Boston- Dedham
 - Sent a proposal
 - November 3rd
 - \$179 room block rate for vendors/guests
 - F/B 3,900
 - Rental Fee 1,800
 - 0800-1700 Exhibit Hall 2728ft
 - Hotel provides tables and lines

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

Katrina C. Shamshak, RPL, ENP
 Public Safety Dispatcher III
 Training & QA Coordinator
 Massachusetts TERT Coordinator
 North Shore Regional 911 Center
 Massachusetts State 911 Department
 18 Manning Ave., Middleton, MA 01949

Main: 978-801-4911 x4163

katrina.c.shamshak@mass.gov

www.mass.gov/NSR911

Gregory Lynskey (SWCCC)

From: Keenan Leonard-Solis <KLeonardsolis@GeorgetownMa.gov>
Sent: Wednesday, April 15, 2026 12:16
To: Alexa Owen; Gregory Lynskey (SWCCC)
Subject: April VP Report

Hello! Below is the text of what I read during my VP Report. I hope you both have been well!

On April 8th, I was proud to represent Essex County Dispatchers at our annual 911 Goes to Boston day of legislative advocacy on Beacon Hill. I was able to secure three meetings throughout the day: one with Senator Barry Finegold's legislative aide Ethan Gassé, another with Representative Kristin Kassner's aide Christina Eckert, and one directly with Senator Bruce Tarr. I had also requested meetings with Representatives Bradley Jones and Adrienne Ramos, but I did not hear back from them. I'm happy to report that the legislative package we're advocating for — first responder designation and Group 2 retirement reclassification — was favorably received by everyone I spoke with. In fact, Rep Kassner and Sen Tarr have already signed on as petitioners of the respective House and Senate bills that are out there. If you were not able to make it this year, I strongly encourage you to keep an eye on your legislator's social media accounts — they often hold "Office Hours" in local communities, and it is particularly impactful when they hear directly from their own constituents.

In other news, by my count, just under 56% of Essex County communities made at least one NPSTW-related post this week, and I'm glad to see that over half of Essex County communities are recognizing their 911 dispatchers! Next year, I'd love to see the number even higher next year, so I'll be doing some thinking on how to get better engagement from cities/towns around the county — it might be something as simple as emailing a pre-made template the week before for them to post on their social media accounts, electronic signboards, etc.

Finally, the Essex County Fire Chief's Association's monthly COMMSDIV is meeting this Friday 4/17 at 9AM at Rowley FD. All are welcome. One of the topics of discussion will be development of new ASHER run cards for all Essex County Fire Departments. I will be attending.

Keenan Leonard-Solis

Dispatch Supervisor at Georgetown Police Department

47 Central Street, Georgetown, MA 01833

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

Email kleonardsolis@georgetownma.gov