



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

Worcester County VP
Chris Carleton
Northborough Communications
Daniel Walsh
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Johnathan Danek
Wilbraham RECC
Donald Tryon
State 911 Department
Rebecca Ocasio
Springfield Communications

Training Coordinator
Katrina Shamshak
North Shore Regional 911

911 Commission Representative
Kevin Lessard
Middlesex RECC

Board@ma911.org

May 10, 2026 - Hybrid meeting held at Berlin Town Hall and via Microsoft Teams. 34 Total Attendees, 21 in person and 14 virtual

Minutes Completed by Secretary Greg Lynskey

1. Welcome and Introductions

- President Hastings called the meeting to order at 10:01am.
- 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.
- Video Link: <https://ma911.org/2026/05/21/may-2026-monthly-meeting-video/>
- In person attendees introduced themselves.
- Johnathan Danek was unable to attend but provided a Legislative update which is attached. The only notable change was there are 4 new co-sponsors on the 911 SAVES ACT including William Keating of Massachusetts. Kevin Lessard added that the state level bills are sitting at the House Ways and Means committed. He noted that the state budget is still being debated so that is the focus right now. It is expected that hearings will be scheduled once the budget is finalized. A call to action will be put out to the membership when appropriate. Kevin also reminded everyone to keep meeting with your local legislators to get the word to them about our bills and the job we do every day.

2. Monthly Presentation/Training

- Due to the prep for the annual meeting, there was no training this month.

3. Update from State 911 Department

- Monna Wallace reminded everyone that if you run into an issue with interpreter services that there is a new process which is to open a ticket with the Help Desk and they will notify State 911. Once State 911 is notified they will send a form over to the PSAP to complete to document the issue. She reports that there have been several recent reports of PSAPs receiving a message stating unable to complete call when connecting interpreter services and all have been determined to be an issue on the Verizon Wireless side. They are still looking into it. She also reiterated that use of the interpreter services is for 911 calls only. She stated you cannot have an officer call 911 just to get connected and



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described that as a serious violation. She noted it is very easy for a department to get their own contract. If your agency has a need for an interpreter services contract for non-911 calls, reach out to her and she can put you in touch with her contract manager. She stated it would be a pay as you go rate the same as the State receives. She noted that Charlie Ashworth held a tech based workshop. It was well received and they are aware that there are people looking for more of the workshop. However, none are currently scheduled due to his being involved in the review process for the new call handler software. Dave Luciano stated they have had an issue where interpreter services requested a pin number. Monna stated she is aware that has happened to some and is a mistake. She stated that is something that needs to be reported in through the helpdesk as well.

- b. Greg Lynskey stated he wanted to mention that during some recent testing with a school it was found that his e7digit line was sending out the wrong phone number as caller ID and was providing a random 978 number that could not be called back by the school or anyone else. He stated the e7digit line was function as normal other than the outgoing caller ID. After a ticket was opened with the helpdesk they were able to resolve the issue. He stated he couldn't provide a definitive timeline of when the issue occurred but believed it was likely related to one of the recent scheduled maintenance events. He suggested everyone check their own e7digit line to ensure its sending the correct outgoing caller ID. Monna Wallace stated it is good practice to test the two way functionality of the e7digit on a regular basis. They have had PSAPs that didn't know their line was not working properly until it was found by the TTY testers.
- c. Katrina Shamshak provided an update on TERT. There is a deployment scheduled for the last week of May to go to Sterling due to a Firefighter LODD from cancer. She also stated there will be open enrollment in July. They will be reaching out to everyone on the waiting list to inform them that if they are still interested they will need to reapply due to the elapsed timeframe since their last application.

4. Appointee Reports

- a. SIEC – Corey Swift had to step out just prior to this item. Greg Lynskey noted that the May meeting was cancelled and the next meeting was scheduled for early June.



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- b. State 911 Commission – Kevin Lessard stated the 911 Commission had met on May 14. He stated there was a robust discussion had. He reminded everyone that all of the annual grants are open with the exception of the Development Grant which was due in April. He stated the Department of Telecommunication and Cable is still reviewing the State 911 Department application regarding funding of the Development Grant and the Department’s FY2027 budget. The expectation is for development grant awards to be sent out late June with a contract start date of July 1, however it is still dependent on the DTC approval. He stated the Department has received a copy of the Regionalization Study completed by Mission Critical Partners and is reviewing it. It is expected to be released by the end of June and it is expected that there will be a discussion about it at the September Commission meeting to begin planning for the FY2028 grants. The RFP/RFI process for the new call handling software is still ongoing and the SSST has been meeting working on it. More progress is expected in the fall. Mio Tamanaha provided the commission with an update on the Behavioral Health Help Line. They are still looking for more info about agencies processes for transfers in and out of the BHHL. He suggests considering having her present again at an MCSA meeting in the fall. She provided some statistics on the number of transfers that have occurred. During the MCSA update, Kevin entered a letter into the record formally asking all members of the Commission to write a letter in support of our legislation. He stated the Chairperson was happy to have that topic discussed. He stated the Standards Committee Meeting has been delayed due to FCC Order 24-78 which has generated ongoing discussion between service providers and carriers. That is expected to delay further Standards meetings until the fall. He stated the next two Commission meetings are scheduled, September 17 in Middleborough and November 19 in Milford. He reminded everyone that it is important that every PSAP tries to have an agency representative at the Commission meetings even if the agency head can’t make it.
- c. Corporate Director- Tyler Allen was not on and no report was provided.

5. Treasurer’s Report

- a. Warren Gould presented the monthly Treasurer’s Report which is also attached.
- Beginning Balance: \$19,595.52
 - Total Expenses: \$3,065.19



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1. \$228.28 – Final payment to Renaissance Hotel for the March training event.
 2. \$48.58 – Reimbursement to Tom Ashe for April Meeting refreshments
 3. \$711.70 – Constant Contact annual payment
 4. \$500.00 – Donation to the Animal Rescue League of Boston in Memory of Rick Cutts
 5. \$1,000.00 – Deposit to Rob Reardon for March, 2027 training event
 6. \$500.00 – Donation to Accord Food Pantry in Memory of Anne Marie Cullen
 7. \$42.25 – Microsoft Office 365 monthly payment
 8. \$40.38 – Intuit Quickbooks monthly payment
- b. Total Income: \$6,025.00
- i. \$12,950.00 – March Training Attendee payments
 - ii. \$3,200.00 – FY26 Dues payments
 - iii. \$400.00 – Scholarship Donation from Laurie Lyons, Laura McGerigle, Maryann McLaughlin, Butch Garrity, Lee Ann Delp, Greg Lynskey, and Leslie Carroll in memory of recently passed MCSA Members Annie Marie Cullen, Paul Polonsky, and Rick Cutts.
- c. Current Balance: \$32,572.94
- i. Citizen Bank Balance - \$25,490.98
 - ii. PayPal Balance - \$7,081.96
- d. Membership update:
- i. There are 72 FY26 paid members to date
 - ii. Renewed Members are listed on the attached report
 - iii. New Members: none this month
 - iv. 76 FY26 Membership invoices have been sent
- e. Warren noted that billing from the lobbyist has started back up again and he has just processed the first invoice which is not reflected in the report.
- f. Kevin Lessard asked about the PayPal balance and what the plan is for that. Warrant stated that the PayPal is a great option, particularly for those looking to do individual memberships. He noted however that every transaction comes with a service fee. It is his plan to move the funds from PayPal into Citizens, however he needs to go back through the transactions to identify what they were for and what the actual income after the fees is so that it can be properly accounted. He stated



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overall PayPal is working well and thanked Pete Kinnas for his help with it.

- g. Greg Lynskey stated he wanted to provide clarification that the intention behind the memorial scholarship is to cover attendance at the March, 2027 annual training day.
- h. Thank you letters from the donations made are attached.
- i. Corey Swift made a motion to approve the Treasurer's report. Second by Kevin Lessard. Unanimous vote.

6. Secretary's Report

- a. Greg Lynskey stated both the February 25 and April 15 meeting minutes had been completed, posted to the website, and included with the meeting notice. He recommended they be approved as written. Motion to approve by Corey Swift, Second by Kevin Lessard. Unanimous vote.

7. Regional Vice President Reports

- a. Essex County – Katrina Shamshak stated that North Shore Regional 911 took over operations yesterday for the Town of Boxford which marked the 11th town to be operation at NSR911. Keenan Leonard-Solis reminded everyone that NSR911 has a direct line into dispatch for each town that bypasses the town phone tree. He suggested that if you are in need of the number, reach out to him or NSR911. He stated that North Andover is hiring for a Full Time Dispatcher.
- b. Middlesex/Suffolk – Corey Swift stated that Reading Police has encrypted their Police Channel. He stated they provided minimal and non-proactive notice to their neighboring partners which has created an interoperability issue. He stated if any agency is planning to make a change whether it be a frequency change, PL change, going from analog to digital, or going encrypted, reach out to the SWIC, Rich Fiske, who can assist in the process including distribution of notices.
- c. Southeast Regional – Aaron Smith stated he had nothing to report but wanted to echo what Kevin said about getting facetime with legislators. He stated he believed everyone was aware of a retirement of a 30 year dispatcher from South Shore Regional a few months ago. They invited legislators to the event. As a result, the retirement was officially read into the Record this past Monday and there was very positive feedback. He stated he got the impression that his will be the year for the bills. Brian Kamp expressed condolences to Seekonk and Norton on the lost of



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Charlene Fisk who dedicated 3 decades to Public Safety Communications.

- d. Worcester County – Chris Carleton and Dan Walsh could not attend but provided a report which is attached.
- e. Western Mass Regional – Johnathan Danek could not attend but provided a report which is attached. Don Tryon reported that Western MA CIT will be hosting an ASAP training at the Holyoke Police Academy June 8 through June 11. The class that was held last fall was well received. The class is free and application is online on the WM CIT website. They are trying to get the work pushed out to dispatchers. Rebecca Ocasio stated there is a Dispatch CIT class June 2 at WESTCOMM. She also noted that Westfield is hiring.

8. Committee Reports

- a. Training & Events – Katrina Shamshak reminded everyone that the Annual Meeting is June 10 at Pleasant Valley Country Club in Sutton. The RSVP has gone out. Make sure you fill out the RSVP ASAP as a head count is needed. There will be a small continental breakfast at 9:30 followed by the Annual Meeting at 10:00, Awards to follow, and lunch at 11:30. The Annual March Training event is scheduled for March 24, 2027 at Renaissance Boston at Patriot Place. She stated that Duxbury Fire Chief Rob Reardon and Shannon Polito of Help for the Headset are booked. Melissa Alterio from Cobb County, GA has committed as well but is not officially booked yet. The day will feature 2 hour sessions based upon feedback from this year's event. The 4th session will be a panel based session which was well received in the past. She stated due to the difficulties with Constant Contact registrations for the annual training this year she reached out to Erin Hannafin from New Hampshire Emergency Dispatchers Association to learn about EventLeaf which is what they used. She then spoke with EventLeaf and found out they offer two packages. The Basic package includes unlimited event registrations, badge printing, and rosters. It is \$2,500.00 per year with a discount offered of \$2,000.00. The Professional package includes a phone app and advanced reporting features. It is \$5,000.00 per year with a discount offered of \$4,500.00. She noted she believes the basic option would be sufficient. Greg Lynskey asked if it provided a customer resource management function similar to Constant Contact for blast emails, etc. Katrina stated she believed so but wasn't certain. Greg Lynskey pointed out we are paying \$700.00 per year for Constant contact and the



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cheapest option for EventLeaf is about 3 times that so we should make sure it can do everything Constant Contact can do. President Hastings agreed and asked if it would be possible to schedule a demo. Katrina stated she would do so.

- b. Newsletter – Katrina Shamshak reminded everyone to send stuff in. Awards, Retirements, Promotions, etc. She noted she has not received any submissions in a while.
- c. Historical – There was no report
- d. Book Club – Stephen Johnson was not present and there was no report.
- e. Peer Support – Don Tryon stated the committee has not met recently and he had nothing else other than the previously mentioned trainings.

9. Vice President's Report

- a. Vice President Kinnas stated nominations for the MCSA Awards are closed and 26 nominations were received. He noted there is a hard cap for attendees so register ASAP. He read through the list of nominations.

i. Telecommunicator of the Year:

- 1. Gabrielle Arsenault – Central Mass RECC
- 2. Tiffany George – Sutton PD
- 3. Robert Walker – Marlborough PD
- 4. Andrew Pope – South Shore RECC
- 5. Kaleigh Burns – Westwood Police & Fire
- 6. Rebecca Macarro – Northern Middlesex RECC
- 7. Nicholas Rondeau – Seekonk
- 8. Aniyah Mendes – Fall River PD
- 9. Christopher Wilder – Central Mass RECC

ii. Leader of the Year:

- 1. Elizabeth DeFosse – Central Mass RECC
- 2. Jason Rushford – Amherst
- 3. Amy Seguin – TERT / Charlton PD
- 4. Ryan Higgins – Andover Public Safety
- 5. Michael Moriarty – Central Mass RECC
- 6. Kendra Lagoy – Berkshire RECC
- 7. Abbi Parkinson – Wachusett RECC

iii. Visionary of the Year:

- 1. Joey Aberle – Northern Middlesex RECC
- 2. Kevin Lessard – Middlesex RECC



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iv. Team of the Year:

1. Westwood Communications

- a. Shawn McKee
- b. Francis Ordile

2. Northern Middlesex RECC

- a. Janice Judd
- b. Joey Aberle
- c. Patrick Laycox
- d. John Jouvelis
- e. Rebecca Maccaro
- f. Josh Tirrell
- g. Kate O'Connell
- h. Alex Sadwick
- i. Dominick Vaillancourt
- j. Christopher Resendes
- k. John Colon

3. Wachusett RECC

- a. Ashley Mitchell
- b. Emily LeBeau
- c. Kimberly Casella

4. Beverly Communications

- a. Stephanie Brown
- b. Julie Ward-Brady
- c. Michelle Trefrey
- d. Leo DeBole

5. Wachusett RECC

- a. Elizabeth Consiglio
- b. Danielle Beland
- c. Bonnie White

He stated there is a COM-T event being held in Marlborough at the beginning of June. Reach out to the SWIC if interested. Corey Swift noted this class was rescheduled from the fall due to the federal government shutdown so he is uncertain how many seats, if any are available.



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10. President's Report

- a. President Hastings stated she had nothing else to report.
- b. Greg Lynskey followed up on a discussion from last month regarding Life Members. He reminded everyone that Life Memberships that were voted to be awarded in 2020 will be awarded at the Annual Meeting to Laurie Lyons and Paula Snow. He stated that he has the plaques for them and hopes they will be able to be in attendance.

11. Annual Meeting Preparation and Election Declarations

- a. President Hastings asked Secretary Lynskey to go over the procedures for the annual elections.
- b. Secretary Lynskey stated that per the bylaws, anyone wishing to declare candidacy for an E-board position must do so before the end of today's meeting. He stated he would go position by position to hear any declarations. He noted that declarations were received electronically from some candidates and he would read those then seek any others in attendance.
 - i. President
 1. Erin Hastings declared electronically
 2. No other declarations heard
 - ii. Vice President
 1. Keenan Leonard-Solis declared electronically
 2. No other declarations heard
 - iii. Secretary
 1. No declarations heard. Greg Lynskey stated he would offer to declare again considering there were no others.
 - iv. Treasurer
 1. Warren Gould declared electronically
 2. No other declarations heard
 - v. Essex County Vice President (2)
 1. Stephanie Brown declared electronically
 2. Katrina Shamshak declared electronically
 3. No other declarations heard
 - vi. Southeast Regional Vice President (3)
 1. Brian Kamp declared electronically
 2. Kevin Doane declared electronically
 3. Aaron Smith declared in person
 4. No other declarations heard



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- vii. Middlesex & Suffolk Counties Vice President (2)
 - 1. Corey Swift declared electronically
 - 2. David Luciano declared in person
- viii. Worcester County Vice President (2)
 - 1. Chris Carleton declared electronically
 - 2. Dan Walsh declared electronically
 - 3. No other declarations heard
- ix. Western Mass Regional Vice President (3)
 - 1. Rebecca Ocasio declared electronically
 - 2. Penny Ryan declared electronically
 - 3. Johnathan Danek declared electronically
 - 4. No other declarations heard
- x. Secretary Lynskey noted that with the declarations received equal the number of available positions and therefore there are no contest races.
- c. Secretary Lynskey stated that per the bylaws, any proposed revisions to the bylaws must be submitted before the end of today's meeting, reviewed by the membership and recommended to be forwarded to the ballot at the annual meeting. Bylaw reviews require a 2/3 vote.
 - i. Secretary Lynskey presented a bylaw proposal on behalf of the Executive Board. He noted that the Board discussed this at their annual meeting in March and recommended the bylaw. The proposed bylaw revision, which is attached, would allow Life Members to hold seats on the Executive Board. No discussion was heard on the proposal. Corey Swift made a motion to forward the proposal to the annual meeting. Second by Dave Luciano. Unanimous vote.
 - ii. No other proposals were presented.
- d. Secretary Lynskey stated he believed the bylaws call to have the sample ballot published 21 days before the election. Given the short turnaround this year he would attempt to have the sample ballot completed tomorrow.
- e. President Hastings asked if anyone had any input on membership fees for the FY2026-27 year. She noted that he had changed to the tiered structure last year and that it appeared to work well. She asked if anyone had any thoughts for next year. Greg Lynskey suggested leaving the fee structure as is. No other discussion was heard.



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12. Other Business

- a. There was no other business heard.

13. Adjournment

- a. Corey Swift made a motion to adjourn at 10:57am. Second by Kevin Lessard.



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911 Commission Representative

Kevin Lessard
Middlesex RECC

Board@ma911.org

Meeting Attendees:

Nina Barszcz (Virtual)
Amie Bullard (Virtual)
Kevin Doane (In Person)
Cameron Dunbar (In Person)
Anne Camaro (In Person)
Pete Cheverie (In Person)
Anthony Gentile (Virtual)
Christina Giacobbe (Virtual)
Johnathan Gordon (Virtual)
Warren Gould (In Person)
Brendan Gray (In Person)
Ken Handfield (In Person)
Erin Hastings (In Person)
Jennifer Hill (In Person)
Natalie Hunt (Virtual)
Jennifer Janda Law (In Person)
Brian Kamp (Virtual)
Julie Kelly (Virtual)
Laura Kilgour (Virtual)
Peter Kinnas (In Person)
Keenan Leonard-Solis
Shawn Lerner (Virtual)
Kevin Lessard (In Person)
David Luciano (In Person)
Greg Lynskey (In Person)
Shawn McKee (Virtual)
Caitlin Mroczek (Virtual)
Tom O'Brien (Virtual)
Brian O'Neill (In Person)
Jim Riccio (Virtual)
Katrina Shamshak
Phil Sisk (In Person)
Aaron Smith (In Person)
Corey Swift (In Person)
Don Tryon (In Person)
Monna Wallace (In Person)
Robbie Walker (In Person)



MCSA Monthly Meeting

May 20, 2026 – Berlin

Name	Agency/Business	Email
Greg Lynskey	SWCCC	on file
Erin Hastings	MRECC	on file
Don Tryon	State 911	on file
Anne Camero	NVRDD	on file
Jennifer Hill	NVRDD	on file
Kevin Lessard	MRECC	on file
Robbie Walker	Marblehead	"
Phil Sisk	MCP	on file
Cameron Dunbar	MSP	"
Peter Cheverie	MSP	"
Kenneth E. Hardfield Jr.	MSP	"
Kevin Doane	RDCCC	"
PETER CHEVERIE	MSP	"
Corey Swift	Wilmington	"
Dave Luciano	Stoneham	"
Walter Gabel	List Member	"
YJ Law	Octave (Hexagon)	"
Aaron Smith	SSR ECC	"
Brendan Gray	Acton	"



MCSA Monthly Meeting

May 20, 2026 – Berlin

Name	Agency/Business	Email
PETER KINNA,	STATE 911	ON FILE

Gregory Lynskey (SWCCC)

From: Johnathan Danek <jdanek@wilbraham-ma.gov>
Sent: Tuesday, May 19, 2026 23:43
To: Gregory Lynskey (SWCCC)
Cc: ehastings; Peter S. Kinnas, 911; Kevin Lessard; Rebecca Ocasio; Donald W. Tryon
Subject: Legislative & Regional VP Meeting Notes (May 2026)

Good evening all,

Unfortunately I will not be able to attend tomorrow's meeting as I will be helping out with manpower. There have been no significant updates to report on legislative matters since our last meeting. The only update is that the 9-1-1 SAVES Act picked up 4 more cosponsors for a total of 77, including 1 more from Mass (William Keating, MA-9 as of 4/14). The full breakdown of where all of the bills currently stand can be found below.

As far as regional VP updates- WESTCOMM rolled out Prepared's artificial intelligence feature for their business lines/phone tree earlier in the month. I have not followed up with the agency yet to get feedback on how the AI implementation is being received- both from the dispatchers and the public. I hope to have feedback to share by our next meeting. West Springfield dispatch goes live with the centralized dispatch concept in July, along with their dispatch moving to a standalone location a couple floors up from the police department.

Federal:

- 9-1-1 SAVES ACT | H.R.637: Latest Action - 01/22/2025 Referred to the House Committee on Education and Workforce.
 - 77 cosponsors of the bill, 4 from Mass (Rep Stephen Lynch, MA-8 & Lori Trahan, MA-3, & Jim McGovern, MA-2, & William Keating, MA-9 as of 4/14)
- 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):

H: Bill reported favorably (13-0 vote) by the committee on public safety and homeland security on Nov 12th and referred to the committee on House Ways and Means. **S:** Bill reported favorably (6-0 vote, with Sen John Velis not voting due to deployment) and referred to the committee on Senate Ways and Means on Jan 27th, 2026.

- H.2968/S.1906 (retirement bills):

H: Bill reported favorably by the committee on public service on Mar 25th, 2026 referred to the committee on House Ways & Means. Joint committee on public service roll call: favorable: 9, adverse: 0, reserve right: 1, no action: 1. No House Ways & Means hearing scheduled as of today.

S: Bill reported favorably by committee and referred to the committee on Senate Ways & Means on Apr 9th, 2026. Roll call vote: favorable: 4, adverse: 0, reserve right: 2, no action: 0.

- H.2818/S.1856 (retirement bills):

H: Bill reported favorably by the committee on public service on Mar 25th, 2026 referred to the committee on House Ways & Means. Joint committee on public service roll call: favorable: 9, adverse: 0, reserve right: 1, no action: 1. No House Ways & Means hearing scheduled as of today.

S: Bill reported favorably by committee and referred to the committee on Senate Ways & Means on Apr 8th, 2026. Roll call vote: favorable: 4, adverse: 0, reserve right: 2, no action: 0.

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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MCSA Treasurer report through 05/17/2026

Beginning balance (04/12/26) = (Citizens Bank balance \$ 12,006.17) **\$19,595.52**

Expenses:

Renaissance Hotel Foxborough	= \$ 222.28 (04/17/26)
Final March 2026 Event payment	
Thomas Ashe	= \$ 48.58 (04/20/26)
Refreshments for April 15, 2026 monthly MCSA meeting at Barnstable County Sheriffs Office	
Constant Contact (yearly, up from \$665.59/2025)	= \$ 711.70 (04/27/26)
Animal Rescue League of Boston	= \$ 500.00 (04/27/26)
Donation in memory of Rick Cutts/Lynn Fire Regional	
Robert Reardon	= \$ 1,000.00 (04/28/26)
Deposit for speaker/trainer at March 2027 training event	
Acord Food Pantry	= \$ 500.00 (05/01/26)
Donation in memory of Anne Marie Cullen/Hamilton	
Microsoft Office 365 (monthly)	= \$ 42.25 (05/04/26)
Intuit Quickbooks (monthly)	= \$ 40.38 (05/11/26)

Expenses (total) = \$ 3,065.19

Income (total) = \$ 16,550.00

\$12,950.00 from March Training attendee payments
\$ 3,200.00 from FY26 Dues payments
\$ 400.00 Scholarship Donation from Laurie Lyons, Laura McGerigle, Maryann McLaughlin, Butch Garrity, Lee Ann Delp, Greg Lynskey and Leslie Carroll in memory and honor of recently passed MCSA members Anne Marie Cullen, Paul Polonsky and Rick Cutts.

Citizens Bank Balance = **\$ 25,490.98**

PayPal Balance (from Dues, 25th Gala attendees and 25th Anniversary “swag”) = **\$ 7,081.96**

TOTAL BALANCE = \$ 32,572.94

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

82 FY25 Paid Members to date

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

RENEWED MEMBERS: Concord, Palmer, Seekonk

NEW MEMBERS: none this period

76 FY26 Membership invoices have been sent.

Respectfully submitted,

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)	= \$ 711.70	(04/27/26)	(was \$665.59/2025, \$490.92/2024)
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) (\$42.25 monthly effective Jan 31, 2026, \$40.24 monthly/\$482.88 yearly previously)	= \$ 507.00		
Total yearly costs	= \$3,808.48		



ACORD Food Pantry

April 30, 2026

MA Communications Supervisors Association
Warren Gould
285 Ipswich Rd.
Boxford, MA 01921

Dear MA Communications Supervisors Association,

Thank you for your recent gift to Acord Food Pantry in memory of Anne Marie Cullen. We will be sure to notify her family. Your donation is tremendously helpful as we face unprecedented demand, during the most challenging season of the year, with heating bills adding another expense to strained budgets. The cost of living makes it impossible for many in our community to make ends meet, even while working one or more jobs. Acord is here to help our clients, so they do not have to choose between groceries and other essentials this winter.



Donations fund our mobile marts, which meet clients where they are, at housing authorities and councils on aging in Hamilton, Wenham, Essex, and Topsfield.

Your generous donation of \$500 allows us to continue to serve North Shore families experiencing food insecurity. Over the past 12 months, we have seen a 77% increase in visits from our 900+ unique clients, compared to two years ago, with our most vulnerable populations – seniors and children – being the fastest growing groups of clients. Many families right here in Essex, Hamilton, Ipswich, Manchester-By-The-Sea, Topsfield, and Wenham face uncertain financial futures. Acord is an essential safety net for these families, meeting them where they are, providing food with dignity and hope for these challenging times.

We are so grateful for your continued partnership. On behalf of our staff, volunteers, and most importantly, our clients, thank you for your generosity.

Best wishes,

Stacey K. Verge
Executive Director, Acord Food Pantry

*Thank you
for donating in
memory of Anne Marie.*

P.O. Box 2203, S. Hamilton, MA 01982 | 978.468.7424

Acord, Inc. is a 501(c)(3) non-profit organization, Tax ID #04-3253511.

No goods or services were received by the donor in connection with the above donation.

Please keep this receipt for your tax records.

www.acordfoodpantry.org

**ANIMAL
RESCUE
LEAGUE
of BOSTON**



A champion for animals

April 27, 2026

Massachusetts Communications Supervisors Association
c/o Warren Gould
285 Ipswich Rd
Boxford, MA 01921-1644

Dear Warren,

Thank you and the Massachusetts Communications Supervisors Association for your generous donation of \$500 to the Animal Rescue League of Boston in memory of long-time MCSA member Rick Cutts. We have notified Elaine Robinson of your gift.

Your support honors Rick's memory and means that animals like mouse are getting the care they deserve, when they need it most. When he first arrived at ARL, he was too weak to even wag his tail. At just 8 months old, his fragile body couldn't handle a normal bowl of puppy food. He needed careful, round-the-clock refeeding, extra monitoring, and a safe place to rest.

Your generous gift helped provide special meals, veterinary care, and daily check-ins that allowed Mouse to rebuild his strength. And I am happy to report that he was recently adopted and found a loving home of his own!

Warren, thank you for giving Mouse the chance to heal and thrive. Animals like him depend entirely on kind people like you, and your support makes transformations like this possible.

Sincerely,

Edward Schettino, DVM, PhD, CAWA
President & CEO

Warren -

*Thank you so much for your
generous support in memory of Rick.*



Besides the wonderful feeling of knowing you are helping animals in need, no goods, services, or other benefits were received in connection with this donation. ARL Tax ID: 04-210-3714. Please keep this letter for your records.

Gregory Lynskey (SWCCC)

From: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Wednesday, May 20, 2026 09:58
To: Gregory Lynskey (SWCCC)
Subject: Fw: Eventleaf Quote Request

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

From: Daniella Rodrigues <daniella.rodrigues@jollytech.com>
Sent: Friday, May 15, 2026 11:27 AM
To: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Cc: Amir Ejaz <amir.ejaz@jollytech.com>
Subject: Re: Eventleaf Quote Request

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.

Hi Katrina,

I am happy to help you prepare for your board meeting this Wednesday. Providing a side-by-side comparison is a great idea to help the board make an informed decision.

Per your request, here are the formal proposals for both options:

Basic Plan Quote: <https://jolly-technologies-inc-39537049.hubspotpagebuilder.com/AKDEoNRbDQ>

Professional Plan Quote: <https://jolly-technologies-inc-39537049.hubspotpagebuilder.com/6WeRWWdden>

Based on your needs, the choice comes down to whether you require onsite check-in capabilities. Here is a comparison of your two best options:

Basic Plan: Best for simple registration and badge printing

- **Default Price:** \$2500/year
- **Discounted Price:** \$2000 (20% bulk discount)
- **Registrations included:** 2500 registrations
- **Includes:** Unlimited events and basic badge pre-printing.
- **Note:** This plan does not include access to the Check-In App for onsite operations.

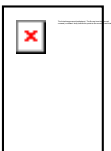
Professional Plan: Best for full onsite management

- **Default Price:** \$5,000/year
- **Discounted Price:** \$4,500 (10% bulk discount)
- **Registrations included:** 2500 registrations
- **Includes:** Everything in Basic, plus the Check-In App, Attendee App, on-site badge printing and advanced reporting.

Both plans allow you to host as many events as you need throughout the year. Please let me know if you need any additional information before your meeting on Wednesday. Good luck with the presentation!

Best,

Daniella Rodrigues



Jolly Technologies Inc.
303 Twin Dolphin Dr. Fl 6
Redwood City, CA 94065
+1 650-594-5955 x 500
+1 650-437-5554 (Direct)
daniella.rodrigues@jollytech.com
<http://www.jollytech.com>

From: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Friday 15 May 2026 10:09
To: Daniella Rodrigues <daniella.rodrigues@jollytech.com>

Cc: Amir Ejaz <amir.ejaz@jollytech.com>

Subject: Re: Eventleaf Quote Request

Hi,

Thank you for breaking that down for me, that definitely helps clarify the differences between the plans and pricing structure.

We have a board meeting this coming Wednesday where I will be presenting the information, so I think it would be very helpful to have a formal proposal for both options so everyone can compare the features and costs side by side.

If possible, could you also include a brief summary of the key differences between the Basic and Professional plans within the proposal? I think that would help make the discussion a little easier for the board.

Thank you again for your time and patience while we work through this process. I appreciate it!

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: Daniella Rodrigues <daniella.rodrigues@jollytech.com>

Sent: Monday, May 4, 2026 10:59 AM

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

Cc: Amir Ejaz <amir.ejaz@jollytech.com>

Subject: Re: Eventleaf Quote Request

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.

Hi Katrina,

I completely understand that being cost-conscious is a priority for your board.

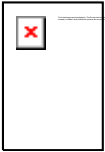
As mentioned before, we work in subscription tiers. If you need any of the advanced features included in the **Professional Plan** (such as session check-in tracking or the mobile app), the price remains the same regardless of which specific tools within that tier you choose to use.

However, if you opt to go with the **Basic Plan**, the features available would be limited to those within that specific tier (registration and badge printing before the event). In that case, the price would be **\$2,500 for 2,500 registrations**, with a rate of \$1 per each additional registration.

Please let me know if you would like me to put these two options into a formal proposal for you to present at your meeting!

Best,

Daniella Rodrigues



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daniella.rodrigues@jollytech.com
<http://www.jollytech.com>

From: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Monday 4 May 2026 15:46
To: Daniella Rodrigues <daniella.rodrigues@jollytech.com>
Cc: Amir Ejaz <amir.ejaz@jollytech.com>
Subject: Re: Eventleaf Quote Request

Thank you last question-if we remove the live Q&A, etc. I just need to present our options to the board and we are very cost conscious because the nature of our organization.

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: Daniella Rodrigues <daniella.rodrigues@jollytech.com>
Sent: Wednesday, April 29, 2026 12:53 PM
To: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>

Cc: Amir Ejaz <amir.ejaz@jollytech.com>

Subject: Re: Eventleaf Quote Request

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Hi Katrina,

I completely understand. If we remove the exhibition lead capture requirement, we can move down to our **Professional Tier**.

For your volume of **2,500 registrations**, the standard price is \$5,000 (\$2.00 per registration). However, I can still apply the **10% bulk discount** since you are purchasing over 2,000 registrations upfront.

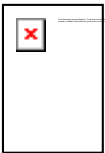
- **Standard Professional Rate:** \$5,000
- **With 10% Bulk Discount:** \$4,500

This plan still includes the mobile event app for attendee interaction (polls, Q&A, and networking) and check-in tracking, which you mentioned would be great features to have.

Please let me know if this revised pricing works better for your budget, and I will be happy to send over an updated formal quote.

Best,

Daniella Rodrigues



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+1 650-594-5955 x 500
+1 650-437-5554 (Direct)
daniella.rodrigues@jollytech.com
<http://www.jollytech.com>

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

Sent: Wednesday 29 April 2026 17:06

To: Daniella Rodrigues <daniella.rodrigues@jollytech.com>

Cc: Amir Ejaz <amir.ejaz@jollytech.com>

Subject: Re: Eventleaf Quote Request

Thank you for the quick reply! I think that's a little outside of what we can afford. Could you give me a quote without the exhibition lead capture

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: Daniella Rodrigues <daniella.rodrigues@jollytech.com>
Sent: Wednesday, April 29, 2026 9:12 AM
To: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Cc: Amir Ejaz <amir.ejaz@jollytech.com>
Subject: Re: Eventleaf Quote Request

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.

Hi Katrina,

It is wonderful to hear you've had such a great experience working with Erin! We love hearing that our partners at APCO Atlantic are spreading the word.

Based on the details you provided, specifically your need for the **Exhibition Lead Capture app** for sponsors, the **Ultimate Plan** would be the best fit for MCSA. This tier includes the lead capture capabilities, the mobile app features you mentioned as "great to have" (live polls, Q&A, networking), and the ability to design and print both badges and certificates.

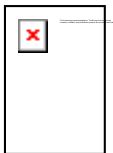
Since you are anticipating up to **2,500 registrations**, I wanted to share a bulk pricing option to help with your budget. We offer a **10% bulk discount** for purchasing over 2,000 registrations upfront:

- **Standard Ultimate Rate:** \$10,000 (\$4.00 per registration)
- **With 10% Bulk Discount: \$9,000** This would cover all your registrations for the year at a reduced rate.

Would you like to schedule a quick demo to see the lead capture and badge/certificate tools in action, or should I send over a formal quote for the 2,500-attendee Ultimate package?

Best,

Daniella Rodrigues



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daniella.rodrigues@jollytech.com
<http://www.jollytech.com>

From: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Wednesday 29 April 2026 13:44
To: Daniella Rodrigues <daniella.rodrigues@jollytech.com>
Cc: Amir Ejaz <amir.ejaz@jollytech.com>
Subject: Re: Eventleaf Quote Request

Good Morning,

I have worked a lot of with Erin Hannafin from NH with Eventleaf and APCO Atlantic so I am excited to use it for MCSA.

1. How many events do you host per year? Typically 1-3 eventrs
2. How many total registrations do you anticipate per year across all events? 150-2500
3. Do you have a need for mobile apps to track session check-ins or for attendee interaction (live polls, Q&A, networking)? We don't necessarily need it but it would be a great feature
4. Do you have a need for an exhibition lead capture app for sponsors? Yes
5. Are there any other advanced features you require? The ability to print badges, certificates

Katrina C. Shamshak, RPL, ENP
Public Safety Dispatcher III
Training & QA Coordinator
Massachusetts TERT Coordinator
North Shore Regional 911 Center

Massachusetts State 911 Department
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Main: 978-801-4911 x4163
katrina.c.shamshak@mass.gov
www.mass.gov/NSR911

From: Daniella Rodrigues <daniella.rodrigues@jollytech.com>
Sent: Wednesday, April 29, 2026 8:39 AM
To: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Cc: Amir Ejaz <amir.ejaz@jollytech.com>
Subject: Re: Eventleaf Quote Request

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Hi Katrina,

Thank you for your interest in Eventleaf! It's great to hear you are already familiar with our work through APCO Atlantic. We would love to support the Mass Communications Supervisors Association with your upcoming events.

We offer several plan options depending on the features you require and your expected attendee volume. You can find a full breakdown on our pricing page here: <https://www.eventleaf.com/event-management/pricing>

Plan Overview:

- **Basic (\$500 minimum):** Includes 500 attendees. Best for simple registration and badge printing. Additional registrations are \$1/each.
- **Professional (\$2,000 minimum):** Includes 1,000 attendees. This adds check-in tracking and our mobile event app for attendee interaction (Q&A, live polls, networking). Additional registrations are \$2/each.
- **Ultimate (\$4,000 minimum):** Includes 1,000 attendees. Best for complex needs like Abstract Management, Lead Capture, and advanced integrations. Additional registrations are \$4/each.

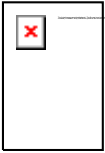
To help me suggest the best fit for your association, could you please answer a few quick questions?

1. How many events do you host per year?
2. How many total registrations do you anticipate per year across all events?
3. Do you have a need for mobile apps to track session check-ins or for attendee interaction (live polls, Q&A, networking)?
4. Do you have a need for an exhibition lead capture app for sponsors?
5. Are there any other advanced features you require?

Please let me know if you have any specific questions, or if you would like to schedule a demo to see the platform in action.

Best,

Daniella Rodrigues



Jolly Technologies Inc.
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+1 650-437-5554 (Direct)
daniella.rodrigues@jollytech.com
<http://www.jollytech.com>

From: Eventleaf Sales <sales@eventleaf.com>
Sent: Wednesday 29 April 2026 12:01
To: Eventleaf Leads <leads@eventleaf.com>
Subject: FW: Eventleaf Quote Request

From: Eventleaf <notify@eventleaf.com>
Sent: Wednesday, April 29, 2026 11:01:15 AM (UTC+00:00) Monrovia, Reykjavik
To: Eventleaf Sales <sales@eventleaf.com>
Subject: Eventleaf Quote Request



Hello,
The following person has requested an Eventleaf quote. Please follow up with them as soon as possible.

Katrina
North Shore Regional 911
katrina.c.shamshak@mass.gov
9788014911

Looking for a product for the Mass Communications Supervisors Association. I am familiar with the product from APCO Atlantic. Prefer email contact.

Sincerely,
The Eventleaf Team



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Gregory Lynskey (SWCCC)

From: Keenan Leonard-Solis <KLeonardsolis@GeorgetownMa.gov>
Sent: Wednesday, May 20, 2026 10:49
To: Gregory Lynskey (SWCCC); Alexa Owen; Shamshak, Katrina C. (911)
Subject: May 2026 MCSA Essex County Co-VP Report

Good morning,

As Katrina mentioned, Boxford officially transitioned to NSR911 yesterday, May 19th.

As a reminder to our area PSAPs, NSR911 has a direct line for the communities they serve that bypasses each agency's phone tree if you need to reach them immediately. I encourage anyone who had Boxford programmed into their speed dial systems to update their phone systems accordingly. If you do not have that number, please feel free to reach out to either Katrina or myself.

In other news, North Andover is currently hiring for a full-time dispatcher position.

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

Gregory Lynskey (SWCCC)

From: Daniel Walsh <dwalsh@clintonma.gov>
Sent: Wednesday, May 20, 2026 09:05
To: Gregory Lynskey (SWCCC)
Subject: Worc County report

Greg

Report from Chris , I am unable to attend today , working the desk.

Thanks

Dan

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From: Daniel Walsh <dwalsh@clintonma.gov>
Sent: Tuesday, May 19, 2026 9:43:11 PM
To: Chris Carleton <ccarleton@nvrddma.gov>
Subject: Re: MCSA Meeting

Chris ,
I will send this in, I am not attending the meeting .

Thanks

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From: Chris Carleton <ccarleton@nvrddma.gov>
Sent: Monday, May 18, 2026 5:40:08 PM
To: Daniel Walsh <dwalsh@clintonma.gov>
Subject: MCSA Meeting

Hey Dan,

I am on vacation out of state and won't be at Wednesday's meeting. Here is my report.

Hiring:
Nashoba

Training:
Westboro will be hosting the Public Safety Group on September 24th and 25th for two days of classes.

On the 24th it'll be Difficult Callers. Topics include: The basics, calming techniques, customer service, how to defuse anger, annoying callers, difficult callers, crisis callers, communications techniques, active listening, psychotic callers, shootings, homicides & multiple call situations.

On the 25th it'll be Active Assailant. Topics include: The active assailant. the dispatchers role in the active assailant, what is an active shooter, history of the active shooter, law enforcement response, EMS response,

call taker techniques, dispatching techniques, the school shooter, active assailant terrorist, case studies, lessons learned & what to expect in the future.

The cost is \$259 per person per day.

Outreach:

Nothing to report

See you in June.

Thanks!

Chris Carleton, ENP

Systems Manager

Nashoba Valley Regional Dispatch District

270 Barnum Rd. • P.O. Box 2171

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MCSA Proposed Bylaw Revision for June, 2026 Annual Meeting

Proposed by the Executive Board

Revise Article III – Officers, Section II: Election Eligibility

Revise Item A as follows:

- A. Any individual of a member agency that is current and in good standing with the Organization, or any individual who holds Life Membership under Article II, Section 1, A (ii.) (.iv) is eligible to hold an elected position. Notwithstanding the preceding, individuals seeking the positions of President, Vice-President at Large, Secretary, Treasurer, or State 911 Commission Representative shall have been an Executive Board member in any seat for at least one year immediately prior to their candidacy or shall have been an active participant of the association by having participated in a minimum of 50% of monthly meetings in the prior 3 years, as recorded by attendance lists generated by the Secretary, unless no other candidate meeting the qualification has declared candidacy.

If approved, this bylaw shall take effect retroactively for the election held at the 2026 annual meeting.