Massachusetts Communications Supervisors Association
Meeting Minutes for February 18, 2004
Hamilton, MA

To Order: 10:10 Leslie Carroll, Presiding

Attendance: Uuhh…the attendance list was lost. But we had a bunch of people there

Our February meeting was hosted by the combined efforts of the PSAPs from Hamilton/Wenham, Ipswich, and Essex. We were thrilled to see such enthusiasm from the scenic and historic towns of our Northeastern regions. Educational too! I now know where Manchester-By-The-Sea is, more or less. And the editor is sure that Mr. Garrity is relieved that there are not many locations further from the Berkshires than this. (Say, Butch, we should be working on getting Provincetown into the fold!)

Thanks to our hosts:

Chief Cullen……Hamilton PD
Chief Harrell……...Essex PD
Chief MacKenzie……Wenham PD
Chief Surpitski……Ipswich PD

MINUTES: ACCEPTED

TREASURER'S REPORT

Balance:	$11,794.00
Outstanding bills:	$ 5,670.00 (EMD course from last Academy)
	$ 1,995.00 (EPD course from last Academy)

JANUARY RECAP:

Mr. Fosque gave a recap of the primary topic at the January meeting in Amherst, retirement. It was discussed that we should pick some key municipalities where we can achieve changes in order to set precedents for the various Retirement Boards.

It was reiterated that we should not expect these Boards to just fall over and agree to redefinitions and reclassifications. Ipswich, for example, initially rejected such changes out of hand.

Questions asked of the group:

How to persuade Boards to accept new, more modern, titles for our functions?
Can there be a "buy-back" for Part Time staff? (Essex reports YES)

Mr. Fosque is looking to get the support of the Massachusetts Police Chiefs Association. Our Host/Guests, the four Chiefs, gave us some insights in approaching the Association. Including the name of the current Executive Director, Retired Chief Marchese from Longmeadow.

ACADEMY AND TRAINING ISSUES

The issue of the unexpected costs in the last Academy was discussed. It was reported that the curriculum was changed to include Emergency Police Dispatch instead of the more localized training that had been used. This came about primarily from the loss of Reid Bagley who, quite ably, devised and taught the topic on his own. The thinking was that a formalized package would be more efficient than trying to duplicate Reid's work. The EMD portion of the course has long been composed of such a package. Mr. Ostroskey, though unable to speak authoritatively for the

Academy Director, related that Ms. Wallace made the changes based on the perceived need for certification in EPD.
This change and the change in the nature of the EMD module, he understands, were brought to MCSA over the course of several meetings. However the change in costs seems not to have been sufficiently communicated. With the negotiated price for EPD (from $295 down to $95 per student) MCSA had voted to reduce the Academy tuition by $100 instead of the originally discussed $50 reduction. (At the time we had thought that the next Academy would be free, coming under the full aegis of SETB) The resulting per-student revenue was not up to the cost of the changes.
Mr. Ostroskey understands that the SETB and the Academy Director had discussion with MCSA on this. However neither Ms. Carroll nor Mr. Hansen recall this.
Mr. Garrity suggested this might have occurred at the September meeting when SETB had to leave early and discussion later prompted the cut of $100 in tuition.
MOTION by Mr. St. Jean: That MCSA simply pay Priority Dispatch for the EMD and EPD courses as billed and that we learn from this.
SECONDED AND PASSED

In further discussion on the Academy, Ms. Nicolaisen noted that the "option" of sending her personnel for the EMD course alone was not open to her people in the last Academy.
Mr. Ostroskey affirmed that the agreement with Priority Dispatch allows this. He also noted that PD retains the right to advertise for these classes outside the Academy. It is not known why the Amesbury people could not attend.
Mr. St. Jean suggested that we look for local instructors for these products. He noted that New Bedford runs full 'in-house' training via APCO.
Further discussion later.

Ms. Carroll states that the next Academy (Mar 29-Apr 30) WILL fit the budget so this problem will not be repeated.
MOTION by Mr. Hansen: That the sitting President of MCSA is empowered to set tuition of the Academy based on expense proposals.
SECONDED AND PASSED

Re the upcoming Academy, Mr. Ostroskey understands that details were discussed with MCSA personnel. This produced an itemization for the next school. SETB stands ready with this tuition, pending approval by the Association. This will include EMD and EPD via Priority Dispatch. He commented that there is only now a methodology for spending training funds (drawn from the Wireline fees). An RFP is being issued so SETB can pick whoever is on the list of vendors for this service (Priority Dispatch, APCO, PowerPhone, etc) under contract. For this Academy MCSA gets to pick who because the Association will be paying for it.

Mr. Fosque asks WHO makes decisions of WHAT goes into the Academy curriculum?
Mr. Ostroskey replied that the Training Advisory Committee does. Although the initial standards were demanded and developed by MCSA, now the TAC makes recommendations. But the Board makes the final decisions.
Mr. Fosque suggested that a Memorandum Of Understanding be drawn up to reflect and formalize this.

TRAINING ADVISORY COMMITTEE

Mr. Hansen reports that the TAC met on Feb. 4. He noted that 2 of the 3 MCOA representatives were present. There was discussion on expansion of training and an outreach program outside of the formal Academy. TAC believes that the Academy should remain an integral whole since it is still young. They expressed to SETB that they want a strong hand on curriculum and SETB agrees.

Mr. Garrity added that there was discussion of alternative features and discussion of multiple-choice vendors as noted in the above comments re EMD/EPD. There was also discussion of "Modular" training programs.

He tells us that the SETB survey of PSAP training needs is back and gave us a summary of the report. This will form the base for future discussion on training needs.

The survey is attached to this mailing as a .pdf file.

Mr. Hansen hopes that we will view TAC as a clearinghouse. In other words, flood them with ideas to be brought to SETB.

Asked by Ms. Carroll if TAC has a time frame for meetings, he replies that April 3 is the next scheduled meeting with the Training Committee.

Mr. Fosque states we need to work on budgets and funding in our centers so we can free up personnel for any training opportunity that comes up.

Mr. Fosque again raised the topic of the former New England Institute For Law Enforcement Management. The Institute was a forum where all manner of training related to Public Safety was conducted. He believes that something like this may be a good model for "Post Grad" training for PSAP personnel, beyond the Academy. It could be affiliated with some educational institution for mutual benefit. We shall have to study this closely.

Speaking of training:

MARCH TRAINING WORKSHOP

Ms. Favreau was unable to come today but sends word that information re the 24th should have been sent out over LEEPs. Updates will be emailed as they come. Let's talk it up among our peers. Here are some details:

- **DATE: MARCH 24 (07:30 TO 15:30)**
- **LOCATION: RADISSON HOTEL, MILFORD MA (OFF I-495)**
- **COST: $25 PER PERSON FOR MCSA MEMBER AGENCIES AND $35 PER PERSON FOR NON-MEMBER AGENCIES**
- **NO LIMIT ON ATTENDANCE PER AGENCY**
- **INFORMATION:**
    - **LESLIE CARROLL (781-893-3700)**
    - **LAURIE FAVREAU (978-632-5600)**

Check the MA911.org site for downloadable lists of seminars as well as a "bill" so you can formally charge this to your agency.

MEETING FORMAT CHANGES

As mentioned over several meetings, the monthly format for MCSA meetings may be a challenge for busy supervisors. Mr. Polonsky noted that budgeting and staffing issues make it difficult to free up people to go to all or most of the meetings. He suggests an alternative: change to meeting

every other month for General meetings. This would alternate with Regional meetings, which may be more accessible to members.
Another alternative would be to go bi-monthly with a Board of Directors or Executive meeting on the other month.
The Board will poll members for their preferences and report back. If any member has ideas on this, please email us (oh heck, you can even call us) with your ideas. It was suggested that we could also conduct a sort of on-line colloquy via the Association website (MA911.org).

MA911.ORG
This also is a good point to offer our thanks to George Fosque for his tremendous work on the MA911.org site. If you have not visited there, please do. It is growing and has much information of value and interest to our members.

Among other tidbits on the site is how to find our members (since we voted down the wearing of funny MCSA hats). Go to the members list and you will find our "rogues gallery" in both HTML and Excel formats. These can be downloaded for your own convenience and are updated on a regular basis. Check out the breadth of experience and the numbers of agencies we involve!

You can also check to see if YOU are still there and if your contact information is correct. If not, on either hand, let us know. I am still hoping that I can shift to a completely electronic distribution of this newsletter, so if you don't get this by e-mail and you have an e-mail address please send it to me.
Now, don't worry, if you have not yet been blessed by the Internet touch (lucky you) I will still fax or send this by regular post. I have found that the number of mailings is low enough that I am able to wash out the taste of mucilage and stamp glue from my tongue well enough. (I've found that Scotch works well...*just kidding!*)

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NEXT MEETING: At the March Training Day (March 24) in Milford MA. Meeting will commence at our luncheon.

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Meeting adjourned to a very nice deli luncheon and some good conversations with our Communications Brethren and, er, Sistren. (Is that a word?)

Adjourned: 12:15 S.J. Cote, Recorder