Massachusetts Communications Supervisors Association

"Developing Dispatchers & Dispatch Centers"

Board@ma911.org

Christopher Campbell
Seekonk Communications
President
president@ma911.org

Donald Hancock
Billerica PD
Vice-President

Mary Ann McLaughlin
Acton PD
Secretary

Paula Snow
Cambridge ECC
Treasurer

Warren Gould
Boxford Communications
Essex County VP

Tracy Eldridge
Rochester Communications
Southeast Regional VP

Laura McGerigle
Newton PD
Middlesex-Suffolk County VP

Laurie Lyons
Gardner PD
Worcester County VP

Erin Hastings MSP
Western Regional VP

Stephen Hooke
911 Commission Representative

November 16, 2016, MCSA Meeting, Boxford, MA

Meeting called to order by ChrisCampbell at 10:15am; 17 attendees, 16 agencies.

State 911 Department – Monna Wallace, NG911 Update
NG911 has been deployed to 28 PSAP's. Boxboro PD was the first deployment, thanks to Brenda Santucci the install was quick and seamless. Mapping is the golden nugget on the system. The TTY is completely different, it's like text messaging; the tweedle is audible on the handset, before the message pops. The delay could be up to 20 seconds, and you may be able to hear caller. The ringer is heard from the Polycom phone. The sound bar in the PC has an extra ringer, however if the volume is turned down the entire system is down. The abandoned call sound is subtle, rings every 30 seconds.

The ACD Solution has come to a dead halt for serious deficiencies. ECW and Motorola have been working for months on the ACD solution. An ACD has been installed in a lab, ACD sites are invited to preview. The jackbox is a critical piece for how the ACD operates.

Training – DGIT has three full time trainers, more are needed. The sites are in Westwood, Maynard, Middleboro, Springfield, and adding a new site in Chicopee.

Admin training is not a required certification, but highly recommended. Admin classes held every Friday for 4 hrs. The DSS logger is staying in place.

On your cutover day a trainer arrives at 8:30am, at 9am traffic is sent to your alternate; internal changes are made and tested, followed by test calls made into the system. After testing the traffic is brought back from the alternate. Wireless test calls are made to check the mapping and ensure all features are working properly. The trainer is present for support and the login process. Two logins are required to log in and out each shift.

Third party QA is not approved in the State 911 grant guidelines. Natick is conducting a three month pilot. State 911 may look at the guidelines and make changes down the line.

Text to 911 will be going to a Text Center and info will be relayed to the PSAPs.

Public Education – Education for Kids is a new website. Contact Ronnie Zuniga, 508-821-7205, Ronnie.Zuniga@state.ma.us

Business Meeting - Congratulations to Sarah Finnerty on her new supervisor's position in Maynard.

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Power Phone - Thalia passed away November 15, 2016, the Association with send a letter of condolence on behalf of MCSA.

New Business - March Training – Working on a couple speakers, open to ideas or suggestions.

CISM Conference – Don Hancock announced a Critical Incident Training at the MFA, December 16, awaiting 911 approval.

Donation – Charles Goodwin made a motion for a $250.00 donation to the family of Sgt Allan Brandt, Fairbanks, Alaska, shot and killed in the line of duty. Alaska does not have death benefits or insurance. Don Hancock discussed the size of the donation, setting a high standard. After discussion, motion amended, seconded, and passed unanimously during New Business.

NERAC – No report.

SIEC - Warren Gould reported a busy month. Monetary expenditures were made in Chelsea. The Central Region is outfitting SWAT and Motorcycle teams with radios. Springfield area is now encrypted; Central MA working on issuing radios and mobiles with interoperability capabilities. The state SWIC went to NY City after their marathon to observe their procedures and was very impressed. The First Net contract is with national vendors, AT&T and Revada; First Net is moving along with the nationwide network.

SE Regional VP - Tracy Eldridge, Rochester, is stepping down from her position in Rochester. In December there will be an opening for the SE Regional VP position and on the Eboard.

State 911 – Chris Campbell advised the November Commission Meeting was cancelled and rescheduled in December, date TBA. Chicopee is walking away from dispatch operations and being absorbed by the SP. The state is taking over, at no cost to Chicopee, sometime around January 1, 2017. MCSA maintains this is a dangerous precedent in the state and there's a lot of opposition within the commission.

Treasurer's Report - $21,366.35 in account, one donation to be sent, and invoices going out over the weekend. Last year's membership tally includes 74 agencies and private companies. Motion to accept report, seconded, and passed unanimously

Secretaries Report – Motion to approve minutes of October Meeting, seconded, passed.

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Discussion regarding listing all names and agencies in minutes. Rosters available upon request.

VP Don Hancock – Website is up-to-date, members encouraged to share updated contracts and pictures of your Comm Centers and forward to Don. Tim O'Neil hired to work on the website, has been responsive to any issues and is working well.

President's Report - Retirement – still no movement on Beacon Hill, will be in contact with moving forward next year. There will be a refiling in January. There is a limited open period for Senators and Representatives to sign on. More co-signers, more weight. A lot of progress has been made. Todd Smola stated the reason the bill made it as far as it did is because of MCSA's support by reaching out to elected officials. Any members interested in working on retirement, know it's a big commitment. A request was made to look into lobbyists. Members requested to contact unions for free lobbyists for the next legislative session.

CCM – Consider applying for the grant annually, it's an incredible and worthwhile experience. The David Connelly Award was brought home to Massachusetts by President Chris Campbell. He will be representing the state and the 2016 CCM Class at the Navigator Conference. Congrats to Chris!

Old Business - Meeting sites and locations, contact Mary Ann McLaughlin. The December 21 meeting is at the Essex County Regional Center in Middleton.

Meeting adjourned 12:50pm.

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Stephen Hooke
911 Commission Representative

Boxford Town Hall
November 16, 2016

Name	Agency/Business	Email
Don Hancock	Billerica	On file
Ron Duke	Boxford	" "
Charles Goodwin	Natick	" "
Theresa Burke	Hudson PD	" "
Dave Squires	Belchertown PD	" "
Lauren Mielke	Easthampton	" "
Debra Light	Oxford PD	
JoAnn Somers	Oxford PD	on file
Scott Newkirk	Hendrickson Co.	" "
CHRIS CAMPBELL	SEEKONK COMM	ON FILE
LeeAnn Delp	Essex County REC	on file
Dave Luciano	Stoneham Disp/PD	on File
Corey Swift	Wilmington Dispatch	cswift@wilmingtonma.gov
Beverly Santucci	Boxborough P.D	bsantucci@boxborough-ma.gov
PAUL POLONSKY	IPSWICH PD	ON FILE

Boxford Town Hall
November 16, 2016

Name	Agency/Business	Email
MaryAnn McLaughlin	Acton	on file
Kevin Lessard	Brookline	on file

MCSA NOVEMBER 16, 2016

NAME	AGENCY	EMAIL
Don Hancock	Billerica Police	on file
Ron Dole	Boxford Comm.	on file
Charles Goodwin	Natick PD	on file
Theresa Bryce	Hudson PD	on file
David Squires	Belchertown P.D.	"
Lauren Mielke	Easthampt	