# 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*

Warren Gould
Boxford Communications
*Treasurer*

Lee Ann Delp
ECRECC
*Essex County VP*

Anthony Fowler
Holbrook Communications
*Southeast Regional VP*

Laura McGerigle
Newton PD
*Middlesex-Suffolk County VP*

Laurie Lyons
Gardner PD
*Worcester County VP*

Erin Hastings
MSP
*Hampden/Berkshire Counties VP*

David Squires
Belchertown
*Franklin/Hampshire Counties VP*

Stephen Hooke
*911 Commission Representative*


**November 15, 2017, South Worcester County Communications Ctr, Webster, MA**

Meeting called to order by Chris Campbell at 10:04am; 31 Attendees; 25 Agencies

**Presentation** – Peter Grace - MassGIS is the State Agency responsible for maintaining the information behind the map in NG911. In particular, streets, address points, and emergency service zones. MassGIS receives Map Discrepancies and sends all ALI discrepancies to DDTi.

Alpha Sales Presentation – Tim Fedish, Detailing and preventative maintenance of dispatch positions, wire management.

**NEREC** – Chris Ryan – Essex County Fire Chief's Association Study received a successful quote from Delta Works. The Fire Chief's study for a communication roadmap is due Jan/Feb 2018. NENA meeting to follow MCSA Meeting - NG911 Enhancements

**SIEC** – Melissa Nazarro – Next meeting Nov 29, working on full SIEC mtg first quarter of next year; Executive Management Mtg.

**State 911 Commission** – Steve Hooke – No meeting since late spring. Development Grant recipient list on 911 website.

Chris Campbell – State 911 working to resolve issues with GDIT. MSCA and Mass NENA forming a working group with the intent info gets to the right people at State 911 and GDIT to address our concerns. Contact Chris or Shad with any issues.

Monna – Down to less than 5 PSAP's to cut over to NG911. It's been an education process with GDIT; help desk not in the best shape. Text to 911 – Nantucket going live for a pilot program the first week of December; it will be quietly turned on, no public announcement, testing the different carriers. The deaf and hard of hearing will finally have access to 911. PSAP's will receive a relay call from the text center; fairly simple process. The website is not user friendly right now. The Newsletter included a job aid to locate fiscal, training, and grant paperwork. No contact numbers listed, checking with EOPPS to add contact info to the site. A request was made to provide an update when centers begin taking wireless calls.

**Website** – Don Hancock requests job descriptions and employee and management contracts be sent to dhancock@ma911.org; Erin Hastings assisting.

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**Training Committee** – Mary Ann McLaughlin - March 2018 Training – Presenter Gordon Graham, possibly two days of training; is checking on pricing and venue. March 2019 Training – Ann, Goodie, and Mary Ann looking into a conference with a keynote speaker and breakout sessions; considering Adam Timm, Nathan Lee, and Gordon Graham. Committee may be reaching out to the membership for sponsors and vendor contacts.

Mary Ann, Laurie and Laura – April 2018 Dispatcher Gala – Looking at various options, association may be requested for financial support, vendor sponsorship, and a request to vote for funds. Any interest in joining the committee, reach out to Chris or Mary Ann.

Treasurers Report – Warren Gould – Plugging away at invoices, through letter M, sent via email. Invoices past M will definitely be sent by the next meeting. Balance - $23,164.66. 20 members paid, approximately 58 outstanding invoices. Report accepted.

Secretary's Report – Mary Ann McLaughlin - As presented; January and April meeting sites available. Report accepted.

Chris Campbell appointed Kevin Lessard as CoVP for the Southeast Region after the Annual Mtg. A formal election is required per the bylaws. Nomination by Greg Lynskey; Seconded by Don Hancock; Voted unanimously.

Retirement – Oct 31, MCSA and Mass NENA testifiec before the joint comm on public service. The only hearing ot be heard on H1449 and S1479. Introduced by Jay Barrows, testified in favor of both bills. Testimony by Chris, Shad, Don and unsolicited Umass Amherst Police Officer. Testimony well received, committee will continue to receives written testimony, info on website. Cameron Doherty. Next steps favorable recommendation oout of committee go back to respective chambers and follow up throught the process most likely ways and means, second reading, come out favorably third reading vo passes all the way up to the governotrs desk. Rep Smola in the morning and in the afternoon with retirement committee. Don met with Senator Brady. Chris shad and chris met with rep spiliotis. 45 min with speaker of the house. Chris and sarah met with 1 hr with speaker dileo and aide very productive, extremely engaged, asked questions abou the job and impacts of the bill to gain a better understanding. Seemed supportive, making stron g progress. Every meeting emphasized in the last legistlative session made it to 3rd reaeding on

69 co sponsers in house and 28 in senate, level of interest and support has grown, not gone unnoticed. Thank Retirement commm and that came out and submitted testimony. Call legistators where you live and work, make voice known, get bills out of the committee. Shad gave recognition to Chris for all of his hard work. Retirement

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*Franklin/Hampshire Counties VP*

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committee and other s have lent a hand and played critical roles. Team effort, thanked for support and acknowledgement. 1 year in greade to retire out of that group, Work with PERAC,

Don motion send letter to Umass Police officer giadano thanking for his support, spoke highly of dispatdhers across the commonwealth.

Appointing Srah Finnerty to Retirment Committee played a key role and has worked nicely with committee.

Next meeting Hudson PD, 911 MUnicpal Drive

Adjourned 11:32; NENA meeting to follow.

Next meeting Hudson PD, 911 MUnicpal Drive

**SWCCC, Webster, MA**
**November 15, 2017**

| Name | Agency/Business | Email |
|---|---|---|
| Warren Gould | Boxford | on file |
| Don Hancock | Billerica | on file |
| Erin Hastings | MSP | on file |
| Greg Lynskey | SWCCC | on file |
| Mary Ann Mclaughlin | Acton | " " |
| Chris Campbell | Seekonk | " " |
| Peter Grace | Mass GIS | ~~peter~~.grace@mass.gov |
| Steve Hooke | Holbrook | |
| Lauren Mielke | Westfield | on file |
| Scott Newkirk | WA Hendrickson Co | " |
| Laura Kilgour | Amesbury | " |
| COREY SWIFT | Wilmington | on file |
| Chris Ryan | Essex REC | on file |
| Matthew Barstow | MSP | On file |
| BUTCH GARRITY | MSP | on file |

**SWCCC, Webster, MA**
**November 15, 2017**

| Name | Agency/Business | Email |
|---|---|---|
| Gary Premo | MECC | gpremo@mecc.lispatch.org |
| Melissa Nazzaro | EOPSS SWIC | Melissa.Nazzaro@Massmail.State.ma.us |
| David Squires | Belchertown PD | dsquires@belchertown.org |
| Sarah Finnerty | Maynard PD | sfinnerty@townofmaynard.net |
| Anthony P. Newell | NVRECC | anewell@nvrecc.us |
| Penny Ryan | Charlton PD | penny.ryan@townofcharlton.us |
| Barbara Boiteau | Sturbridge PD | on file |
| Heather Newton | Gardner PD | hnewton@gardner-ma.gov |
| Danielle Kilty | gardner PD | dkilty@gardner-ma.gov |
| Michael Shanley | WEC | on file |
| SHAD AHMED | ESSEX 911 | Shad@ecrecc.org |
| Kevin Lessard | Braintree 911 | on file |
| TIM FEDISH | Alpha Sales Group | timealphasalesgroup.com |
| Stacy Poutas | Newton PD | spoutas@newtonma.gov |
| | | |

**SWCCC, Webster, MA**
**November 15, 2017**

| Name | Agency/Business | Email |
|---|---|---|
| Kaitlyn DiBuono | SWCCC | dibuonok@swccc911.net |
| Julie Kelly | Newton | jkelly@newtonma.gov |
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**March 28, 2018** – Gordon Graham; considering a second day

**March 2019 – Conference**

Keynote Speaker

Nathan Lee, Adam Timm and Dr. Joe

Sponsors

Vendors

Assistance reaching out to contacts

**April 2018 Dispatch Appreciation Event**

IGC

Cost - $30.00/Person

Dinner and DJ

Lodging available

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**Monthly Meetings 2018**

January and April available

THE INTERNATIONAL

# Corporate Contract

| Client/Organization | Event Date | Booking Contact | Sales Rep | Event # |
|---|---|---|---|---|
| MA Communications Supervisors Associatio | 4/7/2018 (Sat) | Mary Ann Mclaughlin | Maria Ambach | E02887 |
| Address | | Booking Email | Booking Tel | Pln Guests |
| 500 Taunton Ave, Seekonk, MA 02771 | | mmclaughlin@acton-ma | (978) 929-6600 | 175 |

| Party Name | Theme | Category | Theme |
|---|---|---|---|
| Dispatcher Appreciation Gala | Dinner | Business | Dinner |

*Dear Mary Ann Mclaughlin,*

*Thank you for selecting The International to host the Dispatcher Appreciation Gala on Saturday, April 07, 2018*

*Enclosed you will find the Sales and Catering Agreement for the event.*

*This is an outline of the arrangements we have discussed thus far. Please contact me if you need to make any changes to the agreement or to note any items you would like to discuss further.*

*Please review the agreement, sign and date, and return it to my attention to confirm your event.*

*Thank you and I look forward to working with you to make this a successful event!*

*Thank you,*

*Maria Ambach*
*Maria.Ambach@TheInternational.com*
*(978) 779-1332*

## SITE LOCATION

Site Name

## BANQUET ROOMS

| Banquet Room | Date | Start | End | Description | Setup Style |
|---|---|---|---|---|---|
| MDR/EDR | 4/7/2018-Sat | 6:00 pm | 11:00 pm | Dinner Buffet | Rounds |

## FOOD/SERVICE ITEMS

| Food/Service Items | Price | Qty | Total |
|---|---|---|---|
| Dinner Buffet | $29.00 | 125 | $3,625.00 |

*Homemade Rolls & Butter*

*Mixed Greens Salad*

*Chefs Choice of Pasta*

*Chicken International - Pan-seared chicken encrusted with Parmesan cheese & sauce supreme and served with tomato & scallions*



159 Ballville Rd., Bolton, MA 01740
Telephone: 978-779-1339 Fax: 978-779-0231

*Chefs choice of starch and veg*

*Chefs choice of dessert*

| | | | |
|---|---|---|---|
| Cashier Fee for Cash Bar | $75.00 | 1 | $75.00 |
| Dance Floor set up and breakdown | $200.00 | 1 | $200.00 |

| | Food | Beverage | Golf | Equipment | Labor | Room | Other | Hotel | Total |
|---|---|---|---|---|---|---|---|---|---|
| Subtotal | $3,625.00 | $0.00 | $0.00 | $0.00 | $275.00 | $0.00 | $0.00 | $0.00 | $3,900.00 |
| Admin Fee | $217.50 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $217.50 |
| Service Charge | $543.75 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $543.75 |
| Taxes | $226.93 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $226.93 |
| Total | $4,613.18 | $0.00 | $0.00 | $0.00 | $275.00 | $0.00 | $0.00 | $0.00 | $4,888.18 |

| | | | | | |
|---|---|---|---|---|---|
| Subtotal | $3,900.00 | Paid | $0.00 | Pay Method | Direct Bill |
| Tax | $226.93 | Balance | $4,888.18 | | |
| Service Charge | ~~$543.75~~ | | | | |
| Total Value | $4,888.18 | | | | |

+400

5288.18

30% 25. — = 3750 1500 MCSA

5250 − 4888.18 361.82 DJ.

**CONDITIONS OF ACCEPTANCE for 2017 Events**

**1. GENERAL INFORMATION:** All bookings are considered to be held for you on a tentative basis until a signed contract is received by the International from the group contacts. Cancellations received more than 180 days in advance of the event are permitted without penalty. You are responsible for payment in full of the estimated value of your event for cancellations received within 30 days of the event date unless The International can resell your space at the same value. Our space is usually booked well in advance and cannot be readily resold if canceled. All deposits are non-refundable and non-transferable.

Initial _____

**2. FOOD AND BEVERAGE**: The minimum number attending the event is indicated on the contract. For group golf, there is a minimum purchase of two meals required. The guarantees for the meals must be equal to or more than the number of golfers. After acceptance of the function by The International, the number attending cannot decrease below the minimum given. This figure represents the number for which the patron must pay; regardless of how many fewer actually attend. This number shall constitute a guaranteed minimum, and the patron will be charged accordingly for the minimum plus any additional attendees. **An exact count of the number of attendees to be served is required by 12 Noon ().** Prices quoted herein are subject to proportionate increases to meet increased costs of supplies or operations at the time of the event, due to increases in costs of commodities, labor, taxes or currency values subsequent to the signing of this agreement and patron agrees to pay such increased prices. Prices will be guaranteed 90 days in advance of an event. A gratuity of 15% and administration fee of 6% will be added to all food and beverage items. All prices quoted, unless otherwise noted, are subject to Massachusetts State Tax, currently 6.25%. Should your organization have tax exempt status, the club must receive the current ST-2 and ST-5 tax exempt forms. The International reserves the right to open or close any food and beverage outlet to better service guests.

Alcoholic Beverages
All alcoholic beverages must be purchased from and consumed at The International. All alcohol purchased must be made with a valid form of identification. All beverages in violation will be confiscated.

The International and its agents reserve the right to refuse alcohol service to any individual deemed intoxicated at any point during



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the duration of the individual's time on property. When applicable, the refusal of service may result in the loss of use of a golf cart.

The parking lots and driveways of The International are considered "public roads" pursuant to ABCC regulations and therefore no alcoholic beverages may be consumed in these areas.

Initial _____

**3. GUEST LODGE**: Group Requested Block of Rooms: Pertains to both Rooming Lists provided by the event contact or Individual Call-In Reservations: Guest Lodge Direct Line 978.779.1320

You may reserve a block of rooms to be held for your group. **Thirty-five (35) days** prior to the arrival date, you may release up to and including 10% of your room block, without incurring cancellation fees. Within 35 days of arrival, the organization is responsible for payment of the remaining rooms you have reserved. Any rooms not picked up at Thirty-Five (35) days prior to arrival will be released and rooms will still be offered to your guests at the agreed upon rate based upon availability.

Individual reservations may be canceled up to 72 hours prior to arrival at no penalty. Within 72 hours, the entire reservation will be charged accordingly. If a guest arrives after the date specified or departs before the final day of reservation, you will still be responsible for the applicable room charges. Unlike city hotels, our accommodations are limited, are usually booked well in advance and cannot be readily resold if canceled on short notice. Check-in time is after 3:00 p.m. and checkout time is by 11:00 a.m. Late checkouts and early arrivals are available based upon pre-approval from the Front Desk Supervisor and will be charged accordingly.

**A rooming list is due 2 weeks (14 days) prior to the group's arrival for all group reservations**

Initial _____

**4. PAYMENT TERMS**: A deposit of twenty-five percent (25%) of anticipated final invoice due upon receipt of original signed contract. A second deposit of fifty percent (50%) of anticipated final invoice due fourteen (14) days prior to event. Final payment due fifteen (15) days from date of patron's receipt of final invoice. A credit card will need to be on file for any day-of incidental charges. A 1.5% finance charge will be applied to any unpaid balance. For your convenience, if a credit card is used for actual payment, an additional 2.5% processing fee will be added to your bill.

see below for deposit schedule

Initial_____

**5. INDEMNIFICATION** (see addendum)
The performance of this agreement by either party is subject to acts of God, of war, government regulations, disaster, strikes, civil disorder, curtailment of transportation or other emergencies that make it inadvisable, illegal or impossible to provide the facilities or hold the event. This agreement may be terminated for any one or more of these reasons by written notice from one party to the other. There shall be no right of termination for the sole purpose of holding the event at another facility or city. Each party to this contract agrees to indemnify, defend and hold harmless the other from any liability, loss, damage or expense incurred in connection with any actual or threatened claim, suit or action arising out of or related to negligent acts or misconduct of either party or its respective officers, directors, employees, agents, contractors, members or participants (as applicable) provided the party to be held harmless, defended and/or indemnified was not contributory negligent.

I acknowledge that I have read, understand, and agree to the attached General Information and Conditions of Acceptance, as well as to standard club policies of The International and that the undersigned group/organization agrees to be bound by said terms, conditions, and policies.

Initial_____

**6. Golf Cart Rental Agreement**
The following paragraph has been reproduced from our Golf Cart Rental Agreement. Below it has been adapted to fit a group outing where a sponsoring group will assume responsibility for the participants involved in their event day.



159 Ballville Rd., Bolton, MA 01740
Telephone: 978-779-1339 Fax: 978-779-0231

General Terms of Rental
In Consideration of the rental of a golf cart, I agree to 1. Leave the cart in as good a condition as I received it. 2. Reimburse the owner for or pay for any damages sustained to the cart during this rental period. 3. Defend, indemnify and hold the owner and his agents harmless from and against all claims, suits, and liabilities without limiting the generality of the foregoing, for any and all damages to property or person, including, but not limited to injury, death, or damage to any property whatsoever, caused by, arising from, incident to connected with, growing out of, or related to the use and/or of the golf cart during this rental.

As the sponsoring organization of a golf outing at The International, I hereby: 1. Agree to hold harmless, indemnify and defend The International and its owners and agents from and against any and all injuries and damages of any kind whatsoever to any person or entity arising out of or in any way resulting from the negligence or reckless use or operation of the subject golf cart; 2. Agree to reimburse The International for any such damage done to any golf carts; 3. Agree to notify all attendees that any person not of legal driving status is not allowed to operate a golf cart. Signature of the Tournament Director or agent of the tournament on the contract will constitute compliance with the golf cart rental agreement.

Initial_____

I acknowledge that I have read, understand, and agree to the attached General Information and Conditions of Acceptance, as well as to standard club policies of The International and that the undersigned group/organization agrees to be bound by said terms, conditions, and policies.

**Signed Contract, Terms & Conditions must be received by 11/3/2017**

**See deposit schedule for payment terms**

25% of anticipated bill due at signing $2,000.00 by 11/3/2017
50% of anticipated bill due two weeks prior to event $4,000.00 by 3/23/2018
Final payment is due 15 days after receipt of Final Invoice

Client: _____ Date:_____

Sales Rep:_____ Date:_____



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