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

Anthony Fowler
Holbrook Communications Ctr
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

December 20, 2017, Hudson PD, Hudson MA

Meeting call to order by Chris Campbell at 10:04am; 44 Attendees; 33 Agencies

CCM Award Recipients – Project Presentation – Liz Belmonte, Cambridge; Terri Bryce, Hudson; Joe Crean, ROCCC; Mike Griffin, Salem; Dan Lally, Chelsea. Grant recipients presented an amazing project and reflected on a great experience, the networking opportunities, and highly recommend applying for the grant.

NERAC Report – Chris Ryan – Continuation of the Essex County Fire Chief's Communication Study - developing a comprehensive survey on how communications is working in Districts 5 and 15. Final copy will be made available.

SIEC Report – Warren Gould – No meeting.

State 911 Report – Steve Hooke

- NG911 update – all PSAP's cut over, working on issues and concerns on NG911. Disgruntled dispatchers calling the Help Desk are being negative to GDIT people; requested to cooperate and work through the proper channels.
- Working on new recording capabilities to replace some recording equipment.
- Text to 911 – Boston and Nantucket accepting text messaging directly; trial first quarter of 18; Framingham and Essex will be relays the first quarter of 18.
- Wireless Direct – 52 PSAP's interested; 21 currently accepting calls; State 911 pushing Wireless Direct.
- Development Grant will be voted on at the next meeting in January. Last year grant was raised from 8 to 12 million. Requested a 15 million increase.
- Discussion regarding funding a State Police radio system or statewide radio system indirectly using 911 funding. An increase of the surcharge from $1.00 to $1.50 proposed with the .50 increase over next few years to fund the system. The Commission was assured they wouldn't pull out the money for PSAP's and Regionals, the increase is for the project; DTC approval required. Upgrade from 700/800 radio system to a digital system, leftover funds available for PSAP's.
- Surcharge was designed to support PSAP's and regionalization not radio systems. Standards Committee hasn't been utilized in years to review before t going before the Commission. Steve requested Frank Pozniak bring the Standards Committee back and place request on the January agenda. Previously it was a seven member committee, Frank wants five members; as long as a dispatcher is on the committee. Surcharge request is tied together to the Development Grant; difficult to be opposed to increase.

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Chris Ryan - Text to 911 pilot in Nantucket has some bugs, unable to turn on, expected first quarter of next yr. Essex and SP relay sites, one text at a time. EMD has not been fully addressed, will not have to EMD, but not in writing. Translation services issue; possibly utilize Google Translate. Phase 0 location accuracy provides phone number but no carrier. GDIT is contracting for an additional 21 reporting enhancements. Report submitted by NENA and MCSA regarding NG911 enhancements.

Website – Don Hancock unable to attend; requests executive and line level contracts.

Training Committee – Mary Ann McLaughlin – Signed contract for one day training at IGC, March 28, 2018 with Gordon Graham; awaiting State approval for con-ed. Price raised to $175.00, includes training and meals. 2019 Training - Anne, Goodie, and Mary Ann working on multi-day conference with Adam Timm, Nathan Lee, and possibly Gordon Graham; open to suggestions. Laurie Lyons attended Adam and Nathan's Summit Conference – more info provided, surprised at the changes, they would like to work with MCSA for a summit in Massachusetts. Great program!

Treasurer's Report – Warren Gould - All invoices sent out, advise if you didn't receive one. 43 memberships paid. Account balance $25.165.28. Report accepted.

Secretary's Report – Mary Ann McLaughlin - As presented; Report accepted.

President's Report – Annual Board Meeting March 27, 2018. Retirement – no movement on either of the bills. Lengthy discussion with Senator Feeney, who replaced Senator Timilty, in reference to the bill, committed to advocating for the original bill in the Senate that was proposed by Senator Timilty. He is the Chair of one of the committee's on Public Service and has made a commitment to both bills coming out of committee with a positive recommendation when they reconvene in January. Continue to submit testimony, make phone calls, and send letters, visit during open office hours to elected reps in towns where you live and work. Chris will be working with Senator Feeney to set up a meeting with temporary Senate President Chandler and will work with CCM group to submit CCM video as testimony for the retirement bill.

NENA – Shad Ahmed - Annual meeting held in January to draft bylaws and hold elections.

Training - February 15, 2018 Armstrong Ambulance, Woburn, Priority Dispatch QA Training, 8am-4pm, all vendors welcome. Trainings posted on website, looking into utilizing Constant Contact to push out training.

Meeting adjourned 12:00.

Hudson PD
December 20, 2017

Name	Agency/Business	Email
Charles Goodwin	Natick	on file
Maggie Ciccone	Newton	
LAURA MCGERIGLE	NEWTON	ON FILE
Scott Newkirk	Hendrickson Co / Watson Dispatch	" "
Anthony Fowler	Norfolk County / Holbrook	on File.
Chuck Joyce	Wrentham PD	on file
Gary Premo	MECC	" "
Terri Bryce	Hudson P.D.	tbryce@townofhudson.org
Laura Kilgour	Amesbury Police	on File
Lee Ann Delp	ECRECC	on file
Greg Lynskey	SWCCC	on file
STHS Athens	ESSEX 911	"
CHRIS RYAN	ESSEX 911	"
Jillian Parent	Athol PD	pdispatch@townofathol.org
Chris Ryan	ECRECC	on file

Hudson PD
December 20, 2017

Name	Agency/Business	Email
Rob Reardon	ROCCC	Reardon@duxburyfire.com
Steve Hoole	ROCCC	
Elizabeth Belmonte.	Cambridge.	ebelmonte@cambridgepl.org
Kevin Lessard	Bedford	On file
Heather Newton	Gardner	hnewton@gardner-ma.gov
Danielle Kilty	garaner	dkilty@garaner-ma.gov
Lisa Fiske	Worcester	FiskeL@worcesterma.gov
Erin Hastings	MSP	on file
Kristina Mozen	Nashoba RECC	
Stacy Poutas	Newton PD	on file
Corey Swift	Wilmington	on file
Michael Shanley	WECC	on file
Joe Crean	ROCCC	on file
Laura Lyons	Gardner	on file

Hudson PD
December 20, 2017

Name	Agency/Business	Email
David Squires	Belchertown P.D.	davidsquires1@hotmail.com
Ronald Dole	Boxford PD	on file
Warren Gould	Boxford	on file
Paul Polonsky	Ipswich P.D.	on file
Chris Campbell	Seekonk Communications	ON FILE
Mary Ann McLaughlin	Acton PD	" "
Lauren Mielke	Westfield Communications	" "
Stephan Hooke	Holbrook	" "
Anne Caman	Cambridge Emergency Comm.	acaman@cambridge911.com
Chris Archambault	Trinity EMS	CArchambault@trinityems.com
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Scott Newkirk	Watson Dispatch	Scottn@wahinc.com
Brad Smith	APCO	BSmith6555@aol.com
Michael Griffin	Salem PD	mgriffin@salempd.net
Daniel Lally	Chelsea Emergency Managarat	dlally@chelseama.gov