Massachusetts Communications Supervisors Association

"Developing Dispatchers & Dispatch Centers"

Christopher Campbell
Seekonk Communications
President

Donald Hancock
Billerica PD
Vice-President

Mary Ann McLaughlin
Acton PD
Secretary

Warren Gould
Boxford Communications
Treasurer

Lee Ann Delp
ECRECC
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Essex County VP's

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David Squires
Belchertown
Franklin/Hampshire County VP

Stephen Hooke
911 Commission Representative

Board@ma911.org

May 16, 2018, Cambridge Emergency Communications, 39 Attendees; 24 Agencies

Welcome: Christina Giacobbe, Exec Dir, Cambridge Emergency Communications

Presentation: Boston Area Peer Support Team – Critical Incident Stress Management and Peer Support for 911 Dispatchers

NERAC: Chris Ryan – COML Class, Wayland, June 4-8, 2018, priority to members; nerac.us.

SIEC: Warren Gould, no report. Chris Ryan - SWIC ran meeting, nothing major to report.

State 911: Steve Hooke, 911 Commission Meeting

- Attempting to get Standards Committee back, ten members of the Commission/Subcommittee will review and report back to the Commission.
- Wireless Direct - 45 PSAP's online, 82 requests, most receiving Phase II Wireless, six expected to be added before June.
- Text to 911 – State has changed thinking from Text Centers, leaning towards PSAP's, like Wireless Direct, taking on texts, with an EMD component. Haven't rolled out, technology issues, waiting for a couple carriers. May be an opt-in like Wireless Direct. Outsourced EMD Resources will give instructions over the phone, will not transfer call, and stay with initial texter, no relay. More details to follow including Interpreter Services.
- FY19 S&I and Training Grants issued May 15, 2018, on the website. Some Training Grants cut, emailed Frank Pozniak regarding cuts. If reduction is an issue, apply for Supplemental Grant.
- Development Grant – Waiting for DTC approval for increase from 8 -15 million, Public Hearing on May 23, 2018, expansion of Wireless. Grants due yesterday at 5pm, considerably less applicants than in previous year.
- Leadership Grant - Certificate of Compliance forms on website; prior to approval forms must be completed.
- 911 Department having conversations with RapidSOS, looking at a contract for location information on calls; still in discussion phase.

Discussion - ALI Discrepancies don't always contain info from night before unless run in Decision Station. Permanent fix late summer, early fall. Log and track GDIT; hold GDIT accountable. Notification to Wireless Centers when a town's 911 goes down, especially for transfers, a statewide message should be sent. Phantom Wireless TTY calls; 911 was aware and addressed issue.

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Did 911 Commission announce Verizon unable to dial 911? No acknowledgment, Steve Hooke spoke to Norm to notify PSAP's when there is a statewide issue; response pending.

Committee Reports:

Website – Don Hancock – Upgrading website during summer, requests more contracts. Invoice for website hosting, a couple options, discounts for multi- year renewal for hosting agreement; Eboard discussion. Chris Campbell requested cost numbers from Warren Gould.

Training – Mary Ann McLaughlin – Working on March 2019 venue and speaker. Ann Camaro – Adam Timm and Nathan Lee possibly next summer, may have to wait a couple years, moving around the country. CT Session State 911 approved.

Events – Laura McGerigle, nothing new.

Outreach – Anne Camaro and Greg Lynskey posting on social media. FB to Twitter is not working correctly, text only working. Pics, Events, or links may not go through; reverse far less stable.

Bylaws – Volunteers needed for review and to make changes, as on all committees. Contact President or email Board.

In order for Bylaw changes to take effect July 1, 2018, issues must be brought up at the May meeting. Chris Campbell proposing the following:

The bylaw was modified last year relevant to any midterm elections; process already in place for any vacancies. Proposed language is as follows:

Election Eligibility

Any individual of a member agency in current and good standing with the MCSA is eligible to hold an elected position within the MCSA.

Individuals desiring to run for an elected position with the MCSA must declare their intentions no later than the last regularly scheduled monthly meeting occurring prior to the annual meeting. Individuals shall declare the position they are seeking and shall indicate the agency they represent. Individuals, may, if they choose, provide a brief background about themselves and their candidacy. An individual need not be nominated to run for a position; they simply shall declare their candidacy.

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The Executive Board shall generate a voting ballot containing the names of all candidates for each position that will be voted on at the annual meeting. This ballot shall be available and distributed in "specimen" format to all member agencies in current and good standing at least 3 weeks prior to the annual meeting to ensure member agencies are informed of the upcoming election.

Each member agency in current and good standing is entitled to complete one ballot at the annual meeting, regardless of the number of individuals present from said agency. A member agency in current and good standing who is unable to attend the annual election may request an absentee ballot from the MCSA. Said request shall be submitted to the President in writing not less than 2 weeks before the annual meeting. The completed absentee ballot must be received by the MCSA prior to the annual meeting in order to be counted in the results of the election.

Discussion - Current members of the Bylaw Committee include Chris, Don, Mary Ann, and Charlie. Proposals will be included in the minutes of this meeting. Candidate does not have to be present at June meeting. Candidate may be elected without knowledge; if not present member does not have to accept position. Nominations may be accepted from the floor if no candidate; filling vacant spot from floor. Per bylaws, position may be appointed until filled, then announced at next meeting, followed by an election. Paper ballots this year.

Declarations at May Meeting:

President - Chris Campbell
Vice President - Don Hancock, Charles Goodwin
Secretary -
Treasurer - Warren Gould
Essex County VP - Lee Ann Delp
Essex County Co-VP -
South East VP - Anthony Fowler
South East Co-VP - Kevin Lessard
Middlesex/Suffolk VP - Laura McGerigle
Middlesex/Suffolk Co-VP - MaryAnn McLaughlin
Worcester County VP - Laurie Lyons
Worcester County Co-VP - Greg Lynskey
Hampden/Berkshire VP - Erin Hastings
Hampden/Berkshire Co-VP - Lauren Mielke
Franklin/Hampshire VP - David Squires
Franklin/Hampshire Co-VP –

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Only bylaw change to be voted on is relevant to the election process.

Regional VP Reports

Anthony Fowler – Southeast Holbrook Regional hiring three full time and two part time dispatchers; Deputy Director's position posted.

Erin Hastings – Chicopee regionalizing, expected to open July 1, 2019. East Long Meadow, Long Meadow and Hamden may be joining.

Laura McGerigle – Update on critically injured dispatcher; doing great at home, long road ahead, making leaps and bounds. Thanked everyone for their concern.

Greg Lynskey, Worcester - Lancaster FF died unexpectedly, MCSA put together a team from Gardner, Rutland, Ipswich and Worcester, covered two, eight hour blocks of coverage to Nashoba Valley; he was the son of a supervisor. Thanks to those that offered to assist. Laurie Lyons and Greg discussed to focus on a plan for single point of contact. There was some leniency from state 911, at least one APCO dispatcher. State 911 arranged temporary NG911 logons for that site. Plan presented moving forward. Melissa and Chris had a follow up discussion. SWIC is looking to integrate the whole TERT system under the COMU for the state. Discussed creating a roster and a bridge with Melissa; Mass TERT is a separate organization, lots of moving parts; a lot needs to be addressed and worked on. Operationally, 96 man hours provided, Nashoba employees stayed back; critical for local knowledge.

Auburn hiring first Communications Director, own department, posted on FB and Twitter, May 28, 2018 deadline; Don will post on website.

Last Friday hosted the mobile PSAP for testing; find an opportunity to see it, advanced and capable. p-ANI's from CT being pulled out in to NG911, no timeline.

Lauren Mielke – Westfield Priority Dispatch Class - State 911 contracting with Priority to host initial EMD class, July 9-11, 2018.

Lee Ann Delp - Essex County looking for per diem/part time dispatchers, $25.52/hour, APCO EMD. Wireless only, 2 shifts/week, 16 maybe 20 hours per week.

Mike Shanley - City of Worcester Communications Center - hiring eight now, eight more in 3-4 months.
State 911 posted Deputy Director for Wireless 911 Operation.

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Treasurer's Report: Warren Gould - $25,438.26 balance; $3090.00 to be deposited after meeting. Outstanding invoices from Training Event, five communities unpaid, Gardner, Lowell – to discuss with Eboard, Newton, Waltham and Wilmington. Memberships - $4250.00 outstanding, long list; see Warren. Report approved.

Secretaries Report: Spelling correction, NEREC to NERAC; report approved. Mary Ann McLaughlin – 2019 Monthly meeting locations, March, April June filled; see Mary Ann after meeting to schedule.

Michael's Harborside headcount due 14 days prior to meeting, announcement will be sent out early; June 20, 2018.

President's Report – Chris Campbell – Leadership Program approved in FY19 Grant cycle; requesting members to serve on the Selection Committee, especially past CCM members. Don, Chris, Warren, Erin, Kevin volunteered; send an email to of interest to Chris. CCM online class starts in July; need to begin selection process, have grant turned in and approved and active prior to incurring any expenses. San Antonio, TX.

Retirement, need to make noise. Beacon Hill still in turmoil over Senate President stepping down, Bills are currently in the Senate Ways and Means Committee, Karen Spilka is reported to be next Senate President. Originally she wasn't overly welcoming to the Bills; reach out to Karen Spilka. Phone calls, letters, meetings, keep up the pressure. Session ends December 31, 2018. The Chair of the Senate Ways and Means determines if the Bill moves forward. Seven members are co-sponsors, the Chair decides if it comes up before committee.

Retirements – Blair Sutherland, SP Director, last day on Friday. Long-standing and dedicated member of the Public Safety Telecommunications field extended an invitation to the June meeting to extend thanks.

Chuck Ouellette, Director of Communications, Lowell PD retiring the end of May, try and attend June meeting, he may be one of the founding members of MCSA. Congrats to both.

Don Hancock – June 11-13, 2018, Individual Crisis Intervention and Peer Support & Group Crisis Intervention, DFS, Stow, will add to website.

Meeting adjourned; lunch provided by Cambridge!

Cambridge Emergency Communications Center
May 16, 2018

Name	Agency/Business	Email
Laura Kilgour	Amesbury Police	kilgourl@amesburyma.gov
LAURA MCGENIGLE	NEWTON PD	ON FILE
Sarah Finnerty	maynard pd	on file
David Luciano	Stoneham PD/D.SP	on file
Cory Swift	Wilmington	on file
Katelynn O'Guera	ECC	Koguerra@Cambridge911.org
Vanessa Ward	ECC	~~[illegible]~~ Vward@cambridge911.org
Joe Davis	ECC	JDavis@Cambridge911.org
Tim Cerasale	Cambridge ECC	tcerasale@cambridge911.org
Scott NewKirk	Watson Dispatch	on file
Brian Kamp	Westwood PD/FD	BKamp@westwoodpd.org
Ron Dole Jr	Boxford PD	on file
Warren Gould	Boxford	on file
PETER J. CHEVERIE	MA STATE POLICE	peter.cheverie@massmail.state.ma.us
MICHAEL SLATER	MA STATE POLICE	michael.Slater@massmail.State.MA.US
Julie Kelly	Newton PD	JKELLY@NEWTONMA.GOV
Erin Hastings	MA STATE POLICE	onfile

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Don Hancock	Billerica Police	on file
Greg Lynskey	SWCCC	on file
Kim Lessard	Brookline	on file
Dan Lally	Chelsea	dlally@chelseama.gov
Christopher Mangums	Boston Police	Christopher.Mangums2@pd.boston.gov
Madeline DeCanto-Ramos	Boston Police Dept.	Madeline.decanto-ramos@pd.boston.gov
Lee Ann Delp	EC Recc	on file
Chris Ryan	EC RECC	on file
Liz Belmonte	Cambridge ECC	ebelmonte@cambridgema.gov
Paula Snow	" "	
Bob Coulombe	Winchendon	on file
Maria Driscoll	Winchedon	on file
Charles Goodwin	Natick	on file
Mary Ann Mclaughlin	Acton	mmclaughlin@acton-ma.gov

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Anthony Fowler	Holbrook Communications	afowler@ncrecc.com
Lauren Mielke	Westfield Comms	
Michael Shanley	Worcester	on file