Massachusetts Communications Supervisors Association

"Developing Dispatchers & Dispatch Centers"

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Tyler Allen
Goosetown Communications

Board@ma911.org

September 16, 2026, Monthly Meeting - Hybrid meeting held at State 911 Billerica and via Microsoft Teams. 46 Total Attendees, 28 in person and 18 virtual

Minutes Submitted by: Secretary Gregory Lynskey

1. *Welcome and Introductions*
   a. President Hastings called the meeting to order at 10:00am and welcomed all attendees.
   b. President Hastings informed all attendees that the meeting is being video and audio recorded for record keeping and historical purposes and will be posted on the website.
   c. Video Link: https://ma911.org/2026/10/14/september-2026-monthly-meeting-video/
   d. In person attendees introduced themselves.
   e. Johnathan Danek provided a legislative update. He noted that on the state side, formal legislative session ended in July. Informal sessions will continue through the end of the year but will typically only take up matters that have unanimous consent. On the federal side, much of the same as the current congress is currently in wind down leading up to the end of session. There has not been any notable movement on any bills over the summer other than the 911 SAVES Act gaining some additional co-sponsors, none from MA. President Hastings added that the lobbyist indicated there was little to no work taking place on Beacon Hill over the summer but he will be working to start discussions back up now.

2. *Monthly Training / Presentation*
   a. None

3. *Update from State 911 Department*
   a. Monna Wallace stated that the 911 Department has recently begun running adds both on TV and Radio. Several attendees indicated they had heard or seen them. Monna stated they are very excited about it and it kicked off September 8 through June. The adds feature the silent call procedure, text to 911, and the equipment distribution program. The program is geared towards aging adults but any age group can potentially benefit. Monna stated she will provide a tour of the facility after the meeting.
   b. Katrina Shamshak provided an updated on TERT which is attached. She noted 3 deployments over the summer and 68 current members.

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Applications will not be opening again until there are vacancies that need to be filled.

4. *Appointee Reports*
   a. SIEC – Corey Swift was not present. Greg Lynskey provided a brief update. He stated there was some feedback provided by event organizers and attendees that the FIFA events seemed to be the best handled of any location in the country. There is potentially guidance coming that any grants going through SIEC approval might require all band radios. There is a FirstNET event on Monday that is invite only. If you received an invite and have not responded, please do as there is a waiting list.
   b. State 911 Commission – Kevin Lessard was not present. President Hastings stated the Commission has not met since our last meeting however there is a meeting scheduled for tomorrow. The Mission Critical Partners report has been released and will be the focus of the meeting tomorrow.
   c. Corporate Update - Tyler Allen reports he has been working with Katrina over the last couple months for sponsors for events. He stated there has been a bit of an uptick in interest in sponsoring and/or joining as members. Hoping to see some substantial increase on the corporate side this year. Will have a list for next month with some of those who have expressed interest.

5. *Treasurer's Report*
   a. Warren Gould provided the Treasurer's Report
   b. Beginning balance was $32,684.94
   c. Total expenses was $11,988.74 as shown on the attached report
   d. Total income was $4,550.00 as shown on the attached report
   e. The present balance is $26,088.91 with $18,164.24 in Citizens Bank and $7,924.67 in PayPal.
   f. There were 73 paid members for FY2026. So far there are 5 paid members for FY2027. Reminder that you need to complete the membership form online to receive your FY2027 invoice.
   g. Invoices for those who have registered for the Annual Training will go out soon although we know payment may not come for several months.
   h. New members: Eileen McKone (Individual) and Melvin Guante (Individual)
   i. Renewed members are listed on the attached report.

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j. Katrina Shamshak made a motion to accept. Second by Keenan Leonard-Solis. Unanimous vote.

6. Secretary's Report

a. Secretary Lynskey stated the meeting minutes from the June Annual meeting were completed by Alexa, posted online, sent out with the meeting notice, and provided in person today. He recommended them to be approved as written. Stephanie Brown made a motion to approve. Second by Keenan Leonard-Solis. Unanimous vote.

b. Secretary Lynskey stating he is going to defer on action on replacing the Owl for now. He stated that he and Pete Kinnas had a discussion after the annual meeting as the video quality was quite poor and blurry. Pete provided him information on the equipment MA NENA uses for their meetings. However, the quality today appears quite good. Secretary Lynskey stated he will review the meeting video to see if quality is being lost in the upload before making the decision to purchase new equipment.

7. Regional Vice President Reports

a. Essex – Katrina Shamshak provided an update which is attached. She reported there are a lot of trainings coming up in Essex county. They are all on the MCSA Calendar and are listed on the attached report. She recognized Deb Piraino who retired over the summer from North Shore 911 after 13 years. The EC Fire Chiefs Association Comms Division is meeting later this week in Rowley. She also added a reminder that there will be an MCSA meeting hosted in Essex County in Beverly in December. Stephanie Brown stated the only thing to add was to thank MCSA for recognizing the Beverly Dispatchers as team of the year.

b. Middlesex/Suffolk – Corey Swift was not present but reported that Acton is hosting RIT for the Dispatcher October 6 and 7. Brendan Gray confirmed seats are still available both days. Dave Luciano was not present.

c. Southeast – Brian Kamp reported several job postings in the area including Quincy and Milton who are regionalizing and hiring a Director. SEMRECC and Wareham both are looking for Telecommunicators. Kevin Doane added the ROCCC is looking for a Director. Aaron Smith was not present.

d. Worcester – Dan Walsh state that outreach occurred through the region during the summer and will be continuing into the fall. Chris Carleton was not present.

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e. Western – Johnathan Danek reported the Wilbraham RECC will have staff on hand at the Hampden Public Safety Night Out. Westfield RECC began Phase 1 of assuming dispatch for South Hadley in late August and will be completing the transition in the next couple weeks. West Springfield Central Dispatch had their official ribbon cutting for their combined police and fire dispatch center last week. Rebecca Ocasio reported Springfield is hosting two Mental Health related classes this week. WESTCOMM also has one coming up. She added that WESTCOMM is also hosting NENA CMCP in November and she is hopeful that the seats can get filled. The only job posting she saw was for Westfield. Penny Ryan added that they are desperately trying to fill the CMCP class as there are only two people signed up and it has been posted since March.

8. *Committee Reports*
   a. Training & Events Committee – Katrina Shamshak provided an update which is attached. She went over the results of a survey sent out after both the annual training and the annual meeting. She received feedback regarding different types of training sessions for the annual training. On the annual meeting she stated we had been trying to keep it centralized to encourage participation from across the state, however 57% of responses indicated they prefer if the annual meeting moves around various locations in the state. She started looking into options for moving across the state. She was looking at options around the north shore and came across Danversport which is right off the highway. It is along the waterfront. There would be a $500 deposit to secure the date and room. No additional room fees. Total cost of approximately $6,500 which is the same we paid this year. It is a large ballroom type venue. She confirmed two Wednesday that they have available in June. Stephanie Brown added that it is a very nice facility. Cost includes a continental breakfast, full lunch, and any A/V needs. Greg Lynskey recommended to lock it in. Greg Lynskey made a motion to approve the deposit, second by Dan Walsh. After discussion, it was decided to lock in June 16, 2027 which was confirmed available. Katrina stated she is still working on locking in speakers for the monthly meetings. She currently has CJIS lined up for the April Meeting in Stoneham. At the October meeting in WESTCOMM, the SRT project will be presenting about Project Proactive Stress Recovery. Greg Lynskey added that if anyone has not yet had the opportunity to attend a training on the CJIS User Account Access system, you need to do so sooner than later as CJIS is

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going to be pushing the creation and maintenance of user accounts out to the agency level. It was discussed about possibly having them come out to a meeting sooner specifically to present on the User Access Control. Katrina will check with them. Katrina provided an update that the annual training registration is open. It was opened up early this year to try to get people to commit to the hours before using all their training hours. She also provided an update on some sponsors that have been received for the training as well. Pat Feeney stated he had registered but wasn't able to pick his classes. Katrina explained that we will be using EventLeaf where attendees will be provided a code to check into their sessions that they choose and will then receive certificates for those sessions. She stated that will help to cut down on the morning of check in and confusion of forgetting what classes someone signed up for.

b. Newsletter – Katrina stated the newsletter was released yesterday and had a lot of content from over the summer. She reminded everyone to send in content and provided examples of what she is looking for. She also wanted to remind everyone that the newsletter isn't just for supervisors but for all.
c. Historical Committee – David Bell stated he is now in possession of all of the historical items that Butch Garrity had. There is quite a bit of 20th and 25th anniversary swag that he will place out after the meeting for people to take whatever they want. He noted that he was working with President Hastings about the best way to digitize the meeting minutes from past meetings along with photos. Some photos are physical but there is a large amount of digital photos. Greg Lynskey offered to take the meeting notes and work on scanning them in to post on the Website and the SharePoint.
d. Peer Support Committee – Stephen Johnson and Don Tryon both stated there was no report but they will be working to schedule a meeting soon. Reach out to them if you are interested in participating.
e. Emerging Technologies – There was no report.

9. Vice President's Report

a. Vice President Leonard-Solis stated he didn't have much to report this month as he is just stepping into the role and excited to be doing so.

10. President's Report

a. President Hastings requested the membership to confirm her appointment of Katrina Shamshak as Training Coordinator for this year. Motion by Stephen Johnson, Second by Dan Walsh. Unanimous vote.

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b. President Hastings requested the membership to confirm Tyler Allen as Corporate Director for this year. Motion by Greg Lynskey, Second by Katrina Shamshak. Unanimous vote.

11. *Other business*

a. President Hastings recognized Tom O'Brien of Belmont who is retiring at the end of the month after 40 years! Tom spoke briefly about his career. 42 years overall with 40 years in Belmont.
b. President Hastings also wished Monna Wallace a Happy Birthday!

12. Adjournment

a. Dan Walsh made a motion to adjourn at 10:40am, second by Mike Gethin.

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Meeting Attendees:

Michael Accinno (In Person)
Tyler Allen (Virtual)
Michael Amidon (Virtual)
Tom Andross (Virtual)
Eric Baker (Virtual)
Nina Barszcz (Virtual)
David Bell (In Person)
Stephanie Brown (In Person)
Amie Bullard (Virtual)
Johnathan Danek (Virtual)
Joanne Demers (Virtual)
Kevin Doane (In Person)
Patrick Feeney (Virtual)
Mike Gethin (In Person)
John Gordon (In Person)
Warren Gould (In Person)
Erin Hastings (In Person)
Chris Herrstrom (In Person)
Ryan Higgins (Virtual)
Natalie Hunt (In Person)
Stephen Johnson (In Person)
Brian Kamp (In Person)
Julie Kelly (Virtual)
Peter Kinnas (In Person)
Keenan Leonard-Solis (In Person)
Greg Lynskey (In Person)
Anthony Massoia (Virtual)
Shawn McKee (In Person)
Kristina Moran (In Person)
Tom O'Brien (In Person)
Brian O'Neill (In Person)
Rebecca Ocasio (Virtual)
Jordan Oster (Virtual)
Alexa Owen (In Person)
Jim Riccio (In Person)
Jason Rushford (Virtual)
Mark Sayers (Virtual)
Katrina Shamshak (In Person)

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Lori Steinel (In Person)
Hannah Stevens (In Person)
Michael Tranghese (Virtual)
Don Tryon (In Person)
Monna Wallace (In Person)
Nicholas Waleszczyk (In Person)
Dan Walsh (In Person)
Donna Wuncschel (Virtual)

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MCSA Monthly Meeting

September 16, 2026 –
State 911 Billerica

Name	Agency/Business	Email
Jim Riccio	Belmont 9-1-1	jriccio@belmontpd.org
Tom O'Brien	Belmont 9-1-1	TobrienPD@belmontpd.org
Greg Lynskey	SWCCC	on file
Dan Walsh	Clinton	on file
Warren Gould	Life Member	on file
[illegible]	911	on file
Krista Moran	911	on file
Katrina Shamshak	911	on file
Erin Hastings	MRECC	" "
Hannah Stevens	Medway	hstevens@medwaypolice.com
Stephanie Brown	Beverly	sbrown@beverlyma.gov
David Bell		
Shawn McKee	Westwood	smckee@westwoodpd.org
Stephen Johnson	Concord	sjohnson@concordma.gov
Keenan Leonard-Solis	Georgetown	on file
Chris Herrstrom	Ayer-Shirley RECC	CHerrstrom@Ayer-Police.gov
Alexa Owen	MRECC	
Lori Steinel	MSP	lori.steinel@mass.gov

MCSA Monthly Meeting

September 16, 2026 –
State 911 Billerica

Name	Agency/Business	Email
Kevin Doane	ROCC	Kdoane@roccc911.gov
Dan Tryon	S911	on file
John Gordon	SSRECC	" "
Mike Coghlin	S911	on file
PETER KINNA	S911	"
Natalie Hunt	Brookline	nhunt@brooklinema.gov
Brian ONeill	NMREEC	on file
Brian Kamp	Westwood	on file
Michael Accinno	Dukes County	maccinno@dcsoma.org

MCSA Treasurer report through 09/13/2026

Beginning balance (06/07/26) = (Citizens Bank balance $ 25,602.98) **$32,684.94**

Expenses:

Gregory Lynskey 2 Life Member Plaques (Lori Lyons & Paula Snow)	= $ 74.45	(06/09/26)
Intuit Quick Books (monthly)	= $ 40.38	(06/11/26)
Pleasant Valley Country Club – Sutton, MA (Annual Meeting Event Hosting)	= $ 6,460.63	(06/12/26)
Citizens Bank – Stop/Hold FEE (Check # 1320 never rec'd by Hickey Associates for April/May retainer – reissued new check)	= $ 35.00	(06/12/26)
PayPal transfer (reimburse PayPal account for plaques for Annual Meeting award recipients ordered through Crown Awards and paid through PayPal 5/12/26)	= $ 507.39	(06/23/26)
Brian S. Hickey Associates (April & May 2026 Lobbyist retainer)	= $ 2,000.00	(06/25/26)
Microsoft Office 365 (monthly)	= $ 42.25	(07/02/26)
Intuit Quick Books (monthly)	= $ 40.38	(07/13/26)
Johnson & Johnson Insurance (yearly) (Executive Board Liability Insurance, up from $1460 in 2025)	= $ 1,503.00	(07/14/26)
Siteground Web Hosting (yearly) (Upgraded to "GrowBig" plan (20GB) as previous plan had maxed out web hosting storage limits)	= $ 120.00	(07/22/26)
Brian S. Hickey Associates (July 2026 Lobbyist retainer)	= $ 1,000.00	(07/23/26)
Microsoft Office 365 (monthly)	= $ 42.25	(08/03/26)
Intuit Quick Books (monthly)	= $ 40.38	(08/11/26)
Microsoft Office 365 (monthly)	= $ 42.25	(09/02/26)
Intuit Quick Books (monthly)	= $ 40.38	(09/11/26)

Expenses (total) = $ 11,988.74

Income (total) = $ 4,550.00

$ 4,550.00 from March 2026 Training Event attendees

Citizens Bank Balance = $ 18,164.24

PayPal Balance (from Dues, 25th Gala attendees and 25th Anniversary "swag") **= $ 7,924.67**

TOTAL BALANCE = $ 26,088.91

MEMBERSHIP & DUES

72 FY21 Members, 70 FY22 Members, 89 FY23 Members, 79 FY24 Members, 82 FY25 Paid Members

73 FY26 Paid Members to date (including 7 individual memberships)

5 FY27 Paid Members to date (including 2 individual memberships)

RENEWED MEMBERS: FY26: Worcester. FY27: Westwood, Beltronics (Corporate)

NEW MEMBERS: Eileen McKone/SRT Project.org (Individual), Melvin Guante (Individual)

27 FY27 Membership invoices have been sent.

Respectfully submitted,

Warren Gould, Treasurer MCSA

Reference for yearly expenses

GoDaddy Web Domain (3 year)	*= $ 129.48*	*(06/10/25)*
Siteground Webhosting (yearly)	= $ 275.76	(05/26/26)
(Upgraded to GrowBig plan with 20GB storage on 7/22/26 for extra $120/year)		
Johnson & Johnson (1 year)	*= $1,503.00*	*(07/14/26)*
Eboard Insurance (increased from $1460 in 2025)		
Constant Contact (yearly)	*= $ 711.70*	*(04/27/26)* *(was $665.59/2025, $490.92/2024)*
Canva (1 year-2 subscriptions)	*= $ 239.98*	*(12/30/25 & 5/21/26)*
(Katrina Shamshak & Peter Kinnas $119.99 each)		
Quick Books (monthly subscription)	*= $ 484.56*	
(increased from $31.88 to $37.19 Feb 2025 to $40.38 Jul 2025)		
Microsoft Office (monthly subscription)	*= $ 507.00*	
($42.25 monthly effective Jan 31, 2026, $40.24 monthly/$482.88 yearly previously)		
Total yearly costs	*= $3,971.48*	

Here are my notes for the meeting tomorrow. I am planning on being there in person

MCSA Monthly Meeting — Katrina's Notes
September 16, 2026 | State 911 Billerica Training Facility
TERT Update
Currently we are at 68 members which is the maximum allowed so we will not be opening applications again until there are vacancies
Recent Deployments

- Northboro- July 7th & July 8th (5 people over 2 days)
- Marshfield deployment — August 21st and August 22 (3 people over 2 days)
- Worcester RECC- August 25th and August 26 (13 over 2 days)

Essex County Regional VP

- Upcoming in Essex Co:
    - 09/30, 10/01 Struggle Well- Beverly
    - 10/06 Beyond the Badge- Beverly
    - 10/15 Beyond Burnout-Beverly
    - 11/05 8 HR CIT Refresher-Beverly
    - 11/18 & 11/19 CIT for Youth- Beverly
    - 12/01 CIT for Dispatchers- Beverly
    - 12/16- Mental Health First Aid- Essex
- Retirement: Deb Piraino retired after 13 years with North Shore Regional 911
- Essex County Fire Chiefs Association Comms Division Meeting 09/18 @ 0900 ROFD
- December MCSA meeting is in Beverly
- Encourage Essex County agencies to send along:
    - Training needs
    - Agency updates
    - Topics they would like MCSA to address

Training & Events
Member survey feedback helps guide training planning.
Some of the topics members specifically asked for included:

- CJIS updates
- CAD troubleshooting
- Leadership
- Difficult conversations
- Practical/operational training

Upcoming MCSA Trainings @ Meetings

- October 21 — WESTCOMM, Chicopee (SRT Project Proactive Stress Recovery)
- November 18 — Leominster Communications
- December 16 — Beverly Police Department
- January 20 — Southborough Public Safety
- February 24 — Shrewsbury Police Department
- April 14- Stoneham Police Department (CJIS)
- May 19 — Templeton Fire Station #1

Annual Training Day

📅 **March 24, 2027**

📍 Renaissance Boston Patriot Place Hotel — Foxborough

- Up to 8 State 911 continuing education hours.
- Early-bird registration through October 1.
- 25 People are already registered
- Vendors/Sponsors should get in touch with Tyler Allen
    - Goosetown and Equature already have agreed to sponsor some others are well have agreed just not official yet

Annual Meeting — Survey Results & Location Discussion

We asked:
"The Annual Meeting is intended to be held in a central location to encourage participation from across the state. Which approach would you prefer?"

14 responses

- **8 / 14 — 57%:** Preferred rotating the Annual Meeting to different areas of the state
- **6 / 14 — 43%:** Preferred keeping it in a central location

Direction From the Feedback

My thought: Rather than permanently moving the Annual Meeting from Central Massachusetts, we could begin **rotating it around the Commonwealth**.
This would:

- Give different regions an opportunity to host.
- Potentially engage members who don't normally attend.
- Allow us to showcase different parts of Massachusetts.
- Directly respond to what members told us in the survey.

Possible 2027 Annual Meeting — Danversport

📍 Danversport | Danvers, MA

Based on the survey results, I started researching what a rotating Annual Meeting could actually look like.
I started with the North Shore because it's the area I know best — but the intention would be to rotate elsewhere in future years.

Proposal / Pricing

Breakfast, Lunch, AV for 100ppl approx. 7000-similar to last year

- No additional room rental fee
- Danversport is willing to customize the menu
- $500 deposit to reserve the date

Why Danversport?

- Starts the rotating concept in Eastern Massachusetts/North Shore.
- Waterfront venue — something specifically mentioned in survey feedback.
- Gives us a chance to see whether changing locations increases participation from different areas.

Important: This would not mean Danversport becomes the permanent Annual Meeting location.

Newsletter Committee

- Continue looking for submissions from agencies across the state.
    - Agency news
    - Promotions and retirements
    - Awards/recognitions
    - Training opportunities

- New programs or technology
- Member accomplishments
- Photos/events
- Job postings or other items of interest to the communications community

Reminder

- Newsletter isn't just for supervisors.
- Encourage dispatchers/telecommunicators and other communications staff to subscribe and read it.
- Great opportunity to highlight what's happening in centers around Massachusetts.

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