

The Massachusetts Communications Supervisors Association (MCSA) is a non-profit, voluntary association of persons who are involved with the operation of 911 PSAPS and dispatch organizations. MCSA members are employees of police and fire departments, emergency communications departments, county dispatch centers, state police communications centers, state and other governmental organizations working with 911 dispatch functions and EMS providers. Among the principal aims of the Massachusetts Communications Supervisors Association are:

- Promoting the training, equipping, and professional status of call takers and dispatchers
- Assisting its membership with management and best practices development in 911 Center operations
- Working in partnership with the State 911 Department and other organizations, through research and planning to assist in the ongoing development of the Massachusetts 911 Program.

MCSA Officers

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Past Secretary: Steve Cote
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Massachusetts Communication Supervisors Association

MA911.org

**911 Dispatchers & Supervisors
Working Together**
(2009)



Key Initiatives

1. Promote Improved Training and Professional Certification for 911 Dispatchers
2. Development of Dispatch Supervisors to be PSAP Operational and Technology Leaders
3. Improved Career Opportunities for the Dispatch Profession
4. Development of Best Practices
5. Sharing of Operational Knowledge and Procedures
6. Sponsor of Annual Workshop
7. Promote Improved Retirement Benefits for Dispatchers

Think you know how many dispatchers there are in Massachusetts? About 1,700 full time non-sworn, 600 part-time non-sworn, 200 non-sworn supervisors, 300 sworn personnel that dispatch full time, and several thousand sworn personnel that dispatch occasionally.



Join MSCA!

Dues are only \$75 per year, per organization – regardless of the number of members. Contact the Membership Chair or any Regional Vice President with Membership questions.

Notices

- **Dispatch Academy** – 5-week course, highly recommended for new dispatchers. Contact State 911 Department at 508-828-2911 or www.state.ma.us/e911
- Availability of **Training and Support Grants** to PSAPs! www.state.ma.us/e911
- **Don't Forget:** National Public Safety Telecommunicators Week is the Second full week of April. This year **National Public Safety Telecommunicators Week** is **April 12 – 18, 2009.**
- **The 2nd Annual 9-1-1 Honors Awards Ceremony. Tuesday, April 28, 2009.** Mechanics Hall 321 Main Street – Worcester. 10:30 AM to 12:30 PM

Meetings

MSCA meetings are held on the 3rd Wednesday of the month. All meetings begin at 10 am and are open to anyone interested in attending. Check the website for updates.

2009 Meeting Schedule

January 21	MEMA Bunker Framingham
February 18	Wayne Alarm Lynn
March 18	Norton Communications
April 15	Belchertown PD
May 20	Boston Medflight Hanscom AFB
June 17	Rochester PD
July-August	NO MEETINGS
September 16	Cambridge EC
October 21	Gardner PD
November 18	Annual Meeting Sturbridge Publick House
December 16	Essex County TBD