

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**

**President:** Andrew Tilton  
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**Vice President:** Christopher Ryan  
Andover Police Department  
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**Secretary:** Lee Ann Delp  
West Newbury Public Safety Dispatch  
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**Treasurer/ Membership Chair:**  
Charlene Fisk  
Norton Public Safety  
Communications Department  
[cafisk@nortonmaus.com](mailto:cafisk@nortonmaus.com)

**Past President:** Leslie Carroll  
Cambridge Emergency Communications

**Past Secretary:** Laura McGerigle  
Newton Police

### **Regional Vice Presidents:**

**Essex County:** Rick Cutts  
Lynn Fire Alarm  
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**Middlesex/Suffolk Counties:** Alan Glickman  
Natick Public Safety  
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**Southeast:** Jeanine Meehan  
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Massachusetts  
Communications  
Supervisors  
Association

**MA911.org**

**911 Dispatchers & Supervisors  
Working Together**

**Primary Email:**  
[masscommsupervisorsassoc@yahoo.com](mailto:masscommsupervisorsassoc@yahoo.com)



## 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

## **DID YOU KNOW????????????**

The M.C.S.A. has representatives on the

State E911 Commission  
and the  
Statewide Interoperability  
Executive Committee



## **Join MCSA!**

**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](http://www.state.ma.us/e911)
- Availability of **Training and Support Grants** to PSAPs!  
[www.state.ma.us/e911](http://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 11 – 17, 2010.
- **The 3<sup>rd</sup> Annual 9-1-1 Honors Awards Ceremony.** Tuesday, April 28, 2010. Mechanics Hall 321 Main Street – Worcester. 10:30 AM to 12:30 PM

## Meetings

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

[www.ma911.org](http://www.ma911.org)

### 2010 Meeting Schedule

January 20	Oxford PD
February 24	Natick PD
March 17	Barnstable County Comm.
April 21	Andover PD
May 19	CJIS/ Chelsea
June 16	Fall River PD
<b>July-August</b>	<b>NO MEETINGS</b>
September 15	Belchertown PD
October 20	Bolton Police
November 17	Annual Meeting Location TBD
December 15	Essex County Location TBD

**CELEBRATING OUR  
10<sup>TH</sup> ANNIVERSARY**

**SEPTEMBER 2010!!**