



MCSA

Massachusetts Communications Supervisors Association

A non-profit 501(c)6, voluntary association of persons who are involved with the operation of 911 PSAPS and dispatch organizations.

- 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 to assist in the ongoing development of the Massachusetts 911 Program.

CELEBRATING OUR 10TH ANNIVERSARY SEPTEMBER 2010!

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(MCSA Photo)

Proud To Accept - 9-1-1 Outstanding Achievement Award Honoree Russell Deming, Quincy Police Department, receives his award at at last month's award presentation held at Mechanic's Hall in Worcester. See page 9 for complete awards coverage. (Pictured above, L-R) John Grossman (Undersecretary of Forensic Science and Technology), Noelle Merchant (Public Education Coordinator, Massachusetts State 911), Russell Deming (Dispatcher, Quincy Police Department), Monna Wallace (Programs Director, Massachusetts State 911), Frank Pozniak (Executive Director, Massachusetts State 911) and Paul Keenan (Police Chief, Quincy Police Department).

A STATEWIDE 50/50 RAFFLE

And The Winner is...
Mike Taplin
Ticket # 0735
Thank-You For Your Support!

Your Communication's Center's participation in this raffle is greatly appreciated!
Proceeds to benefit the continued efforts of the Massachusetts Communication Supervisors Association

THANK YOU FOR YOUR PARTICIPATION!

MCSA April Meeting Minutes

By MCSA Secretary, Lee Ann Delp

The April MCSA Meeting, held April 21, at the Andover Police Department was attended by the following members: Christopher Ryan, Andover Pd; Andy Tilton, Beverly Fire; Paul Polonsky, Ipswich Police; Anne Marie Cullen, Hamilton Wenham Communications; Ken Panciocco, Boston Medflight;

Dick Beaulieu, Danvers Emergency Center; Tim Price, Beverly Fire; Rick Cutts, Lynn Fire; Leslie A. Carroll, Cambridge ECC; Victor Gomez, Springfield Fire Dept.; Jeanine Meehan, Chatham Police; Barbara Boiteau, Sturbridge PD; Laurie Lyons, Gardner Police Dept; Brad Smith, APCO Standards Committee;

George Fosque, Cambridge ECD; Charlene Fisk, Norton Public Safety - Communications, and Lee Ann Delp, West Newbury Public Safety Dispatch.

MCSA President Andrew Tilton welcomed everyone to the meeting, thanked Vice President Christopher

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2009-2010

MCSA Officers

President:

Andrew M. Tilton
Beverly Fire Alarm

Vice President:

Christopher Ryan
Andover Police Department

Secretary:

Lee Ann Delp
West Newbury Public Safety Dispatch

Treasurer/ Membership Chair:

Charlene Fisk
Norton Public Safety
Communications Department

Past President: Leslie Carroll
Cambridge Emergency Communications

Past Secretary: Laura McGerigle
Newton Police

Regional Vice Presidents:

Essex County: Rick Cutts
Lynn Fire Alarm

Middlesex/Suffolk Counties: Alan Glickman
Natick Public Safety

Southeast: Jeanine Meehan
Chatham Police

Worcester County: Laurie Lyons
Gardner Police

Western: David Squires
Belchertown Police

MA911.org

Meeting Minutes

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Ryan for hosting the meeting and then announced a last call for submitting 50/50 Raffle tickets to the Raffle Extraordinaire Jeanine Meehan. The meeting was turned over to presenter Sgt. Mark Higginbottom (Andover PD / NEMLEC) on Hostage Negotiations for Dispatchers.

Sgt. Higginbottom presented the group with a one-hour overview of an 8-hour class that could be presented to dispatchers. The presentation, designed for the "first" first responder/dispatcher was very informative and concluded with a question and answer session. Sgt. Higginbottom is the President of the New England Crisis Negotiators Association. There was some discussion of offering Sgt. Higginbottom's class at an upcoming conference.

After Sgt. Higginbottom's presentation, President Andrew Tilton announced that MCSA had donated \$100.00 to the Tewksbury Dispatcher's Fundraiser for Kim Porter. Both President Tilton and Vice President Ryan attended to fundraiser, delivering the check on behalf of MCSA. The outpouring of support from the area departments and the community was incredible.

In other news, Leslie Carroll and Vice President Ryan provided the group with an update from the Retirement Committee. The focus of the Retirement Committee is currently on the Patricia Graney vs. Bristol County Retirement hearing at

the Division of Administrative Law Appeals (DALA).

The hearing is scheduled for May 4 at 1:30PM. The MCSA has hired Attorney Nick Poser to represent Graney. The MCSA Retirement Committee is looking for MCSA members to attend the hearing at the DALA hearing to support Graney, and Group 2 Retirement. Please email Christopher Ryan @ crya@andoverps.net if you are interested in attending. DALA is located at 98

North Washington St., 4th Floor, Boston, MA. North Washington Street is off Causeway Street, near the TD Garden. Parking may be available in the

nearby parking garages. We encourage you to use public transportation. The office is within easy walking distance of the following T stations: North Station and Haymarket.

Leslie Carroll also informed the group that Joyce Hopkins has filed a continuance on her case with DALA. Atty. Poser filed the continuance on her behalf at no cost.

George Fosque, Director of Cambridge Emergency Communications Center, provided a report as the MCSA Representative on the State E911 Commission Board. He announced the FY 2011 Training Grant and the Equipment Grant are currently available through the State E911 website, and offered a guidelines update. He also reminded everyone to read the "what's new this year" page which provides an overview of the changes from past grant awards. George also spoke

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Meeting Minutes

Continued from page 2

about the importance of reaching out to police and fire chiefs who are not currently utilizing the grants and educating them about the grant programs. George also urged the MCSA as an organization, as well as individuals, to continue working on this.

And the Winner is... President Tilton had the honor of drawing the winning ticket to the 50/50 Raffle. Dispatcher Mike Taplin is the lucky winner! Mike is a fellow dispatcher and MCSA member. Congratulations to Mike and a huge thank you to everyone that helped sell tickets, to those that purchased tickets, and to Jeanine Meehan for all of her hard work and dedication to organizing and running the raffle. 887 tickets were sold in all. The money raised will go into our general fund.

President Tilton announced the addition of Leslie Carroll and Anne Marie Cullen to the Training Committee. He also urged committee members to continue working on their missions and report back to the MCSA Board with ideas and endeavors. Vice President Ryan reminded the Regional Vice Presidents to please review the contact/email lists he sent them and submit changes and corrections to him as soon as possible.

Currently, in addition to the Retirement Board; the Training Com-



And the Winner is.....

MCSA President Andrew Tilton notifies Carlise Dispatcher Mike Taplin of his \$2,100 grand prize winnings from the MCSA 50/50 Statewide Raffle.

(MCSA Photo)

mittee is working on holding a training day and/or a 2-day conference. The committee is looking at possibly a one day event in the fall and a possible two day conference in the spring.

The membership and sponsorship committee is working on offering sponsorship advertising in the newsletter and on the website. The committee is also looking at holding a membership drive in June. George Fosque announced that there was a Mass NENA meeting being held at China Blossom in Andover after the MCSA meeting. Mass NENA has a new website and is in talks with MCSA to co-host a training. If you are wondering why the MCSA is

mentioning other associations... The MCSA mission is to facilitate the professional resources needed by Public Safety Communications Centers to deliver quality communications services to the public. These professional resources include but are not limited to training and support. The vision of MCSA is see effective, high quality, public safety communications services provided to all residents of and visitors to Massachusetts; to assist public safety communications centers facilitate an accurate response within a reasonable time after a call for help; and further to provide all public safety profes-

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Exclusive front page placement plus a Sponsor AD on our Website.

Contact MCSA by emailing secretary@ma911.org today!

Meeting Minutes

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sionals with the support they need in their protection of life and property, to the extent of their training and ability.

Collaboration and information sharing with other associations like Mass-NENA and Atlantic Chapter - APCO helps MCSA in meeting its mission and vision.

Secretary Lee Ann Delp reminded meeting attendees that she is always looking for news items, stories etc. to share in the newsletter. She also put a reminder to send it your thoughts for "What MCSA Means To Me/Why Join MCSA" Column.

Send your items to secretary@ma911.org. The April meeting concluded

with a tour of the Andover Police Department's Communication Room.

The next MCSA meeting

is on

Wednesday May 19th

10:00 AM

at CJIS

**Criminal Justice Information Services
Criminal History Systems Board**

Mass Information Technology Center
200 Arlington St, Chelsea, MA 02150
Conference Room on 2nd Floor



Click here for directions



- New Look
- New Forum
- News Reader
- Job Listings
- Training



Welcome to the Massachusetts Communications Supervisors Association!

"Developing Dispatchers & Dispatch Centers"

Home About Us Links Jobs Members Only Resources Training



April is National 9-1-1 Education Month



Upcoming Meetings:
Meetings start at 10AM

May 19-CJIS/Chelsea:
Mass Information Technology Center, 200 Arlington St, Chelsea, MA 02150 (Conference Room on 2nd Floor) Click [here](#) for directions.

June 16-Fall River PD
Summer break
Sept 15 - Belchertown PD
Oct 20 - Bolton PD
Nov 17 - Annual Meeting - Location TBD
Dec 15 - Essex County - Location TBD

NEW!!!
Contact the Executive Board:
board@ma911.org
Contact E-Board + Regional VP's:
board-all@ma911.org

Recent News
DALA Hearing - Graney v. Bristol Cty. Retirement
4/21/10 50/50 Raffle Winner
FY11 State 911 Department Grants
4/2/10 Halifax job posted Please click here to see the description.
4/1/10 Help Support Tewksbury Dispatcher
3/28 Everett PSAP Director Job Posted! Please click here to see the new job posted.
3-5-10 Raffle
3-2010 Newsletter for Mgrs. Great Newsletter for Comm Center Managers
2-12-10 911 Honors Award
1-29-2010 Draft Interop P&P's

The Massachusetts Communications Supervisors Association (MCSA) is an independent, voluntary association of persons who manage, supervise, work in or are involved with the operation of 911 and dispatch organizations. MCSA members are sworn fire or police personnel of various ranks, communications supervisors, dispatchers, 911 operators, and other employees of police and fire departments, emergency communications departments, county dispatch centers, state police communications centers, state and other organizations working with 911 and dispatch functions, and EMS providers.

Please click [here](#) for information on joining the MCSA.

This site is optimized for 1024 X 768 monitor resolutions using IE8.

Checkout MA911.org Today!

Redesigned Website...And Much More!

Vice-President Ryan presented the group with an overview of the redesigned MCSA website that he and George Fosque have been working on. The new Home Page is featured on the right. The "Recent News" Column can be added to your newsreader if you use one. You will see the news-reader feature throughout the pages.

The Members Only section requires a user name and password to access the area. If you were not at the meeting and need your user name and password please contact the MCSA Webmaster at webmaster@ma911.org. Also, if you would like to see any additional materials posted or have a suggestion on any portion of the site please email the Webmaster.

The member's only area has a Forum that will be replacing the MCSA Yahoo Group. The Forum is a place where members can ask questions, share ideas, etc. Please join and participate with your fellow MCSA members. There are discussion boards for the training and support grants and even a place to advertise items that your department may be selling / donating to another agency. Along with the redesigned website, the MCSA has new email. This new email will replace the existing yahoo email.

Contact the Executive Board: board@ma911.org

Contact E-Board + Regional VP's: board-all@ma911.org

The board would like to thank everyone for their patience and support while we improve our technology and web presence. We anticipate that the new email addresses, forum, and website will serve our organization for years to come.

New Forum!

MCSA Forum

Grants

Support Grant 0 Posts
This area is for discussion of the Support Grant. 0 Topics

Training Grant 0 Posts
This area is for discussion of the Training Grant. 0 Topics

General Category

Equipment 0 Posts
Do you have used equipment to sell or to offer for free to another agency? Post it here! 0 Topics

General Discussion 2 Posts
Feel free to talk about anything and everything in this board. 2 Topics

Last post by administrator
in MCSA April Meeting
on April 20, 2010,
04:38:47 pm

New Posts No New Posts

MARK ALL MESSAGES AS READ

LET YOUR VOICE BE HEARD

answer in the FORUM

"QUESTION OF
THE MONTH" POLL

THIS MONTHS QUESTION QUESTION:

What is the best time of day
for the MCSA to meet?

- Morning
- Early Afternoon
- Early Evening
- Varied
- Doesn't Matter

Massachusetts State 911 Department Third Annual Honors Awards



(MCSA Photo)

Members of the Groveland Police Department came out to support award recipient Cynthia Batista. From left to right, Dispatcher Vicki Ladd, Police Chief Robert Kirmelewicz, Paul Batista, Cynthia Batista and Sergeant Dwight McDonald.

The MA State 911 Department honored The Commonwealth's First Line Responders, the Call Takers and Dispatchers at the Massachusetts State 911 Department's 3rd Annual 9-1-1 Honors Award Ceremony, on Wednesday, April 28, 2010 held at Mechanics Hall, in Worcester.

The Commonwealth's 9-1-1 public safety telecommunicators are the first and most critical contact that people have in an emergency situation. The 9-1-1 Honors Award is given to those 9-1-1 call takers and dispatchers that have made a difference in an individual's life through their extreme professionalism, forward thinking and outstanding dedication.

This year's twelve recipients were nominated by their departments for their response to an emergency call that helped to avert a variety of extreme emergency situations.

The honorees were recognized for their forward thinking, composure and training that enabled them to assist the responding units in the field and diffuse the emergency situation to the best of their ability.

Cynthia Batista of Groveland

Public Safety Dispatcher
Groveland Police Department



Public Safety Dispatcher Cynthia Batista received a 9-1-1 Honor Award for a 9-1-1 call she received via a cell phone on June 8, 2009. The call was from a woman who was walking her dogs in the area known as Center St. Pits, an expansive area of woods and sand, when she found herself surrounded by a pack of coyotes.

The coyotes appeared to be stalking her and her dogs. Frightened, the woman began to flee the area, causing her to become disoriented and lost in the woods. Having been trained in receiving 9-1-1 calls from cell phones, Dispatcher Batista engaged a GPS signal that was able to track the woman's location. She was then able to direct the woman to a Groveland Police Department cruiser.

Dispatcher Batista remained calm and focused. She was able to guide the woman out of a heavily wooded area and onto a path which would lead her to the street while communicating with two patrolmen, leading them to the spot where the woman would emerge from the woods.

Diane Clifford of Weymouth

Senior Fire Alarm Operator Boston Fire Department



On September 25, 2009, Senior Fire Alarm Operator Clifford received a transferred cell phone call from State Police Operations.

Senior Fire Alarm Operator Clifford, who is also a certified emergency medical technician, answered the call and encountered a hysterical female caller who reported that her friend had just fallen to the ground, struck her head and was no longer breathing. Senior Operator Clifford was able to quickly obtain the incident location, immediately dispatched an engine company and notified Boston EMS while staying on the line with the caller, who was quite emotionally distraught.

Senior Operator Clifford was able to calm the caller and reassure her that help was on the way, as well as provide the caller with pre-arrival instructions in rescue breathing. Senior Officer Clifford remained on the line and coached and encouraged the caller to continue to perform rescue breathing. Shortly thereafter, the caller stated that her friend was now beginning to breathe on her own. The positive outcome of this incident

can be directly attributed to the calm demeanor, professionalism, and expertise that was exhibited by Senior Operator Clifford throughout the handling of this call.

Joanne Demers

Massachusetts State Police
Dispatcher Supervisor



Demers received a 9-1-1 Honor Award for a phone call from a suicidal woman. The woman called numerous times but kept hanging up when a male dispatcher answered, so Supervisor Demers attempted to answer the call and was able to engage the caller and maintain dialogue with her.

The caller stated that she was in a hotel in Truro and had taken a variety of pills mixed with alcohol and announced she had a gun to her head. Dispatcher Demers

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Upcoming Training Opportunities

Offered on the State E911 Website: MAY 2010

PowerPhone Active Shooting Response

May 10, 2010 • Merrimac Fire Department
16 East Main Street, Merrimac, MA

PowerPhone The Dispatcher's Role in Protecting Law Enforcement Responders

May 11, 2010 • Merrimac Fire Department
16 East Main Street, Merrimac, MA

Priority Dispatch EMD

May 12-14, 2010 • Paxton Police Department
576 Pleasant Street, Paxton, MA

APCO EMD

May 17-20, 2010 • Paxton Police Department
576 Pleasant Street, Paxton, MA

PowerPhone EMD

May 24-26, 2010 • Paxton Police Department
76 Pleasant Street Paxton, MA

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was able to establish a positive rapport with the caller, convincing her not to hang up the phone many times. The caller stated that she would shoot herself and anyone who entered the room. Dispatcher Demers continued to keep the caller on the phone for over four hours, even as her speech slowed down and she started to sound as if she was becoming unconscious; which eventually led the police and STOP team to enter the hotel room and put the caller into custody.

Dispatcher Demers went above and beyond her expected duties and rose to the challenge of a very difficult situation. Demers saved the life of the caller, but also assisted greatly in the stabilization and safety of the professionals on the scene.

Russell Deming of Weymouth Dispatcher Quincy Police Department

9-1-1 Dispatcher Russell Deming will be received a 9-1-1 Outstanding Achievement Award for his dedication to the Quincy Police Department and the community. Dispatcher Deming, known as "Russ" to his co-workers and friends, has been employed by the Quincy Police Department for thirty-two years.



Russ serves the community in many ways and plays an active role in the Quincy Police Department. He recently appeared on "Your Local Police Department" on Quincy Access Television to educate residents on how "911" and regular business calls are handled.

Russ also teaches at North Quincy and Quincy High School's "Student Police Academy" programs, educating students about the role of the Dispatcher in the Police Department. In addition, Russ serves on the Advisory Board for the Student Police Academy. In 2006, Russ was selected as the Atlantic Community Center's Citizen of the Year and has been recognized by the Patriot Ledger for his many efforts as a dispatcher. Unbeknownst to his

callers, Russ is blind. For the thousands of calls that Russ has handled, not one person ever knew he was blind. He has an uncanny knowledge of the city streets, addresses and locations and according to his co-workers, is often more precise in his directions than those who can see. Over the past thirty-two years Russ has exhibited compassion for the community and great dedication and enthusiasm for the job.

Daniel Dunleavy of Douglas 911 Dispatcher Douglas Police Department

On Sunday, April 5, 2009, 911 Dispatcher Daniel Dunleavy received a hang up call on the 9-1-1 call line. After receiving the call he followed protocol and called the residence back. At that time he spoke with the female homeowner who stated that "no one called 9-1-1." Dispatcher Dunleavy then advised the resident that they did in fact receive a call from the residence and that he would be sending an officer to check on her well being. Dispatcher Dunleavy sent Douglas Police Officers, Majeau and Forget to the residence. Shortly after, he received another 9-1-1 call from a male party at the same residence. The male stated "Come and get me, you know who I am" and hung up.



Upon arrival the Officers spoke with the female homeowner who stated that she did not call 911 and it must have been her husband across the street in the barn. As Officer Majeau approached the barn he heard the male yell, "If you come in here I will kill you," followed by a fired shotgun. At that time both Officers took cover and reported "shots fired" to Dispatcher Dunleavy.

Dispatcher Dunleavy called surrounding departments for immediate assistance. He had to communicate with responding officers and give them instructions while he continued to monitor Officers Majeau and Forget. During

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that time he was also responsible for answering unrelated calls coming into the station.

The standoff lasted approximately two and a half hours. The first hour and a half Dispatcher Dunleavy was working the 9-1-1 center by himself. The suspect was eventually taken into custody and ultimately convicted of numerous criminal charges and is currently incarcerated.



Edward E. Johnson of Plymouth
 Dispatcher, Wareham Police Department
 and
David Simmons of Fairhaven
 Patrol Officer, Wareham Police Department

Dispatcher Edward Johnson and Officer David Simmons received a 9-1-1 Honor Award for their outstanding teamwork on a 9-1-1 call received on October 21, 2009 from a ten-year-old boy whose mother was on the floor having a seizure and had stopped breathing.

Dispatcher Johnson maintained steady communication with the young boy, who also had four younger siblings in the house. While Dispatcher Johnson advised the boy on how he could help his mother regain consciousness, monitor his siblings and let the fire, police and EMS responders into the home, Officer Simmons handled the radio dispatch to get EMS, Police and Fire to the scene as quickly as possible.

Dispatcher Johnson and Officer Simmons did a remarkable job, keeping the boy calm and informing EMS, police and fire of the situation. Their teamwork diverted a tragedy and saved a life.

Siobhan McIntyre of Somerville


Emergency
 Telecommunication
 Dispatcher - Brookline Public
 Safety Department



Dispatcher Siobhan McIntyre received a 9-1-1 Honor Award for a call she received on November 13, 2009 from a panicked husband whose wife was not breathing.

Dispatcher McIntyre was quickly able to determine the emergency was more than just an unconscious woman and was in fact a life-threatening situation. While police and EMS were dispatched, Dispatcher McIntyre was able to ascertain that the caller's wife was not breathing and did not have a pulse. The victim was suffering a cardiac arrest. Siobhan then instructed the caller to perform CPR and talked him through the life saving procedure. The victim's cardiac rehab therapists credit the actions of the first responders for the victim's speedy recovery. Dis-

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		<h2>MassNENA</h2>
APCO NENA FCC MA-911-Dept Legis AtlanticAPCO DispMonthly GBPC Lat/Lon DTC PChiefs FChiefs FAcademy PERAC CHSB MassNENA MMA EOPSS NASNA Towns R19-700M NG911 911Lifeline ICO		
<p>Officers</p> <p>Join NENA</p> <p>Bylaws</p> <p>MassNENA is the Massachusetts Chapter of the National Emergency Number Association</p>	<p style="text-align: center;"><u>News</u></p> <p>FLASH: Support Tewksbury Dispatcher Kim Porter, a 39 year old single mother of two currently incapacitated because a routine operation went terribly awry. Read here.</p> <p>NENA National Conference: Lee Ann Delp (West Newbury) and Leslie Carroll (Cambridge) will represent MassNENA at the June 2010 National NENA Conference.</p>	<p>Apr 21- NOON Chinese restaurant near Andover Police Communications after MCSA meeting</p> <p>Summer break, future meeting schedule to be announced</p> <p>NENA National Conference June 5-10 Indianapolis, IN See www.nena.org for info.</p>

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Dispatcher McIntyre was the first link in the victim's chain of survival.

Siobhan had only finished her training two months prior and was able to handle the call with calm, yet quick thinking professionalism. Dispatcher McIntyre's actions exemplify the values and mission statement of the Brookline Public Safety Department.

Sharon Moran of Brockton

Emergency Telephone
Dispatcher Brockton
Police Department

On March 22, 2009 Dispatcher Moran received a highly unusual call from the Austin, Texas police department. An Austin police officer called Brockton Police



and reported that a couple came into their station reporting a possible stabbing in Brockton. There was no address only a phone number, and there had been no calls about this stabbing in the city of Brockton.

Dispatcher Moran took it upon herself to call the phone number. The person who answered the phone stated that his brother, Randall, called him and told him that their aunt was acting crazy and he was taking her to the hospital. Dispatcher Moran obtained a phone number for their aunt, who lived in Plainville, MA, and attempted to call numerous times. Each time Dispatcher Moran called someone would pick up the phone and hang up.

Dispatcher Moran then called the Plainville Police Department and asked for a welfare check. This call led to the discovery that April Mackie had been murdered, by her nephew, Randall Carpeno.

Dispatcher Moran's went out of her way on a call that was not part of the City of Brockton, which led to the discovery of a murder and the incarceration of a murderer.

Gregory Polin of Dedham

Massachusetts State
Police Dispatcher
Framingham



Dispatcher Polin received a 9-1-1 Honor Award for a 9-1-1 call he received from a woman involved in a domestic dispute who was being held against her will.

The call lasted for approximately one hour.

The woman had attempted to call 9-1-1 while in the car with her boyfriend after he had threatened and attacked her. The boyfriend slapped the phone out of her hand as she tried to make the call; however, the phone never hung up.

Dispatcher Polin stayed on the line for approximately one hour, calmly and methodically utilizing his listening skills along with his training to track her location.

Tracking her location was especially difficult because she was in a moving vehicle the entire time.

Utilizing the GPS tracking system, Dispatcher Polin was able to direct police personnel to the victim's location and an arrest was made in Plymouth.

Continued on pg. 11

MEMBERSHIP DRIVE

*Sign Up the Most
New Members
and win a PRIZE!*

see pg. 8 for info

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*Contact secretary@ma911.org
for more information*

*ask about our special discount!



Jerry Suarez of Roxbury

Communications
Equipment Operator,
Boston

Communications Equipment Operator (CEO) Jerry Suarez received a 9-1-1 Honor Award for a call he handled concerning an armed robbery and the urgent need for an ambulance. CEO Suarez connected

the call to Emergency Medical Services while remaining on the line. As the hysterical caller spoke with EMS, CEO Suarez was able to ascertain that there had been an armed robbery involving two suspects and two firearms with civilians injured. The at-large armed suspects were an immediate threat to police and citizens.

CEO Suarez's ability to multitask ensured that both police and medical personnel were promptly dispatched. It took Suarez less than a minute to get information to the police dispatcher regarding the description and nature of the call. CEO Suarez's quick actions of retrieving and forwarding the pertinent information resulted in the arrest of an armed and dangerous suspect and the recovery of two firearms and the stolen money.

CEO Suarez's quick action and his ability to multitask was an invaluable asset that brought the situation to a swift and successful conclusion.

Kim Thebeau of Princeton

Dispatcher, Shirley Police/Fire Department, Shirley



On December 6, 2009, Dispatcher Thebeau received a multitude of calls reporting a burning building.

Dispatcher Thebeau was able to gather all the important information from each caller and began dispatching units to the scene. In addition, she received a call from a hysterical woman who was trapped in the burning building. Dispatcher Thebeau was able to direct emergency personnel to the woman's location while remaining on the line with the victim, keeping her calm and safe.

Dispatcher Thebeau showed initiative, perseverance and total dedication to duty, while saving the woman's life.

TELECOMMUNICATOR • 911 OPERATOR

Don't let our name fool you!

MCSA is for

ALL DISPATCHERS...

not just supervisors.

**Join today to become involved in a
Dispatcher Organization that cares about you!**

DISPATCHER • COMMUNICATIONS OFFICER

Atlantic Chapter - APCO

Become involved today...

Atlantic Chapter- APCO

has announced their

FALL

CONFERENCE

Oct. 3-6, 2010

Holiday Inn Albany, NY

on Wolf Rd

How can MCSA Help you?

This is how it helped me...

By Lee Ann Delp, Secretary MCSA

Don't let the Name Fool You! MCSA is for ALL Dispatchers! I have only been a member of MCSA for a couple years but I have been aware of the organization for many more.

Leslie Carroll was my instructor for the APCO Telecommunicator Course held in Peabody in 1998. Leslie's enthusiasm for training and dispatching inspired me. At the end of the week, off I went back to the town of West Newbury where I was hired to be a Civilian Dispatcher for the Police and Fire Departments, determined to make the Dispatch Center customer friendly and professional.

Over the years I received occasional faxes for the MCSA, often with Leslie's name or Ann Marie Cullen's name from Hamilton. I would think "wow they are really trying to get interest in this retirement issue, or wow they are pushing hard to raise money to help better dispatchers". I would think to myself, "next time they meet around here I am going to get to that meeting". Several years passed... I never did get to a meeting. I work day shifts and attending was difficult to arrange - and my chief didn't seem all that enthusiastic about me joining MCSA so another year went by...

Two years ago, my Chief retired and Sergeant Lisa Holmes was promoted to Chief. She attended a Chief's meeting and guess who was there... Anne Marie and Leslie. They were talking up MCSA and I am happy to report they convinced my Chief that I needed to attend the MCSA meetings.

The next meeting topic - taking care of yourself, dealing with stress, eating right and exercising. Anyone that knows me is aware these are not necessarily my strongest traits.

My Chief marked her calendar, reminded me to get my

shift covered and off I went...to my first MCSA meeting. It was a long drive. I got there and the people were friendly, I found the speaker interesting, the people friendly and I have been going back ever since.

Meetings I have attend have included presentations on Regionalization of 9-1-1 Centers, a tour and presentation on Boston MedFlight, Verizon Customer Care Center, and next month a trip to CJIS at the CHSB. (see page 4 for details). MCSA has provided me with networking ideas, continues to keeps me up to date on current dispatching events and issues within the state.

MCSA works towards bettering the dispatch profession, my profession - if I need help with wording on a grant there are several different MCSA members I reach out to, they are always willing to help.

It is so easy to get buried in the day to day stuff and forget to lift our head up and look around. I am glad my chief made me lift my head up and look around. I like what I see... and meeting after meeting I am inspired by someone new.

George Fosque from Cambridge E911 always rally the troops, getting dispatchers involved whether at the State House, a DALA hearing, or a State E911 Commission Hearing.

A couple months ago it was Peter Thomas at the Barnstable Meeting that was inspiring me. He's still excited and passionate about his job - 31 years into it.

This month it was Sgt. Higgenbottom from Andover PD talking to me before the meeting about the conference he was organizing for the New England Crisis Negotiators Association. I couldn't help but feel his commitment to his profession.

I am just beginning my journey with MCSA and am looking forward to it!

Please send your story to secretary@ma911.org .

• New Look • New Forum • News Reader • Job Listings • Training

Checkout MA911.org Today!

Still have State 9-1-1 Training Grant Funds for FY 2010?

Check out the new training offered by the State 911 Department scheduled in June

HANDLING CALLS FOR MISSING AND EXPLOITED CHILDREN

June 8, 2010	June 22, 2010	June 24, 2010	June 29, 2010
Northern Essex Community College	Springfield Technical Community College	Acton Police Department	State 911 Department
1600 Osgood Street N. Andover, MA	38 Federal Street Springfield, MA	371 Main Street Acton, MA	1380 Bay Street, Building B Taunton, MA

Statewide Interoperability Executive Committee Report

By Warren Gould,
Director of Communications, Town of Boxford

As the MCSA rep to the SIEC (Statewide Interoperability Executive Committee) I, along with the MCSA alternate Paul Polonsky, have attended many meetings over the past several months. The SIEC formed 3 sub-committees to work on the following objectives: Policies & Programs, Radio Frequency and Data. My primary focus has been on the Policies and Programs committee since I feel that is where “the rubber meets the road” and is what would affect Dispatchers most.

Most recently, the Policies and Programs committee has 3 major items that it has been working on.

First and foremost has been the completion of a “Statewide Interoperability Standard Operating Procedure” template. This template will now be forwarded to the various stakeholder agencies in the state. What the template contains is very specific questions about systems and policies currently in place. Once we have com-

pleted the information gathering from the stakeholders and a unified document can be created we will then present it to the end users, like MCSA, to make sure that any standard policies and procedures actually work cohesively.

Secondly we have been working on a “Communications Unit Leader” (COML) presentation for the various stakeholder agencies in the state as a way to promote COML training and use of COML’s that have already been trained throughout the state.

Lastly we are hoping to have 2 COML trainings (30 seats per course) take place in MA sometime between mid-summer and early fall. Each course will have a certain number of seats dedicated to the various disciplines in the state. I have already asked that there be a couple of seats reserved for Dispatchers at each class. Anyone interested in this training can certainly contact me for more information. We already have several members of MCSA who have already been through the COML training.

Upcoming State 911 Commission Meeting

The next meeting of the State 911 Commission will be held on May 20, 2010 at 1pm.

The meeting will be held at the State 911 Department, 1380 Bay Street, Building B Training Room, Taunton.

Sponsorship Opportunity

YOUR AD HERE!

Includes a Sponsor Listing on our Website

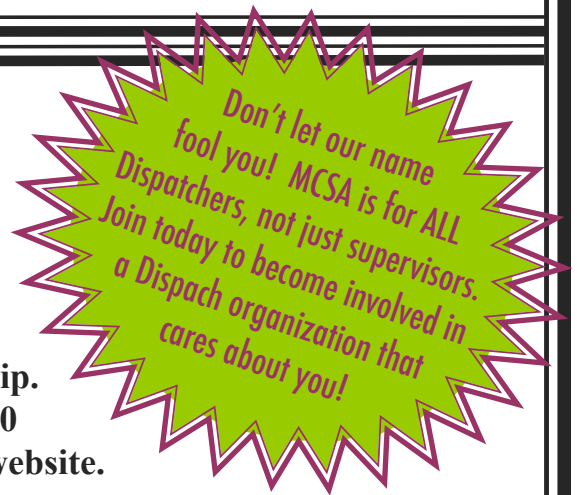
*Contact secretary@ma911.org
for more information*

MEMBERSHIP DRIVE... join today and receive 2 month FREE*!

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and receive May and June newsletter and membership
benefits for free!

Members we need your help reaching new membership.

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and win a PRIZE! use the form below or visit the website.



Massachusetts Communications Supervisors Association 2011 Membership Application July 1, 2010 – June 30, 2011

Section 1 – Agency Information

Agency/Department Name: _____

Agency/Department Address: _____

Agency/Department Phone #: _____ Fax #: _____

Provides Communications for (check all that apply): Police _____ Fire _____ EMS _____ Other _____

Primary or Secondary Dispatch: _____ Region Dispatch and/or PSAP: Yes _____ No _____

Number of Communications Staff: Sworn _____ Non-sworn _____

Section 2 – Communications Manager / Supervisor Information

Manager/Supervisor Name: _____

Manager/Supervisor Title: _____

Manager/Supervisor E-Mail Address: _____

Office Phone Number: _____ Fax Number: _____

Each agency has one voting member on the Board of Directors. That Member should have the authority from his/her Agency that may affect Communications for that agency.

Agency Voting Member Name: _____

Agency Voting Member E-Mail: _____

Manager/Supervisor Signature: _____ Date: _____

Please Attach Sheet with Additional Agency Members Names, Titles, & Emails

Annual dues are \$75 per agency payable to MCSA.

send this completed application and payment to:

**Charlene A. Fisk – Communications Supervisor
Norton Public Safety – Communications Dept
82 East Main St
Norton, MA 02766-2310**

MCSA Use Only:

Date Application Received: _____ Received by: _____

Payment Form: Cash: _____ check: _____ Amount: _____