



June, 2009

Greetings Dispatchers and Dispatch Supervisors,

On June 21, 2009, summer officially began and the fiscal year for dispatch agencies will follow soon thereafter. The Massachusetts Communications Supervisors Association is a non-profit, voluntary association of persons who are involved with the operation of 9-1-1 PSAPS and organizations. Among the principal aims of MCSA are:

- Promoting the training, equipping and professional status of call takers and dispatchers
- Assisting its membership with management and best practices development in 9-1-1 Center operations
- Working in partnership with the State 9-1-1 Department and other organizations

MCSA has participated in several annual events since its foundation in 2000. Every January, MCSA members staff an informational booth at the Massachusetts Municipal Association conference held at the Hynes Convention Center. This offers MCSA members the opportunity to interact with municipal mayors, selectmen, finance directors and administrators and educate folks about **what really goes on inside a dispatch center.** MCSA has sponsored annual educational workshops which you or one of your colleagues may have attended. MCSA has worked with members of the State 9-1-1 Department to promote improved training and certification for 9-1-1 dispatchers. Guest speakers at monthly meetings have included FEMA representatives, Health and Wellness experts, CISM representatives and Dispatch Training representatives. We have also toured Boston Fire Alarm, MEMA's Framingham office, Boston MedFlight and Wayne Alarm Company. **The next scheduled meeting is on Wednesday, 9/16/09 at the Cambridge Emergency Communications Department at 10:00 am. This meeting will include a tour of this new state of the art communications room with views of the Zakim Bridge and the historic Bunker Hill Monument. Please mark that date on your calendar. Parking is available for those wanting to attend. Annual dues of \$75.00 per agency are currently due. Please find the invoice for 2009-2010 dues and complete the application with updated contact information.**

Have a safe summer and like the song says, "See you in September."

Regards,

Leslie Carroll