

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:

- 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: Lee Ann Delp
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Vice President: Christopher Ryan
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Secretary: Leslie Carroll
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Treasurer/ Membership Chair:
Paula Snow
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Past President: Andrew M. Tilton
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Regional Vice Presidents:

Essex County: Paul Polonsky
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Middlesex/Suffolk Counties:
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Massachusetts
Communications
Supervisors
Association

MA911.org

***911 Dispatchers & Supervisors
Working Together***

***Primary Email:
board@ma911.org***

Celebrating 10 Years!

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 Training Seminar
7. Promote Improved Retirement Benefits for Dispatchers

DID YOU KNOW?

M.C.S.A. has representatives on the State E911 Commission, the Statewide Interoperability Executive Committee and Regional Homeland Security Councils.



Join MSCA!

Dues are only \$75 per year, Per organization – regardless of the number of members.

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Dispatch Academy

A 5-week course, offered by the State 911 Training Department for new dispatchers.

Contact State 911 Department at 508-828-2911 or www.state.ma.us/e911

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National Public Safety Telecommunicators

Week is April 10-16, 2011.

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Training and Support Grants for PSAPs!

www.state.ma.us/e911

MA911.org

MCSA meetings are held on the 3rd Wednesday of the month.

Meetings begin at 10 am and are open to anyone interested in attending.

Please check the website for more information and schedule updates.

www.ma911.org

2011 Meeting Schedule

January 19	Tewksbury MEMA Region 1
February 16	Worcester Region
March 16	Southeast Region
April 20	Western Region
May 18	Essex Region
June 16	Annual Meeting & Election
July-August	NO MEETINGS