

Westcomm Operations Committee Meeting

February 5, 2024 @ 1:00 PM

Westcomm Annex
645 Shawinigan Drive, Chicopee, MA 01020

1. Opening comments
2. Approval of January 8, 2024 Westcomm Operations Committee Meeting
3. Approval of January 22, 2024 Westcomm Operations Committee Meeting
4. Review the roles of the Operations Committee per the District Agreement (attached)
5. Director's Updates
6. Radio System Discussion & Updates
 - Radio vendor contract renewal status
 - Westcomm support ticket workflow discussion
7. CAD Discussion & Updates
8. DRC Updates
9. New Business
 - Draft "Release of Audio Incident Audio Recordings" Policy
10. Next meeting date: March 4, 2024 @ 1:00 PM
11. Adjourn

WESTCOMM

Operations Advisory Committee

January 8, 2024

In attendance:

Chief Robert Stocks, Longmeadow Police
Chief Patrick Major, Chicopee Police
Deputy Chief Eric Watson, Chicopee Police
Deputy Chief John Rigney, Longmeadow Fire
Deputy Chief Douglas Sanford, Chicopee Fire
Chief Stephen Kozloski, Monson Police, Operations Advisory Committee Chair
Chief Mark Williams, East Longmeadow Police
Administrative Clerk Lori Hebert, East Longmeadow Police
Deputy Director Khristy Lord, Westcomm
Executive Director Erin Hastings, Westcomm
Chief Brian Harris, Monson Fire
Chief Paul Morrissette, East Longmeadow Fire
Chief Jim Martinez, Ware Fire

Virtually present:

Matthew Barstow, MSP Director of Telecommunications
John Ruggiero, MSP Electrical Engineer V

1. Meeting called to order at 1:00 PM. Roll Call: Present were Chief Robert Stocks, Chief Patrick Major, Deputy Chief Eric Watson, Deputy Chief John Rigney, Deputy Chief Douglas Sanford, Chief Stephen Kozloski, Chief Mark Williams, Chief Brian Harris, Chief Paul Morrissette, and Chief Jim Martinez. 10 present, 1 absent.
2. Opening Comments: Chief Kozloski requested to start the meeting with Radio System discussion and updates with Matthew Barstow, MSP Director of Telecommunications and John Ruggiero, MSP Electrical Engineer V present virtually.
3. CoMIRS Presentation: Matthew Barstow and John Ruggiero virtually presented information about the Commonwealth of Massachusetts Interoperability Radio System (CoMIRS) and its use. The statewide CoMIRS P25 expansion project is expected to be completed in CY2026. Chief Kozloski and Chief Williams asked if Westcomm would be a candidate for joining CoMIRS, and Matthew Barstow indicated that regionalization is a good use, which Westcomm would fit as a regional center. Westcomm can contact EOPPS SWIC office and EOTSS regarding the CoMIRS system. Chief Stocks made a motion for Westcomm to pursue joining CoMIRS by opening a dialog with the SWIC and CoMIRS representatives. Motion seconded by Chief Williams, all in favor, motion passed.
4. Operations Committee Secretary Vote: Operations Committee Secretary resigned position on November 27, 2023 and the chiefs solicited volunteers. Chief Williams stated that the East Longmeadow Police Department Administrative Clerk Lori Hebert volunteered for the secretary position. Chief Major made a motion to accept Lori Hebert as the secretary for the

Operations Committee, Deputy Chief Sanford seconded the motion, all in favor, motion passed.

5. Approval of Meeting Minutes: A motion was made by Chief Williams and seconded by Chief Major to approve the minutes as written for the November 27, 2023 meeting. All in favor, motion passed.
6. Director's Updates: Executive Director Hastings provided updates to the committee.
 - a. FY25 budget overview: The Board of Director's proposed cuts were applied and an additional cut of the operations manager position was added. The majority of the increase to the budget was due to the CAD project and Google Workspace change.
 - b. The FY25 Development Grant Guidelines and Application have been released. There is new language that new regionals will not be accepted and communities that are interested in regionalization will have to go to an existing regional. Chief Morrisette asked if there was anything additional about Wilbraham taking on new towns, but no one present had heard anything recently.
 - c. Chief Stocks asked how the assessments are determined and how they work related to Monson. Director Hastings went over how the assessments are determined; 50% of population combined with 50% of the call volume minus identified call reasons determines each community's assessment. The assessments are 25% of the budget and 75% is covered with the Support and Incentive Grant. Communities whose assessment doesn't reach 10%, there's a formula to use to determine their assessment.
 - d. The version of the IT MOU that the Board of Directors signed kept the costs of radio replacements and repairs with the individual communities. There is interest in revisiting the IT MOU to move the costs for radio replacements and repairs to Westcomm.
 - e. Chief Kozloski requested that in the future tri-band radios are purchased as replacements.
 - f. Chief Martinez advised the committee that there is funding for equipment related to interoperability through an ASHER grant.
 - g. Building Update: The ground breaking is scheduled for March 15, 2024 and the timeline has the project completion as Spring of 2025.
7. Radio System Discussion and Updates:
 - a. Chief Kozloski stated that the communication from the radio vendor needs improvement; the vendor is not given a lot of notice, if any in relation to arriving at various locations.
 - b. Chief Stocks asked what the timeline for moving Monson off of the channel that East Longmeadow and Longmeadow are on is. Director Hastings stated that the project is ongoing and there is not a date available for when Monson will be on a different channel. Chief Kozloski stated that Monson Fire has transitioned to the Westcomm Radio System but Monson Police has not yet transitioned.
8. CAD Discussion and Updates: Legal reviewed the IMA Regional CAD with SMRECC, it is ready to sign. It will take 18 months to transition to the new CAD.
 - a. Chief Williams asked if the new CAD will be able to share records information with surrounding communities, similar to IMC. Director Hastings said records sharing is built in, but it may require a license.
 - b. Chief Kozloski asked if the new CAD will include an administrative module and Directors Hastings said that it doesn't have that.
 - c. There will be some data transfer with the new CAD, the detective module, IA module and evidence module.
 - d. Chief Williams asked if there is an IMC update for legal information regarding charges. Deputy Chief Watson directed him to Sergeant Post to see what Chicopee did to update this.
 - e. Chief Williams encourage Westcomm partner agencies to allow each other to view cases. There are two separate permissions in IMC for sharing cases, one to share with Westcomm agencies and one to share with all communities.

- f. Chief Harris asked if lamResponding can be updated to a group account. Monson's account is up for renewal. Director Hastings will check to see if it can be switched.
 - g. Chief Williams made a motion for Westcomm to sign the CAD IMA, seconded by Chief Major, all in favor, motion passed.
9. DRC Updates: Chief Morrissette made a motion to accept the policy on PAR with the edits, seconded by Chief Martinez, all in favor, motion passes. Chief Morrissette made a motion to accept the policy on Maydays with the edits, seconded by Chief Martinez, all in favor, motion passes. Chief Kozloski made a motion to accept the policy on police response to medicals, Chief Major seconded, all in favor, motion passes. Chief Kozloski made a motion to accept the policy on CPD alternative responses, Chief Major seconded, all in favor, motion passes.
 10. New Business: No new business to discuss.
 11. A separate meeting to go over the remaining policies and police response configuration was scheduled for January 22, 2024.
 12. Next Meeting: Scheduled for February 5, 2024 at 1:00 P.M.
 13. Adjourn: A motion was made by Chief Kozloski and seconded by Chief Williams to adjourn the meeting, all in favor, and the meeting was adjourned at 2:51 P.M.

WESTCOMM
Operations Advisory Committee

January 22, 2024

In attendance:

Chief Patrick Major, Chicopee Police
Deputy Chief Eric Watson, Chicopee Police
Chief Mark Williams, East Longmeadow Police
Chief Steve Kozloski, Monson Police
Deputy Fire Chief Chris Beecher, East Longmeadow Fire
Executive Director Erin Hastings, Westcomm
Deputy Director Khristy Lord, Westcomm
Administrative Clerk Lori Hebert, East Longmeadow Police
Deputy Chief Douglas Sanford, Chicopee Fire
Chief Robert Stocks, Longmeadow Police
Chief Brian Harris, Monson Fire

1. Meeting called to order at 1:07PM. Roll call: Present were Chief Patrick Major, Deputy Chief Eric Watson, Chief Mark Williams, Chief Steve Kozloski, Deputy Fire Chief Chris Beecher, Deputy Chief Douglas Sanford, Chief Robert Stocks, and Chief Brian Harris. 8 present, 3 absent.
2. Opening Comments: Meeting is solely for the purpose of going over remaining DRC updates on policies and police response configuration.
3. Protocol Operationally Approved Questions and Instructions: All DRC recommendations were reviewed, and the DSC selected additional questions and instructions.
4. Local Police Administration Definitions/Authorization: All DRC recommendations were reviewed, and the DSC is sending them back to the DRC for further information on protocols #102, 103, 105, 113, 118, 128, 129, and 132. The DRC must define the coding under which an OMEGA designation can be made before a decision is made on these items.

5. Police Response Configuration: Chief Kozloski made a motion to accept all recommendations agreed upon by the DSC. Motion seconded by Chief Williams, all in favor, motion passed.
6. Next meeting: Scheduled for February 5, 2024 at 1:00PM.
7. Adjourn: A motion was made by Chief Kozloski and seconded by Chief Williams to adjourn the meeting, all in favor, and the meeting was adjourned at 2:46PM.

DRAFT

The paragraphs below are from the Westcomm District Agreement

The Operations Committee:

The Members of the Operations Committee shall be the Police and Fire Chiefs from each of the Participating Communities. The Operations Committee, to the extent possible, shall operate in a manner similar to the Board of Directors, electing by ballot a Chair and Vice Chair, holding regular meetings, including one (1) at least quarterly, all in compliance with the Open Meeting Laws and Public Record Laws. Each Police and Fire Chief shall have the authority to designate an alternate for any meeting that such Chief is unable to attend. The Operations Committee may establish rules for the conducting of meetings, and voting. It may appoint a delegation, less than a quorum, to meet regularly with the Executive Director to discuss operational issues and other matters of mutual interest. The Operations Committee may appoint other subunits, such as Task Forces, to investigate and report on equipment, technology, dispatch protocols, training, or other matters relevant to the operations of the Center.

The Operations Committee shall be responsible for advising the Board of Directors, and working with the Executive Director, to assure the effective and orderly operation of the Center, including advising on communications equipment and systems; data processing and records management, operations; dispatch, call-back and other operational protocols and standard operating procedures; other policies and procedures; staffing, supervision and training; facilities and maintenance; and such other matters as are required to provide excellent emergency communications and dispatch services.

The Operations Committee will make recommendations to the Board of Directors and Financial Advisory Committee in a timely way to assist in the development of annual and capital budgets for the District.

The Operations Committee shall coordinate with each of the Participating Communities on local protocols and standard operating procedures required to transition to and implement regional dispatch services for each of the Participating Communities, and to ensure compliance with all applicable local, state, and federal protocols, rules, regulations, directives and laws.

The Operations Committee will provide an annual assessment to the Board of Directors of the equipment and operations of the Dispatch Center, its Executive Director and its staff, as they affect public safety in the Participating Communities.

The Operations Committee will provide to the Board of Directors its assessment of the public safety impact of any proposed or pending changes in the make-up of the Participating Communities in the District, including adding communities, or the possible termination or withdrawal of existing members. Such assessment shall include recommendations for mitigating the impact of such changes.

Members of the Operations Committees are encouraged to regularly attend meetings of the Board of Directors to provide observations, advice and guidance.

Subject: Release of Incident Audio Recordings

Purpose:

The purpose of this Standard Operating Guideline is to establish a consistent system for the release of all serious incident audio recordings to the responsible agency within a timely fashion. These audio recordings will be used by the responsible agency as part of the incident investigation, incident after action review and for future department training.

Definitions:

Audio Recordings – Audio recordings may include but are not limited to: all of the incoming 911 related to the incident; all radio transmissions on any of the Westcomm frequencies; and any other recorded phone calls from a non-911 line.

Responsible Agency – The responsible agency is the agency who is responsible for initial response and investigation after the incident.

Serious Incident – A serious incident shall be any structure fire, any mass casualty incident, any incident that involves a fatality, any incident that involves a known firefighter injury or fatality, or any incident the Chief or his/her designee deems as a serious incident.

Procedure:

Within 24 (twenty-four) hours of incident termination, Westcomm will gather all serious incident related audio transmissions and save to an adequate storage device and deliver to the Chief of the responsible agency or his/her designee.