

WESTCOMM
Operations Advisory Committee

November 27, 2023

In Attendance:

Eric Watson, Deputy Chief, Chicopee Police
Paul Morrisette, Chief, East Longmeadow Fire
Mark Williams, Chief, East Longmeadow Police
John Dearborn, Chief, Longmeadow Fire
Robert Stocks, Chief, Longmeadow Police
Nicholas Gasperini, Lieutenant, Monson Police
Stephen Kozloski, Chief, Monson Police
Shawn Crevier, Chief, Ware Police
Erin Hastings, Executive Director, Westcomm
Christy Lord, Deputy Director, Westcomm

1. Meeting called to order at 1:00 P.M. Roll Call: Present were Chief Stephen Kozloski, Chief John Dearborn, Chief Robert Stocks, Chief Paul Morrisette, Chief Mark Williams, Chief Shawn Crevier. 6 present, 4 absent
2. Opening Comments
 - a. Board of Directors Meeting Requirements: Chief Morrisette advised that the Operations Subcommittee attendance is not required at the Board of Directors meetings. The Operations Subcommittee is required to meet monthly and provide draft minutes to the Board of Directors. Meetings will be held the second Monday of each month at 1:00 P.M. in person.
 - b. Deputy Director Lord is resigning position as secretary of the Operations Advisory Committee and the Chiefs will look at identifying someone to take over the position. Until that time, she will remain in place as secretary.
3. Radio System Discussion: Chief Kozloski reviewed the Board of Directors' radio talking points, backhaul, specs, and system build-outs for Monson and Ware, and Director Hastings provided the following information:
 - a. The build-out for Monson is in process, and the timeline for Ware's build-out will become available after frequencies are identified.
 - b. Monson portable and mobile units are out of warranty due to the build-out timeline. Director Hastings checking with Horizon to see if a new warranty can be added to the Monson radios.
 - c. Frequency licenses had MOUs between the vendor and Westcomm until the process to update them to Westcomm was completed.
 - d. Director Hastings is obtaining updated radio system coverage maps from the vendor.
 - e. Monson and East Longmeadow want to identify how to address and track radio system coverage issues for buildings.

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- i. Chief Dearborn noted that even in the May Hill Road area of Monson, the radio system coverage is great. Chief Kozloski agreed that on Monson's old radio system, that used to be a problem area, but it is not anymore.
 - ii. Chief Williams stated at times, only part of radio transmissions have been heard
 - iii. Chief Morrisette stated that he had two officers standing beside each other and only one heard a transmission.
 - iv. Chief Stocks stated they have had issues with radio transmissions.
 - v. Director Hastings inquired if they had scan turned on since it should not have been before phase 2 is implemented.
- f. Radio system expansion UHF versus VHF. During the beginning of the build-out for additional coverage for Hampden County to expand, options were explored for both UHF and VHF due to concerns that there were potentially no UHF frequencies available. As that phase of the project continued, UHF frequencies were identified.
- g. Radio programming is designed as common programming where there are templates in place for each agency.
- h. Phase 2 is partially active on the radio system, and mutual aid partners must comply with phase 2 as outlined in their contracts. IT can remove any radios that are not compliant from the system. WMLEC scan ability will be part of phase 2.
- i. Interoperability:
 - i. Police utilize WMLEC
 - ii. Fire has a more in-depth plan
- j. IT can run a report on system busy signals. Phase 2 doubles the system capacity and should eliminate busy signals.
- k. Chief Kozloski identified that Horizon's communication needs improvement and will check with Chief Harris for the dates when there was poor communication from Horizon. Chief Dearborn stated that Chief Harris had contacted him about one of the dates, and Chief Dearborn confirmed that the announcement went out.
- l. In order to maintain system security as builds do not go out to anyone.
- m. Partner agencies can purchase radios as long as they comply with the system requirements.
- n. There were discussions about the IT MOU having Westcomm take over mobile and portable purchase and maintenance.
- o. Dual-band and tri-band radios will be considered for subscriber replacement plans.
- p. Westcomm has opened discussions with the State about joining the State Core Radio System.
 - i. Director Hastings and Chief Dearborn have organized interoperability meetings for the region, including the SWIC Fiske and State Police Director of Telecommunications Barstow. Using an ISSI to connect the Westcomm Radio System to the State Core will allow for unlimited interoperability and improve building penetration.

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- ii. Director Hastings and Chief Dearborn will be presenting the same topic to the WMRIC Interoperability Subcommittee, obtaining direction from SWIC Fiske and State Police Director of Telecommunications Barstow. They will work on project justification and a rough cost estimate for ISSI 800.
 - 1. Chief Morrissette made a motion to approve Director Hastings drafting and presenting the ISSI project and Chief Williams seconded the motion, all in favor, motion passed.
- q. Chief Dearborn requested that all mayday tones to sound over all fire channels. Determine if this is a programming or user change.
- r. Chief Kozloski inquired if volume differences between users (officers vs dispatchers) is a programming issue
- 4. DRC Updates: The DRC provided the police protocol recommended response updates and various policies to the Operations Advisory Committee, which serves as the DSC, for review. The committee will review and be ready to discuss at the next meeting.
- 5. New Business Not Reasonably Anticipated within 24 Hours:
 - a. Director Hastings was notified this morning that the scope of work will be sent out tomorrow. Preliminarily, the transition to the new CAD/RMS/Mobile should take around 18 months. Evidence, internal affairs, and detective modules will migrate to the new system. There will not be data migration, but the historical data will be available to each department. Monson and East Longmeadow inquired about the admin and payroll modules. Director Hastings will look into if these modules are part of the new CAD/RMS/Mobile.
 - b.
- 6. Adjourn: A motion was made by Stephen Kozloski and seconded by Shawn Crevier to adjourn the meeting at 2:34 P.M.

