

## **Westcomm Operations Advisory Committee Meeting**

**February 5, 2025**

### **East Longmeadow Fire Department**

In attendance:

Tom Christensen, East Longmeadow Town Manager

Mark Williams, East Longmeadow Police

Paul Morrissette, East Longmeadow Fire

Chris Beecher, East Longmeadow Fire

Andrew Markt, Longmeadow Fire

John Rigney, Longmeadow Fire

Robert Stocks, Longmeadow Police

Jim Clark, Chicopee Police

Eric Watson, Chicopee Police

Patrick Major, Chicopee Police

Dan Stamborski, Chicopee Fire

Brian Harris, Monson Fire

Khristy Lord, Westcomm

Anthony Massoia, Westcomm

Steve Kozloski, Monson Police

Lori Hebert, East Longmeadow Police

1. Meeting was called to order at 9:04am. Roll call: Present were Chief Mark Williams, Chief Paul Morrissette, Deputy Chief Chris Beecher, Deputy Chief Andrew Markt, Chief John Rigney, Chief Robert Stocks, Jim Clark, Deputy Police Chief Eric Watson, Chief Patrick Major, Chief Dan Stamborski, Chief Brian Harris, Deputy Executive Director Khristy Lord, Anthony Massoia, and Chief Steve Kozloski. Westcomm Board of Directors Chair Town Manager Tom Christensen attended to discuss the Executive Director's interim position and timeline for a permanent Executive Director, as well as the role of the Operations Committee moving forward.
2. Town Manager Tom Christensen, Chair of the Westcomm Board of Directors, reports that there are currently four applicants for the Interim Executive Director's position, all with varying levels of experience. Town

Manager Christensen asked the Board for input on what questions to ask the candidates. Chief Harris and Chief Williams both suggested better communication is needed as stated in our Agreement and to establish relationships with the Operations group and Board of Directors.

The candidates for the interim position are to come in to the Dispatch Center and assess the needs of the center in order to “keep the lights on”, according to Tom. He also stated that hopefully the interim will start ASAP, and that the process will be shortened due to urgent need (i.e. one round of interviews only for the interim position).

The next Board of Director’s meeting is scheduled for February 13, 2025, at which time the interviews will be done for the interim position. Town Manager Christensen also suggested that the Board open a panel for interviews for the permanent Executive Director’s position.

3. A motion was made to approve prior meeting minutes from November 6, 2024. The motion was approved with no opposition.
4. Deputy Executive Director’s Update: Deputy Executive Director Lord reports that Westcomm is doing a trial of twelve hour shifts, which seems to be working well, and she reports that the Union approves of the change.

Deputy Executive Director Lord and Chief Kozloski are scheduled to meet with radio vendor, and she is also scheduling multiple meetings with different vendors for the new building. She reports that the new building is on track with a scheduled finish of May, 2025.

5. Old Business:
  - a. RFP Update – There are no updates at this time. The subcommittee consists of Deputy Chief Watson, Chief Martinez, and Chief Williams. Chief Williams did state that the survey will cost about 100k and up based on the intensity of the survey. Town Manager Christensen talked about a Community Gaming/Litigation grant for next year to possibly help fund that project. It was also mentioned that maybe a

new radio provider should come in to evaluate our current radios. Horizon's contract ends in June, 2025.

An updated RFP from Horizon was requested from Westcomm, and their IT Director is working on a "map" of responsibilities as it pertains to the radios. There are four new switches going in according to Deputy Executive Director Lord.

- b. Zello Update – Jay Parker (Westcomm IT) is working on it and had Chicopee testing it. He reports he is happy with the update.
- c. Ware Radio Update – According to Horizon, they will have everything installed by the end of February, 2025 (was scheduled for spring of 2024).
- d. Monson Radio Update – Chief Kozloski states that 43 radios from the State 911 Grant were ordered but former Executive Director Hastings had said to not expect 43. Chief Kozloski stated that Monson PD is 15 radios short, and reports that the ones that were received are **not** new. Monson Fire is also 15 radios short. Chief Kozloski will meet with Deputy Executive Director Lord separately to discuss.

#### 6. New Business:

- a. Radio issues/outages since last meeting. There have been no recent outages and has been a significant decrease in outages including interface. Chief Kozloski states that Monson's patch was blamed for the issues in December. Monson's patch has been down since 1/7/25, yet is still being blamed for the interference.
- b. Radio Programming – Using ID numbers versus names for radio aliases was briefly discussed. Chief Kozloski states that for Monson PD, it would work to just use ID numbers with no names on the display. The concern was expressed for when a responder presses their emergency button and if the programming is inaccurate.

Jim Clark says that the firmware is not updated, which is the responsibility of Horizon. He reports that Horizon will be out in two weeks (2/17/25-2/21/25) to touch every radio for updates. Chief Stocks asked why Nate Crowther's position was eliminated after his departure, and reportedly that job is the responsibility of the vendor (i.e. Horizon). Converge I was discussed and its 24-hour monitoring and what that entails. According to Jim Clark, they not only monitor but also fix the problems.

Chief Stocks suggested a Zoom meeting with the Chiefs prior to Horizon coming in two weeks to discuss concerns. That virtual meeting is scheduled for Wednesday, 2/12/25 @ 1:00pm.

A separate Zoom meeting is scheduled for Monday, 2/24/25 at 9:00am with Converge I to discuss their role. Ryan Quimby will be in charge of a punch list for the IT Subcommittee and Ops Committee.

Chief Kozloski reports that WMLEC Police talk group was added but that Horizon needs to make the PD channel priority over WMLEC scan. Deputy Executive Director Lord is going to check with Horizon.

Deputy Executive Director Lord requested **monthly** operations committee meetings at this transition time between Executive Directors (second Thursdays of each month at 9:00am).

Other items discussed were that the position for an operations manager for Westcomm was cut.

7. Next meeting date - The next meeting is scheduled for Thursday, March 13, 2025 at 9:00am at the Chicopee Police Department.
8. Meeting was adjourned at 11:09am.

\*\*\* Chiefs Zoom meeting with Horizon was changed to Monday, 2/10/25 due to a scheduling conflict.