

## **Westcomm Operations Advisory Committee Meeting**

**November 6, 2024**

### **Ware Fire Department**

In attendance:

Mark Williams, East Longmeadow Police

Erin Hastings, Westcomm

James Martinez, Ware Fire

Chris Beecher, East Longmeadow Fire

Eric Watson, Chicopee Police

Patrick Major, Chicopee Police

Steve Kozloski, Monson Police

Carl Mazzaferro, Longmeadow Police

Robert Stocks, Longmeadow Police

Paul Morrissette, East Longmeadow Fire

Shawn Crevier, Ware Police

Dan Stamborski, Chicopee Fire

Lori Hebert, East Longmeadow Police

1. Meeting was called to order at 1:01pm. Roll call: Present were Chief Mark Williams, Executive Director Erin Hastings, Chief James Martinez, Deputy Chief Chris Beecher, Deputy Police Chief Eric Watson, Chief Patrick Major, Chief Steve Kozloski, Captain Carl Mazzaferro, Chief Robert Stocks, Chief Paul Morrissette, Chief Shawn Crevier, and Chief Dan Stamborski.
2. A motion was made to approve prior meeting minutes from August 21, 2024 and September 3, 2024 (virtual meeting). The motion was approved with no oppositions.
3. Executive Director's Update:
  - a. Budgets: Executive Director Hastings reported the first draft of the Westcomm budget will be given to the Board, with a 7% increase in line level service with two new positions; an operations manager, as well as

a training coordinator. Erin also advised that Westcomm has a new H.R. Director, who was previously from the Chicopee Police Department (Chief's Office).

- b. CAD project: Director Hastings reports that the CAD project is 18 months out, and that a core team is needed to include a CAD lead for configuration and mapping for police/fire/ems responses, an RMS lead and a Data Conversion lead.

According to Director Hastings, Hexagon states they can provide a records transfer of up to 3-5 years conversion at no additional cost with no scheduling component. Chief Williams proposed a motion for data conversion, Chief Major approved; Chief Stocks seconded. Motion approved by all Police Chiefs.

- c. I Am Responding: Director Hastings would like them to set up orientation with the Fire Chiefs to see what they have to offer. I Am Responding is part of Rapid SOS, which Westcomm currently utilizes.

#### 4. Old Business:

- a. RFP Update: The Board of Directors requested the Operations Committee to develop a sub-committee for the RFP and are looking for volunteers. There is a draft RFP but it needs more detail. The three volunteers for this sub-committee are: Deputy Police Chief Eric Watson, Fire Chief Jim Martinez, and Police Chief Mark Williams.

Director Hastings suggested an RFP for our maintenance contract to explore options besides Horizon. Chief Kozloski suggested the Ops Committee come up with realistic goals for the sub-committee; either by a meeting dedicated to RFP discussion or by survey first and then meet as a group. This needs to be done by March 1<sup>st</sup> for July institution.

Director Hastings will prepare a RFP survey within the next few days.

- b. Zello Update: The vendor has cable and gateway.

- c. Ware Radio Update: According to Director Hastings, the challenge is that FAA certification is needed.
- d. CT Tower Update: Director Hastings reported it will be \$1200 per month moving forward with a purchase order. Chief Kozloski asked for the height of the tower.

5. New Business:

- a. Radio issue response from the weekend of 10/25-10/27. According to Director Hastings, the radio issues are due to a bad network switch. A network monitoring company, Converge 1, is sending a replacement switch, as well as an additional switch to have on hand. Apparently the life expectancy of a switch is 5-7 years. Chief Kozloski asked the question, is it a Horizon issue or a network issue? He also stated that he has many open support tickets for Monson.
- b. Radio Programming: Police channels are completed. WMLEC 1 & 2 will be added to the line-up, and one radio from each department will be programmed first to make sure it is working properly and Dispatch will test prior to Jay programming all radios.
- c. Issue Notification upon onset and conclusion of issues. A notification shall be issued when there are first issues, and then update when the issue is resolved.
- d. Director After-Action Report to ops when outages/issues occur, as well as a cause and solution and was there a backup in place that worked? Chief Williams brought up the safety issue again, and the fact that his Union is concerned for officer safety.
- e. Plan for Radio/IT function within Westcomm – Combination of Horizon and Converge 1.
- f. Other items: None.

6. Next meeting date will be February 5, 2025 at 10:00am at the Chicopee Police Department.

7. Meeting was adjourned at 2:06pm.

