

Westcomm Operations Meeting Minutes

May 27, 2025 at the Longmeadow Fire Department

Present:

City of Chicopee: Police Chief Patrick Major, Fire Chief Dan Stamborski, Deputy Police Chief Eric Watson, Deputy Fire Chief Doug Sanford, Jim Clark

Town of Longmeadow: Police Chief Robert Stocks, Deputy Fire Chief Andrew Markt

Town of Ware: Fire Chief James Martinez

Town of East Longmeadow: Fire Chief Christopher Beecher, Police Chief Mark Williams

Westcomm: Interim Executive Director Penny Ryan, Dispatch Supervisor Anthony Massoia, IT Director Grant Herman

The meeting was called to order by Chief Mark Williams, Vice Chair, at 9:10AM.

Prior Meeting Minutes: A motion was made by Chief Martinez to approve the meeting minutes from 4-29-25. Chief Stocks seconded the motion. Motion approved unanimously.

Interim Executive Director Ryan's Update:

- Anthony Massoia has been promoted to the Deputy Executive Director position, effective 6/2/25.
- The new building is progressing well. Pavement is being put down today. Administrative occupancy is hoping to begin in July, with the full dispatch cutover in August.
- Hexagon obtained their CJIS Certification from Massachusetts on their first attempt.
- Ongoing radio projects – talks are continuing with Dan from Horizon about completing unfinished radio projects, and expected timelines and statuses are being shared by email.
- The updated desired compensation level for the new Operations Manager position in FY26 will be presented to the Board of Directors.
- Grant from IT updated the group on recent issues and projects he's been working on:
 - Zetron/PA status for fire departments – an adapter has been found which may help fix the ongoing Zetron issues in Chicopee FD. Chief Stamborski agreed to try it out and see if that works. Chief Rigney is looking into "First Arriving

Dashboard” and wants to know if other Westcomm FD’s would be interested in it as well. Grant thinks this could be a better solution than trying to make Zetron work.

- Grant is developing an email template to be used for network outage notifications. Chief Stamborski recommended setting up a text-thread as well for more immediate notification.
- Grant said that the network outage on 5/15 was caused by a “bug” in the management software on the cluster on the server. It was a highly unusual and unexpected problem to encounter, but Grant does not think it was indicative of a potential security breach or virus.

Old Business:

- Unfinished Horizon projects – discussed during Director’s update
- Building update – discussed during Director’s update
- DRC Standardization Update – Anthony reported that the DRC didn’t have enough attendees at their last meeting to work on this issue. It will be revisited in future meetings.
- NIBRS Codes/IMC – to be revisited in future meetings.

New Business:

- 5/15 Network Outage - discussed during Director’s update
- Notifications for Network Outages - discussed during Director’s update
- Update on FD PA Systems - discussed during Director’s update
- Radio RFP Subcommittee Update – Chief Williams updated the committee following the initial meeting. Penny and Mikayla are working together now on procurement language.
- Hexagon Kickoff Meeting Update –
 - Chief Williams briefed the group on how the kickoff meeting with Hexagon went. Chief Williams has questions about the time commitments needed for the department representatives who will be going to Hexagon’s workshops and then assigned tasks to complete back at their agency; Chief Williams has a virtual meeting scheduled with Joe Houde this afternoon to try and get those questions answered.
 - The Operations Committee needs to decide what level of data conversion they want to have from IMC into Hexagon, such as types of records to be converted, and how far back to include in the conversion. The group agreed that some level of lookback should be expected, at least five to seven years, and that depending

on the method proposed to store other legacy data, it's possible that we should ask for all data to be converted.

- Chief Williams recommended that Joe Houde, or someone from Hexagon who is familiar with data conversion, be invited to a future Operations Committee meeting to discuss this with the group.

The next scheduled meeting is the joint meeting with the Board of Directors on June 12th. Chief Williams will talk to Chief Harris to see if he wants the Operations Committee to meet before the full Board meeting or not.

The meeting adjourned at 10:08AM by a unanimous vote.

Respectfully Submitted,

Chief Mark Williams, Vice Chair