

Westcomm Operations Committee Meeting

April 29, 2025

Longmeadow Fire Department, 44 Williams Street, Longmeadow, MA

In attendance:

Brian Harris, Monson Fire Department
Dan Stamborski, Chicopee Fire Department
Steve Kozloski, Monson Police Department
Grant Herman, Westcomm
James Martinez, Ware Fire Department
Mark Williams, East Longmeadow Police Department
John Rigney, Longmeadow Fire Department
Carl Mazzaferro, Longmeadow Police Department
Khristy Lord, Westcomm
Anthony Massoia, Westcomm
Penny Ryan, Westcomm
Lori Hebert, East Longmeadow Police Department

1. Meeting was called to order by Chief Harris @ 9:05am. Roll call: Present were Fire Chief Brian Harris, Fire Chief Dan Stamborski, Police Chief Steve Kozloski, Fire Chief Jim Martinez, Police Chief Mark Williams, Fire Chief John Rigney, Captain Carl Mazzaferro, Interim Executive Director Penny Ryan, Deputy Director Khristy Lord, Anthony Massoia, and Grant Herman. Absent were Police Chief Robert Stocks, Police Chief Shawn Crevier, Police Chief Patrick Major, and Fire Chief Chris Beecher.
2. Chief Harris made a motion to approve prior meeting minutes from March 13, 2025. The motion was approved by Chief Martinez and seconded by Chief Rigney with no oppositions.
3. Interim Executive Director's Introduction & Update: Interim Executive Director Penny Ryan opened with the update of the Deputy Director Khristy Lord's resignation effective mid-May; and stated that the position was posted last Friday. Penny also advised that she is requesting a new position of an Operations Manager, as well as a Training Coordinator. She stated that it was hard to believe

that a regional center of Westcomm's size did not already have these positions in place.

Interim Executive Director Ryan stated that the issue of radios is her biggest concern. There is a new IT person in place at Westcomm, Grant Herman, also present at today's meeting. Priorities for him are deferred maintenance at radio sites, as well as fixing network links that are not working.

4. Old Business:

a. Radio programming visits from Horizon: Captain Mazzaferro reported that there is still a list of radios at LPD that are untouched. Chief Kozloski reported the same for Monson. Chief Williams reports a few remaining radios in East Longmeadow are untouched as well.

To this end, Interim Executive Director Penny Ryan stated that she is attempting to get a formal update from Horizon on the status of many unfinished jobs, and is hoping to get a better grip on what that list entails. Deputy Director Khristy Lord stated that in her opinion, it is a manpower issue with Horizon causing the delays.

Chief Williams wondered if since there is a contract with Horizon and they aren't complying, we could hire another vendor to complete what Horizon has not, and bill Horizon for the same? Chief Harris stated that either way, discussion needs to be had regarding a new radio vendor.

b. Building Update: According to Penny, the building has walls, paint, and rugs. They are presently coordinating IT purchases, and new dispatch consoles are coming in next week. Khristy reports that the timeline for the opening of the new building is still on track. The plan is for the administration to move in first; in the June/July time frame, and have the 911 consoles/dispatch to move over in August. The question was asked again regarding Horizon's involvement at the new building, and Khristy stated that Horizon will be installing the equipment on the rooftop of the new location as part of their contract. Horizon additionally reported that the radio consoles all need to be upgraded; according to Khristy. Inventory is currently being done with goals of cataloguing and organizing the inventory on a spreadsheet type program.

c. IT projects completed since last meeting. Deputy Director stated that she thinks the IT Subcommittee should continue and stated that Ryan Quimby has been so supportive and helpful since the departure of the previous Executive Director. She also is hoping for a new IT position to be requested in new grant. It was agreed upon by the Committee that we need better radio vendor service including manpower, and there are too many unfinished projects with Horizon.

The use of Prepared Live was discussed by Westcomm members, and their ability to receive photos and videos/texts via 911. However, there is no language translations available via Prepared Live.

Prepared Live Enhanced can provide translation services, and a link can also be sent to a cell phone for a call received on an e-7 digit number. There is also a transcription service for calls with Prepared Enhanced.

Chief Williams brought up a change to (Rule 14) after a recent meeting held by Hampden County D.A. Anthony Gulluni. The change is affectively releasing all video, etcetera at the time of releasing 911 recordings for Court. It is Chief William's understanding that any and all attachments to the 911 recordings requested be forwarded upon initial request by the D.A.'s Office.

The application I Am Responding is currently paid for individually by each agency partnered with Westcomm; and it was discussed how this could be hosted by Westcomm with just one fee.

Chief Kozloski asked about the timeline for Hexagon, to which Khristy stated about 18-22 months at least. There will need to be dedicated personnel from each department to be involved in the conversion. Good data in was discussed and the importance of that.

Grant is going to send out a link to the Chiefs to use for submitting IT support tickets; and restricted access was again discussed. The Chiefs will determine who has access to submitting tickets.

d. Radio RFP Subcommittee first meeting scheduled for 4/30/25. Chief Williams will update the Committee via email following the same.

5. New Business:

a. Deputy Director's meeting with HCSO. The call volume has increased from the Sheriff's Department, with car stops being done. They are also still looking to have a seat on the Westcomm Operations Committee but that is not in their contract according to Khristy. The work that is being done at site towers for the Sheriff's is being paid by HCSO.

b. HCSO Radio System buildout has been a slow moving process.

c. Details. There has been prior discussion about police details being handled by outsourcing, as it has become so time consuming for the dispatchers. Chiefs Williams and Kozloski will be looking into that possibility.

d. DRC Standardization Update. Tony Massoia reports that talks have begun.

e. Animal Control Procedures. Will revisit.

f. Unit Naming was briefly discussed and it was agreed that there should be uniformity. Chief Rigney suggested creating a subcommittee to establish the same for unit naming uniformity.

g. NIBRS Codes/IMC in "real time"

6. No new items not reasonably anticipated 48 hours prior to meeting.

7. Next meeting will be held on Tuesday, May 27, 2025 at 9:00am. Chief Rigney offered to have this meeting at Longmeadow Fire Department as well.

8. A motion was made by Chief Harris to adjourn the meeting; motion approved. Meeting was adjourned at 11:04am.