

Westcomm Operations Advisory Committee Meeting

February 5, 2024

Westcomm Annex

645 Shawinigan Drive, Chicopee MA 01020

In attendance:

Chief Patrick Major, Chicopee Police
Chief Robert Stocks, Longmeadow Police
Chief Shawn Crevier, Ware Police
Deputy Chief Douglas Sanford, Chicopee Fire
Deputy Chief Chris Beecher, East Longmeadow Fire
Deputy Chief John Rigney, Longmeadow Fire
Chief Stephen Kozloski, Monson Police
Chief Mark Williams, East Longmeadow Police
Administrative Clerk Lori Hebert, East Longmeadow Police
Deputy Director Khristy Lord, Westcomm
Executive Director Erin Hastings, Westcomm

1. Meeting called to order at 1:02 PM. Roll call: Present were Chief Patrick Major, Chief Robert Stocks, Chief Shawn Crevier, Deputy Chief Douglas Sanford, Deputy Chief Chris Beecher, Deputy Chief John Rigney, Chief Stephen Kozloski, Chief Mark Williams. 8 present, 3 absent.
2. Chief Kozloski made a motion to approve January 8, 2024 Westcomm Operations Committee meeting minutes, Chief Crevier seconded the motion, all in favor, motion passed.
3. Chief Kozloski made a motion to approve January 22, 2024 Westcomm Operations Committee meeting minutes, seconded by Chief Williams, all in favor, motion passed.
4. A motion was made to defer the review of the roles of the Operations Committee per the District Agreement due to absentees, Chief Williams approved motion, Chief Crevier seconded, all in favor, defer to next meeting.
5. Director's Updates:
 - a. Executive Director Hastings began the discussion of shared radio channels and reports that the current setup is not saturated at this time, with the definite possibility of more towns being added to the shared radio channels. Chief Stocks expressed his concern for officer safety with the current setup with the three communities sharing one PD channel. There was discussion that geographically, it makes sense for East Longmeadow and Longmeadow to share channels, and that Monson and Ware sharing a channel also makes more sense. Chief Kozloski added that switching to a different channel when there is a high volume radio traffic

- incident is helpful as well; mentioning that Monson Fire had a busy morning that tied up the radio until they eventually moved to Fire Channel 2. Executive Director Hastings also explained that if two channels are being used for the towns, one gets muted while the other is transmitting, which isn't ideal either. To that end, Chief Kozloski states that Monson is still awaiting a site for cell tower.
- b. Chief Stocks asked about the Sheriff's Department and how that relates to the dispatchers/call takers. Executive Director Hastings stated that the Sheriff's Department is monitored by the dispatcher/call taker assigned to Chicopee and that on average there is about 30 calls for service per month.
6. Radio Systems Discussion & Updates:
 - a. Radio vendor contract renewal status will be tabled until next month's meeting.
 - b. Westcomm support ticket workflow discussion: Discussion was had that the towns should be putting in a work order ticket with their IT Department, as well as Westcomm IT for any radio/IMC issues. Executive Director Hastings also requested that there be specifics on the ticket such as geographic location and time of radio issue.
 7. CAD Discussion & Updates: Executive Director Hastings reports that Phase I is in process at this time.
 8. DRC Updates: The process has begun to enter all the policy changes, as well as fixing the call reasons **General Info**, **Phone Call**, and **Administrative** to populate to the Pending Call screen. Deputy Chief Douglas Sanford requested that Dispatch give the name of a business when dispatching along with the address and to give information over the air when possible rather than requesting supervisor to call Dispatch.
 9. New Business: Draft "Release of Audio Incident Audio Recordings" Policy. Executive Director Hastings went over changes that she would like to make to this draft policy including:
 - a. The name of the Agency Internal Requestor at the top of the request.
 - b. Under the Definitions/Serious Incident change the words **his/her** to **their**.
 - c. Under the Procedure Section: Change **incident termination** to **the request**, and replace **deliver** with **email**, and lastly, change **his/her** to **their**.
 - d. Additions to current draft:
 1. The request shall include at a minimum the CFS#, date, time of incident, specifics of audio needed (i.e. call only, initial dispatch, police radio up to times, and reason for request.
 2. The timeframe for the producing of audios needs to be adjusted.
 3. Westcomm inquiries are handled by Westcomm personnel and these requests cannot be used to investigate Westcomm personnel.
 10. Next Meeting: Scheduled for March 4, 2024 at 1:00PM at 15 Court Street, Chicopee Police Department Public Safety Room.
 11. Adjourn: A motion was made by Chief Kozloski and seconded by Chief Williams to adjourn the meeting, all in favor, and the meeting was adjourned at 2:26PM.