

**MEETING OF THE
WESTCOMM BOARD OF DIRECTORS**

MAY 8, 2025, 10:00 A.M.

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449 FRONT STREET, CHICOPEE MA 01013

GOOGLE MEET:

[HTTPS://MEET.GOOGLE.COM/VMX-BWPA-DPT](https://meet.google.com/vmx-bwpa-dpt)

PHONE: 1-402-946-0264 PIN: 415 080 268#

In Attendance:

Penny Ryan, Interim Executive Director, WESTCOMM

Tom Christensen, Town Manager, East Longmeadow

John Beaulieu, Chicopee

Stuart Beckley, Town Manager, Ware

JoAnn Kupiec, Admin Assistant, WESTCOMM

Lyn Simmons, Town Manager, Longmeadow

Mark Williams, Chief, East Longmeadow PD

Grant Herman, IT Director, WESTCOMM

Ryan Quimby, IT Director, East Longmeadow

Peter Kinnis, State 911

Mihaela, Miteva, Procurement Officer, WESTCOMM

Tyler Allen, Goosetown

Anthony Massoia, Dispatch Supervisor, WESTCOMM

Steve Kozloski, Chief, Monson Police

Patrick Major, Chief, Chicopee Police

Marlyn Velazquez, WESTCOMM

Dan Stamborski, Chief, Chicopee Fire

1. Meeting called to order 10:01 A.M. A roll call was done, and present at the meeting were Tom Christensen, Stuart Beckley, Lyn Simmons and John Beaulieu. 4 Present, 1 absence (Jennifer Wolowicz)
2. Approval of Minutes from the meetings held on 1/14/25, 2/13/25, 2/26/25 & 3/10/25. A motion was made by John Beaulieu and 2nd by Lyn Simmons to approve the minutes as written. A roll call was done 4 yes, motion passed.

3. Building Update: Carpeting has been installed, lighting fixtures, sheetrock in the Dispatch center is up. Working on elevator, Kevlar was being installed yesterday for that hallway, and end caps on the roof. Waiting on elevator folks and the front façade to be finished, electricity should be coming in the next few weeks. The switch gear came in, 911 consoles are being delivered May 19th and will be installed by the end of May. Substantial completion is June 6th; final completion is slated for July 6th.
4. Radio Update: IMC lam responding interface was fixed. The tentative plan is to have WESTCOMM administer a tenant inclusive of all our agencies hoping to reduce costs as well as efficiency, bringing everything into one location. Radio maintenance was scheduled for this morning, encountered errors, the engineer is currently escalating this issue to a higher level at the company. Another attempt will be made.

Grant gave a detailed explanation on why the system needs to be brought down for upgrades.

A motion was made by Stuart Beckley and 2nd by John Beaulieu, Move that the Board authorize the Executive Director to enter into a contract for 5 years with Crossroads for dark fiber. A roll call was done 4 yes, motions passed.

5. OPEB Trust Fund: A motion was made by Lyn Simmons and 2nd by John Beaulieu, Move that the WESTCOMM Regional Emergency Communications District vote to adopt and accept provisions of section 20 of Chapter 32B of the MGL as amended by section 15 of chapter 218 of the acts of 2016, establishing another post-employment benefits liability trust fund and further authorize the board of director to execute a declaration of trust creating an expendable trust. A roll call was done, 4 yes, motion passed.
6. IT Update: IT Shortfall: The combined cost of hardware for the new building, which is inclusive of servers, monitors data center hardware, computer for dispatch and switched, not counting moving existing hardware or video walls comes out to \$399,000. The IT budget for the new building was put in as a placeholder for \$300,000. Looking to move the network to Cisco which is going to be an expense that isn't budgeted for. A good portion of the existing WESTCOMM wide area network is coming to the end of support in October.

Grant will be working on a Capital Replacement plan, so WESTCOMM has some sort of predictable expenses on computers, switches, cameras, radio equipment.

7. Operation Update: The RFP Sub-Committee met on April 30th. Mihaela, Penny and Grant attended the meeting. After discussion of obvious issues, the big question that needs to be answered is WESTCOMM going to explore making a change and what procurement requirements are necessary as well as current contractual situation with the current radio vendor. It was discussed that there is a month-to-month contract with the current vendor. And that an RFP does not need to be posted as long as we are using the vendors presently on the state bid list.

Penny, Grant and Mihaela will be working together to come up with a description of what WESTCOMM is looking for when it comes to the next radio vendor. Vendors that are already on PS1 State Bid List to see what they have to say in terms of what they can offer.

8. Interim Executive Director Update: The Deputy Director has put in her resignation letter effective for May 18, 2025. The position was posted on April 25th, with two inside candidates applying for the position, as well as two outside candidates, who did not meet the minimum requirements for the position.

Interviews for dispatchers will be scheduled for next week to fill open dispatch positions.

Penny met with the Hampden County Sheriff's Office regarding concerns. Penny reported it as her first meeting with them, and that it's work in progress. The call volume for the Sheriff's Office is moving fairly quickly upwards, they are finding things that need to be tweaked and will be meeting with them to come up with some plans on how to move forward with the increased call volume.

Penny gave an update on Prepared Live. This will allow dispatchers to send a link to a caller through the phone, and they can then send a video of what they are seeing to the Dispatcher. The upgrade will now include transcriptions, so everything being said and done will now be transcribed. This will protect staff from any kind of repercussion.

An update on the FY 23 audit was given. It is almost complete, and the FY 24 audit will begin the week of Memorial Day, with an estimated completion date of July 14th. The FY 25 audit is expected to start in the fall.

Talks about software to replace Quickbooks are being had and WESTCOMM is proactively looking at and reaching out to a Companies for information.

Penny will be meeting with State 911 in regard to resubmitting the FY 26 Development Grant. This will include technological needs, but there are no guarantees. State 911 has \$50,000,000 in grant money and is considered a very competitive grant.

There will be a HEXAGON Phase 2 Project kick off meeting on 5/20/25 from 1:00-4:00 P.M. Hexagon has announced they are ready to start Phase 2 of the CAD project. The kickoff meeting will discuss the scope and timeline of the upcoming project. This is a large-scale project that will require the involvement of dedicated personnel from each participating agency. This includes teams from Dispatch, responders, records, and IT on both the Police and Fire sides. Given the scope it's anticipated this project may span 18-24 months. It will likely involve monthly 3-day onsite sessions followed by the project work assignments.

Penny expressed concerns regarding the pay scales for certain positions. How certain additional positions are needed at WESTCOMM and gave other Community 911 information such as call volumes, administrative positions in those Communities that include a Training Coordinator, an Operations Manager, the salaries for those positions, as well as the Deputy Director salary. She asked the Board to be invested in our infrastructure. The Board thanked Penny for her robust update and the detailed information they were provided. It was stated they had asked for detailed information in the past from the previous Administration and did not receive that. They will now be able to make informed decisions going forward with the information provided.

9. Adjourn: A motion was made by Lyn Simmons and 2nd by Stuart Beckley to adjourn the meeting. A roll call was done, 4 yes, meeting adjourned at 11:02 A.M.