

**MEETING OF THE  
WESTCOMM BOARD OF DIRECTORS**

**JUNE 12, 2025, 9:00 A.M.**

**CHICOPEE PUBLIC SAFETY TRAINING ROOM  
15 COURT STREET, CHICOPEE, MA 01020**

GOOGLE MEET:

[HTTPS://MEET.GOOGLE.COM/GAF-YPED-IAG](https://meet.google.com/GAF-YPED-IAG)

PHONE: 1-484-746-4247 PIN: 593 845 636#

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

Mihaela, Miteva, Procurement Officer, WESTCOMM

Anthony Massoia, Dispatch Supervisor, WESTCOMM

Steve Kozloski, Chief, Monson Police

Marlyn Velazquez, WESTCOMM

Dan Stamborski, Chief, Chicopee Fire

Holly Cote, Captain, Chicopee PD

Chris Beecher, Chief, East Longmeadow Fire

John Rigney, Chief, Longmeadow Fire

Ed Linehan, Deputy Chief, East Longmeadow Fire

Nicholas Gasperini, Lieutenant, Monson PD

Greg Wallace, Dispatch Supervisor, WESTCOMM

Brian Harris, Chief, Monson Fire

Lisa Ricardo, HR Director, WESTCOMM

Shawn Crevier, Chief, Ware PD

Jennifer Wolowicz, Town Manager, Monson

Douglas Sanford, Deputy Chief, Chicopee Fire

1. Meeting called to order 9:01 A.M. A roll call was done, and present at the meeting were Tom Christensen, Stuart Beckley, Lyn Simmons and John Beaulieu, Jennifer Wolowicz, 5 present.
2. Old Business: Building update: Penny provided an update on the new building's anticipated cutover around June 20<sup>th</sup>, the delay with the state elevator inspector, and her enthusiasm for the completed facility. A credit was given for the black trim that was left out. The Operations Manager job description will be brought up at the July BOD meeting.

Radio Update: Penny expressed dissatisfaction with the current vendor and proposed moving to a maintenance contract, aiming for implementation by the end of July with available grant funding.

Operations Manager Job Description: Penny requested to postpone the discussion of the Operations Manager Job description until the next month, as they plan to propose a joint meeting of all boards to present a revised operational organizational chart. The goal is to ensure the job description aligns perfectly with WESTCOMM's future direction, and a proposal will be shared a week before the joint meeting for informed decisions. This approach is favored over making rash decisions, allowing for a deeper dive into the organizational structure.

3. New Business: Introduction to the New Deputy Director: The meeting also included the introduction of Anthony Massoia as the new Deputy Director, highlighting Tony's dedication and institutional knowledge, and strong work ethic. Penny expressed immense comfort and confidence in Tony, noting their shared vision for WESTCOMM to be the "shining star of communications in Western Mass". Tony expressed their commitment to WESTCOMM and echoed the sentiment of positive change and growth within the personnel.

Penny also outlined the restructuring of the Community Outreach Team, which will be known as the CALL team (Community Awareness, Listening and Learning). The aim is to educate the community about WESTCOMM's role reducing confusion with police and fire departments and fostering better connections. Penny stated she is honored to lead the initiative and acknowledged dispatcher input in developing the CALL team concept.

Ribbon Cutting Ceremony: Penny informed the board that invitations for the ribbon cutting ceremony have been sent out, scheduled to coincide with the

legislators being in the last week of session. Prior to this, an open house for WESTCOMM friends and family will be held on the 10<sup>th</sup> and 11<sup>th</sup> of July from 4 to 7 PM. The new dispatcher training group will be involved by giving tours during the ribbon cutting event. Penny also mentioned plans for a public safety open house later in the month to showcase the new facility to other agencies. There was a discussion about whether the ribbon cutting date was firm given the elevator inspection timeline, but Penny clarified it would be more of a photo opportunity and walkthrough, not requiring full occupancy.

Hiring Janitorial Positions: Penny discussed the need to hire janitorial staff for the new building, noting that the \$80,000 budgeted for janitorial services in FY 26 is insufficient for hiring a full cleaning company. The proposed solution is to hire two part-time janitors with different pay rates based on their responsibilities (general cleaning vs. cleaning with minor maintenance skills), along with a \$35,000 budget for supplies, which would fit within the allocated budget. The flexibility in scheduling for these part-time roles in the 24/7/365 building was highlighted as a potential advantage.

WESTCOMM Organizational Chart: Penny deferred a detailed discussion of the WESTCOMM organizational chart to the joint board meeting next month. They alluded to the unsustainability of the current leadership structure and the need for more management-level positions, aligning with industry standards and best practices. The vision includes roles like Executive Director, Deputy Director, Ops Manager, and a trainer/training coordinator/community engagement position. Penny explained a creative solution to fund the new position by reallocating funds from currently unfilled dispatch supervisor positions, allowing for potential pay increases for key personnel. The need for a dedicated training coordinator was emphasized due to the increased workload with new hires and the desire to enhance the training program.

Operations Committee Update: Grant provided an update on the new building technology, stating that the network equipment is end route. The CJIS network connection and regular internet are live and tested, while work continues on linking to the sieges and the direct link between public safety entities. Grant requested approval for three five-year financing contracts for radio workstations, a firewall, and replacement of existing network infrastructure (separate from the new building budget), seeking an extension from the current three-year contract limit. Penny praised Grant's progress and responsiveness. An emergency finance committee meeting was proposed for the following week to discuss these contracts and end-of-year budget adjustments.

Fire Station Alerting: Grant reported ongoing issues with the fire station alerting system preventing voice output, despite resolving two previous issues. They are simultaneously testing a replacement for ZETRON as a contingency. Penny commended Grant for his efforts in resolving various logistical issues related to the new building.

CAD Program Conversion: Chief Williams provided an update on the incoming CAD program conversion with Hexagon, noting that personnel involvement will be necessary for the implementation. He indicated that the majority of the work for police and fire agencies will involve data conversion, while WESTCOMM will handle most other tasks. Penny highlighted the ongoing discussions within the Ops Committee regarding the extent of data conversion and the associated costs. The timeline for full implementation from Hexagon is projected for October 2026.

Hexagon Licensing: Chief Stamborski inquired about the licensing for Hexagon, questioning who would bear the cost and how many licenses would be available, especially in comparison to their current IMC licenses. Penny stated that she did not have an immediate answer but recalled a chart showing a substantial number of licenses included in a previous meeting. It suggested that police and fire might not pay any licenses, as it would be covered by WESTCOMM. The need to continue IMC licensing for archives was also raised.

Alternative Data Conversion Options: A contact for Paragrין, a Company that could potentially handle data conversion and host the data, with Hexagon only needing to build an interface. Chief Stamborski questioned if they would need access to Hexagon and if there would be a fee, as they currently rely on their own RMS system. Penny suggested that the State might cover the data conversion costs. She emphasized the importance of exploring all options for data conversion.

Horizon Open Projects: An update on open Horizon projects was given, including ongoing site surveys by Comcast to ensure service provision. Horizon is reportedly facing delays with power connections at new sites due to local electrical inspector requirements. Penny mentioned discussing roaming profiles for other agencies to leverage the existing system. Issues with bolo transmissions and the fire departments PA system, which was affected by an IP address conflict, are being addressed.

Increased Sheriff's Department Activity: Penny discussed the significant increase in call activity from the Sheriff's Department, which has presented challenges for

dispatchers. While the Sheriff's Department is receptive to suggestions, Penny raised concerns about the equity of their contribution to WESTCOMM, as their \$300,000- radio system is not compatible with the trunk system used by other agencies and their staffing levels impact WESTCOMM dispatchers. It was highlighted that the Sheriff's Department is also leveraging grant money without contributing funds. Penny indicated that they're aware of the issues and plan to address them strategically, potentially reopening contract negotiations. The discussion regarding the Sheriff's Department's agreement is likely to continue at the Board level.

Interim Executive Director's Update: Penny provided an update on the transition with the Interim Executive Director, Tony highlighting efforts to rebuild trust and open communication internally and externally. Outreach has been reinitiated with key partners and stakeholders, and meetings have been scheduled.

WESTCOMM's team was nominated for the Massachusetts Telecommunication Awards Team of the year. Penny also acknowledged the exceptional work of telecommunicator Matt Clark in assisting a parent whose child was injured. HR and telecommunicators will be representing WESTCOMM at a local bike rodeo. Additionally, a dispatcher was recognized for their initiative in assisting the State Police with locating a vehicle involved in an incident. Penny thanked the entire team for their dedication and hard work during this period of transition.

4. New Business not reasonably anticipated within 24 hours: None
5. Adjourn: A motion was made by John Beaulieu and 2<sup>nd</sup> by Lyn Simmons to adjourn the meeting. A roll call was done, 4 yes, meeting adjourned at 10:37 A.M.