

**JOINT MEETING OF THE
WESTCOMM BOARD OF DIRECTORS, OPERATIONS
COMMITTEE & FINANCE BOARD**

JULY 17, 2025 11:00 A.M.

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

GOOGLE MEET:

[HTTPS://MEET.GOOGLE.COM/RKD-RVZD-ZCA](https://meet.google.com/rkd-rvzd-zca)

PHONE: 1-919-636-4460 PIN: 583 174 589

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

Chris Beecher, Chief, East Longmeadow Fire

John Rigney, Chief, 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

Jim Martinez, Chief, Ware FD

Pat Major, Chief, Chicopee PD
Tyler Allen, Goosetown
Robert Stocks, Chief, Longmeadow PD
Ryan Quimby, IT Director, East Longmeadow
Kimberly D'Amato, Town Accountant, Ware
Kim Collins, Finance Director, East Longmeadow
Sherri Roberson, Finance Director, Monson
Marie, Laflamme, Treasurer, Chicopee
Wendy Graves, Treasurer, WESTCOMM
Molly Hansen, Supervisor, WESTCOMM

1. Meeting called to order 11:06 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. Rollcall was done for the Operations Committee; all 10 members were present. Rollcall was done for the Finance Board, 4 members were present, absent was Ian Coddington.
2. Old Business: Building update: An update was provided, noting that fencing and gates were nearing completion, and punch list items were being addressed. It was mentioned that elevator inspections were scheduled for the current or following week and a fire alarm inspection was set for the current day. It was also noted that a temporary certificate of occupancy (TCO) was anticipated within one or two days, and a cut-over from the state was projected for September 16th.
3. New Business: IT Update: Grant Herman presented a plan to isolate the radio system into its own network to improve security, simplify maintenance and updates, and reduce complexity. He also stated that this initiative would not incur additional costs as they would work with Tyler from Goosetown to utilize an existing support contract.

Finance Update: Penny spoke about looking at a presentation on Vadar, financial software to replace Quickbooks, which WESTCOMM has outgrown. Penny will give an update on the presentation from Vadar at the next meeting.

Operation Committee Update: A discussion was had in regards to the delay in the radio maintenance RFP process and it was explained that ties with the former vendor were severed effective June 30, 2025. It was announced that Goosetown

was the sole bidder for the RFP, and after thorough evaluation, WESTCOMM was confident in signing an agreement with them as our vendor. The main focus now will be on reshaping the existing radio system to function as intended, rather than replacing equipment unless absolutely necessary. Tyler Allen, Director of Operations for Goosetown, affirmed the Company's local presence with six technicians in Western Mass and an office in Bloomfield, CT approximately 20 minutes away. Mihalea Miteva clarified that the UNICOR Procurement Act allows for contracts up to three years, after which a new procurement process is required.

Accountability and invoicing concerns were raised in regard to the previous vendor. It was discussed significant issues were found with past invoices from that vendor, including equipment caches and questionable purchases. Tony is currently reviewing 400 invoices with the aid of AI to identify what was purchased, what services were provided and what was fully paid with the aim of seeking recourse for uncompleted projects. Penny confirmed that Typer from Goosetown has developed new sign-off sheets and asset tags to ensure accountability for future deliverables. Penny will give an update once the forensic audit is complete.

Police Details: A discussion was started about the status of implementing a system for police details, mentioning that East Longmeadow was moving forward with Extra Duty Solutions and Longmeadow and Monson were also exploring options with that vendor. The proposed system aims to alleviate the burden on dispatch by streamlining the process for construction companies to request officers for road work and other details.

Interim Executive Directors update: Penny presented a proposal for expanding WESTCOMM's leadership structure, emphasizing the need for critical positions beyond the current two roles, given WESTCOMM's status as the fourth highest call volume regional center in Massachusetts. The proposal outlines a fiscally responsible plan to add an operations Manager, Training and Community Engagement Manger and an IT Support Specialist by reallocating funds from two unfilled supervisor positions. The plan also includes supplementing with four lead dispatchers, which is already budgeted, to provide opportunities for growth and ensure 24/7 coverage.

Penny highlighted the critical need for a dedicated Training and Community Engagement Manger to oversee dispatcher training, ensure compliance with state mandates, and track certification. They emphasized that this role would also spearhead community outreach initiatives, including visits to senior centers

and schools, to generate interest in the dispatch profession. Penny and Tony shared that this position is crucial to avoid past issues and unsubmitted training documentation and improve overall training efficacy.

Penny discussed the funding for the IT Director position, noting that the Development Grant from State 911 would support the salary for three years, with a plan to absorb the cost financially through additional agency partnerships. She also proposed an IT Support Specialist role to alleviate the burden on the current IT Director, Grant Herman, who is overwhelmed with daily tasks and the upcoming Hexagon CAD project. Penny clarified that the IT Support Specialist role is a reconfiguration of a previously eliminated position, rather than a new role. Penny explained the WESTCOMM was approved for five out of 11 requested items on the Development Grant, including the IT Director's salary. Professional services from the grant could be used for cyber security audits and network assessments to ensure compliance and improve infrastructure and clarified that the annual \$1.5 million bond payment remains constant and is always prioritized. Penny reported that the organization was awarded \$1.8 million out of a requested \$2.56 million, resulting in a \$746,000 difference primarily affecting equipment purchases. She emphasized that while equipment shortfalls can be deferred, grant-funded positions, especially those intended for salaries, are more challenging to absorb into the budget without a grant. Penny confirmed that the \$110,000 grant allocation for salary, which included benefits, would need to offset other budget line items, with the understanding that benefits might exceed the \$12,000 buffer. She expressed confidence in securing additional agency partnerships within the three-year period to absorb the position into the budget, noting that past awards have never been denied within that time frame.

Penny discussed the optimization of facilities and janitorial services, proposing two part-time positions instead of hiring an outside company, to avoid benefit costs and provide more coverage. The current budget of \$80,000 for janitorial services was insufficient, with about \$35,000 typically allocated for cleaning supplies alone based on similar buildings. The new custodial positions would focus on indoor tasks and working on monitoring work orders through the "Operations Hero" system, with specialized outdoor maintenance (lawn and snow removal) handled by separate contractors.

Penny addressed questions regarding salary adjustments, stating that the proposed increases aim to bring compensation closer to industry standards to attract and retain talent, even if these figures are still considered nominal. Lyn

Simmons highlighted the lack of comprehensive classification plan, noting the significant salary increases ranging from 6% to 33% proposed without clear justification beyond industry standards. Lyn also pointed out that the IT Director position is a new creation resulting from the elimination of a manager role, rather than a salary increase for an existing position. Penny emphasized the organization's commitment to fiscal responsibility despite the unknowns for the upcoming year. Penny confirmed that a detailed plan outlining leadership teams and compensation benchmarks would be provided to address these concerns.

4. New Business Not reasonably anticipated within 24 hours: None
5. Adjourn: A motion was made by Brian Harris and 2nd by Jim Martinez to adjourn the Operations Committee meeting, Rollcall was done 10 yes, meeting adjourned at 12:31 P.M.

A motion was made by Marie Laflamme and 2nd by Sherri Roberson to adjourn the Finance Board meeting, Rollcall was done, 4 yes, meeting adjourned at 12:31 P.M.

A motion was made by John Beaulieu and 2nd by Jennifer Wolowicz to adjourn The Board of Directors meeting, Rollcall was done, 5 yes, meeting adjourned at 12:31 P.M.