

**MEETING OF THE  
WESTCOMM BOARD OF DIRECTORS**

**OCTOBER 16, 2025 10:00 A.M.**

**WESTCOMM**

**645 SHAWINIGAN DRIVE, CHICOPEE MA 01020**

GOOGLE MEET:

[HTTPS://MEET.GOOGLE.COM/BJG-RSSW-GSE](https://meet.google.com/BJG-RSSW-GSE)

PHONE: 1-920-515-0388 PIN: 755 352 497#

In Attendance:

Penny Ryan, Interim Executive Director, WESTCOMM

Tom Christensen, Town Manager, East Longmeadow

John Beaulieu, Chicopee

Lyn Simmons, Town Manager, Longmeadow

Jennifer Wolowicz, Town Manager, Monson

Stuart Beckley, Town Manager, Ware

JoAnn Kupiec, Admin Assistant, WESTCOMM

Grant Herman, IT Director, WESTCOMM

Mihaela, Miteva, Procurement Officer, WESTCOMM

Anthony Massoia, Dispatch Supervisor, WESTCOMM

Greg Wallace, Dispatch Supervisor, WESTCOMM

Lisa Ricardo, HR Director, WESTCOMM

Mark Williams, Chief, East Longmeadow PD

Stephaine O'Connor, Training & Community Outreach Coordinator, WESTCOMM

1. Meeting called to order 10:07 A.M. A roll call was done, and present at the meeting were Tom Christensen, Lyn Simmons, John Beaulieu, Jennifer Wolowicz, and Stuart Beckley. A rollcall was done, 5 present.
2. Approval of meeting minutes: A motion was made by John Beaulieu and 2<sup>nd</sup> by Lyn Simmons to approve the meeting minutes for the meetings held on 06/12/2025 & 06/20/2025. A rollcall was done 5 yes.
3. Old Business, Building Update: John Beaulieu gave an update on the building noting a light in bathroom 203 needs to be fixed, lockdown buttons needing new

labels, and elevator cameras awaiting parts. He also mentioned that the parking lot light had arrived and the BMS system was due next week, with training scheduled for the following Thursday. Sill cock to be rebuilt, locker doors shipping next week, black fence still having issues regarding how it was installed. Holding retainage on the fence and Adams Company until problems are addressed.

Radio Update: A deeper issue was discovered after reprogramming attempts, and an audio piece was expected to arrive this week to address ZETRON issues.

4. New Business: Introduction to the new Training Coordinator: Stephanie O'Connor, the new Training Coordinator, was introduced and announced plans for monthly internal trainings and Supervisor meetings. She also highlighted Community engagement efforts, including making cards for a local 18-year-old and participating in a career fair. WESTCOMM also plans for a three-segment public service announcement social media campaign to educate residents about dispatch flow. The segments will be sent to other Communities, so the segments can be shared with their residents, via their local cable station.

FY 27 Budget Discussion: Tom Christensen initiated the FY 27 budget discussion, aiming for a draft budget at the net meeting, ideally a joint session with the Operations and Finance Committees. The importance of a Capital Improvement Plan was emphasized, with insights from Municipal partners suggesting a rollover budget for building maintenance to ensure fiscal responsibility. The Board discussed the challenge of not being allowed to carry over stabilization funds year to year, seeking creative solutions from other regional centers and State agencies. Discussion around the FY 27 budget included concerns about under-budgeting for landscaping, and anticipated increase in maintenance contracts after the first year of warranty and rising legal fees. It was noted audits were behind schedule, leading to the potential payment of three audits in one fiscal year, with current options for auditing firms being limited.

District Agreement: Tom Christensen proposed reviewing and updating the District Agreement to ensure clarity and relevance, especially as new Communities may join. The Board agreed to discuss necessary changes, emphasizing the importance of creating a clean and sensible document for future partners. This item will be added to the November meeting agenda.

Sheriff's Department: The Board discussed the Sheriff's Department interest in becoming a full member and the challenge of integrating their funding model, as their call volume does not align with State 911 guidelines for typical

Municipalities. Penny suggested a base fee or a percentage -based contribution due to their 3,500 calls annually, with the aim of ensuring fairness and equitable assessment for all members. The current memorandum of agreement would expire in June 2026 and was not deemed applicable for a full membership.

IT Committee Update: An IT update included preparations for a CJIS audit in late November and plans to rewrite the website for ADA compliance and updated information.

Finance Update: None at this time, have not met in 2 months.

Operations Committee Update: Mark Williams provided an update noting ongoing radio coverage drops but expressing optimism for fixes with Tate Engineering's involvement. He also highlighted the positive impact of Mike Meaney's hiring for the Hexagon CAD/RMS project, as he could attend workshops and train WESTCOMM agency personnel.

The Operations Committee plans to discuss the District Agreement, budget process, and internal reorganization at their next meeting. Mark Williams speaking personally stressed the importance of creating clear expectations for future agencies joining WESTCOMM, acknowledging past onboarding challenges and the need for consistency in operations. Penny reiterated the need for transparency in onboarding new communities, as WESTCOMM recently hosted potential new members from Granby, South Hadley and Northampton to showcase their regional capabilities.

Interim Executive Directors Update: Penny shared that Pete from State 911 recommended Board members and Operations reach out to agencies and Town Administrators to provide information about regionalization. Penny also reported on a four-hour assessment by State 911 on the 9<sup>th</sup> where they discussed regionalization challenges and will have a two-hour follow-up call next week. Penny emphasized the importance of open communication within Western Mass, especially given its small size, and stated that State 911 has dropped the ball on Western Mass, necessitating a change in their approach. Penny noted that State 911 admitted they had been regionalizing for 15 years without conducting any studies, highlighting a need for more diligent processes.

Penny reported hosting State Representative Angelo Puplo and the intergovernmental affairs committee, who were very impressed after learning about 911 and regional center. Penny also mentioned the upcoming "Taco

Tuesday” events for staff, which will occur on two consecutive Tuesday to accommodate all shifts and celebrated recent employee anniversaries included Nakisha Baker, Alex Cunningham, Anna Florczak and JoAnn Kupiec.

Penny discussed the recent staff survey conducted by Lisa Ricardo, HR Director, which received 14 responses out of 30, and shared the results with staff to address prior feedback about lack of transparency. Penny also mentioned passing out information to onboarding agencies and the ongoing efforts to educate them about the benefits of regionalization.

The Board discussed scheduling a new meeting date for the November meeting. The date chosen was Wednesday November 12, 2025, at 1:00 P.M. for a joint session to include the Operations Committee and Finance Committee, with a preference for receiving the draft budget before the agenda is released.

A motion was made by Tom Christensen and 2<sup>nd</sup> by Stuart Beckley to enter into Executive Session pursuant to MGL Chapter 30A, Section 21A(2): to conduct strategy sessions in preparation for negotiations with nonunion personnel or to conduct collective bargaining sessions or contract negotiations with nonunion personnel, specifically to enter into contract negotiations with the Interim Executive Director. A rollcall was done, 5 yes. Motion passed. Went into Executive Session at 11:32 A.M.