

WESTCOM OPERATIONS COMMITTEE

OFFICIAL MEETING MINUTES

December 23, 2025 at 9am

Westcomm, 645 Shawinigan Drive, Chicopee MA

Also Virtual via Google Meet

Attendees

City of Chicopee: Police Chief Patrick Major, Deputy Police Chief Eric Watson, Deputy Fire Chief Doug Sanford, Fire Chief Dan Stamborski

Town of Longmeadow: Police Chief Robert Stocks, Fire Chief John Rigney, Police Captain Carl Mazzaferro

Town of Ware: Fire Chief James Martinez

Town of Monson: Police Chief Nick Gasperini, Fire Chief Brian Harris

Town of East Longmeadow: Police Chief Mark Williams, Fire Chief Christopher Beecher

Westcomm: Executive Director Penny Ryan, Deputy Director Anthony Massoia, Operations Manager Greg Wallace, IT Director Grant Herman, IT Assistant Michael Meaney

Guests: Tyler Allen (Goosetown Communications), Mark Cady (LB Communications), William Schwarz (Chicopee Real-Time Information Center)

1. Call to Order

Vice Chair Mark Williams called the meeting to order at 9:06 AM.

2. Approval of Prior Minutes

A motion was made and seconded to approve the October 28, 2025 Operations Committee meeting minutes, approved unanimously.

3. Radio System Audit Presentation – LB Communications

Mark Cady presented a comprehensive audit of Westcom's radio system, focusing on procurements and installations dating back to 2023.

Key findings included:

- Numerous incomplete or non-operational radio sites
- Deficiencies in site power, grounding, HVAC, and backhaul
- Improper or incomplete microwave installations
- Lack of system as-built documentation, diagrams, and serial number records
- Missing or unclear site lease agreements
- FCC licensing inconsistencies
- Absence of defined performance or coverage benchmarks

Mr. Cady emphasized that most system failures stem from infrastructure and support systems rather than radio hardware itself.

Recommendations included establishing formal coverage standards, resolving outstanding vendor issues, completing documentation, stabilizing sites, implementing managed maintenance services, and performing annual preventive maintenance on subscriber radios.

Multiple Chiefs expressed serious concerns regarding radio reliability, missed transmissions, and responder safety. Chief Stocks said that a grievance was just filed by the Longmeadow Police Union due to radio performance issues. Chief Martinez said that the Ware Fire Union has also raised concerns over the slow progress of migrating Ware into the Westcomm radio system. Chiefs emphasized the need for clear timelines, written benchmarks, and transparent communication to maintain confidence in Westcomm and prevent withdrawal discussions at the municipal level. Executive Director Ryan shared her frustration and empathy about these issues and assured the Chiefs that this continues to be her highest priority to fix.

4. Old Business:

Radio System Update - Tyler Allen from Goosetown reported that a significant roaming issue, which had caused widespread outages, had been resolved after extensive troubleshooting.

Additional updates included:

- Deployment of updated firmware and codeplugs to establish a new system baseline
- Implementation of enhanced site and network monitoring
- FCC compliance corrections in progress
- Planning for over-the-air programming capabilities
- Commitment to ride-alongs, field testing, and improved responsiveness

Goosetown committed to scheduling preventive maintenance and bench testing of portable radios across departments.

Ware Radio Update - It was reported that lack of commercial power at the Coffee Hill Road (Crown Castle) site remains the primary barrier to service activation in Ware. Coordination is ongoing with Crown Castle, National Grid, and electrical contractors. Best-case estimated completion timeline: Spring 2026.

Zetron/Station Alerting: An updated Zetron station alerting proposal was reviewed. The proposal replaces legacy, non-functional alerting equipment and includes controllers, audio, and panels. Lighting and visual alerting were excluded from the base scope. Consensus of the Fire Chiefs was to proceed pending confirmation that two vendor quotes satisfy procurement requirements. Additional information was requested regarding optional lighting, display boards, and future scalability.

Westcomm IT Update: GovTransfer will go live January 1 for secure investigative and public records exchanges. A new Westcomm website is under development, and a new phone tree has been implemented for the business line. Building access badges will be issued to Operations Committee members who request one.

Hexagon Update: Grant reported that data extraction is underway following all the police agencies signing off on the latest data security agreement. CAD workshops are scheduled for January 6–8, with agency input sessions to follow. Records Management workshops are expected in February.

BOLO's: Concerns were raised by Bill Schwarz regarding the current policy limiting radio broadcast of BOLOs to officer-safety-related events. Some Chiefs advocated for broader radio dissemination due to safety concerns and lack of universal MDT access. Greg Wallace reported that the Dispatch Review Committee (DRC) has this issue on their agenda. Executive Director Ryan shared concerns about dispatch liability in making BOLO decisions or limiting certain broadcast information their own. Deputy Director Massoia said he wants the next BOLO guidance to be as clear as possible, while also comprehensive enough, to settle this discussion. Chief Williams requested Greg to bring

the DRC's recommendations on this to the Operations Committee for their review and approval.

District Agreement Changes: Discussion was held regarding Operations Committee roles, leadership rotation, and annual assessment responsibilities. The Board of Directors is expected to review district agreement revisions at a February meeting. Chief Williams asked the Operations members to share any suggested changes prior to that meeting.

5. New Business

Reorganization of Operations Committee: Chief Williams asked the committee members to think serving in the Chair and Vice Chair positions. Both Chair Chief Harris and Vice Chair Chief Williams are open to having other members take on these positions. This will be revisited in a future meeting.

Reschedule of January meeting: Due to an in-service training conflict with the police chiefs, the January Operations Committee meeting was rescheduled to January 22nd at 9am.

Annual Assessment: Chief Harris reminded the committee that one of its responsibilities in the District Agreement is to perform an annual assessment of Westcomm's operations. Chief Harris has the last questionnaire that was used for this purpose and will share it with the committee members.

Chicopee Police Chief Pat Major shared that this was his final Operations Committee meeting before retiring and expressed his appreciation for the group and their professionalism and cooperation in helping Westcomm succeed.

6. Adjournment

A motion was made and seconded to adjourn the meeting, unanimously passed. Meeting adjourned at 11:07am.

Respectfully Submitted,

Chief Mark A. Williams, Vice Chair