

**WESTCOMM Operations Committee Meeting Minutes
March 24, 2026 at 9am**

Also Hosted Virtually on Google Meet

WESTCOMM, 645 Shawinigan Dr., Chicopee MA

1. Call to Order

Chair Brian Harris called the meeting to order at 9:04 AM.

2. Presentation: Central Mass Box (Rehab 78)

- Presented by Bud Harris
- 24/7 incident rehab and support services to first responders and others affected at fire scenes.
- Deploys 4–6 personnel; 28-member roster
- Provides rehab, canteen, victim, and animal support services
- Operates via request through District 7 Control
- Funded by donations and grants; no cost to agencies
- 39 calls across 21 communities in first year

3. Approval of Prior Meeting Minutes

- January 22, 2026 – Approved
- March 10, 2026 – Approved

4. Executive Director Report

- Staff anniversaries recognized (Matt and Anna have been at Westcomm since its beginning)
- Poison control integration approved
- Training partnerships and new hires ongoing
- Hexagon project is ongoing. Implementation is delayed until spring of 2027, training may begin by the end of this year.
- Reiterated to invite Westcomm for any community engagement activities

5. Old Business

Proposed Agreement with Hampden County Sheriffs Office:

- Assessment determination process concerns raised, no involvement from Ops or Finance Committees. It was done quickly due to budget submission deadlines.
- Non-PSAP entity requires different model to determine assessment
- Concerns about staffing parity and perceptions
- Further discussion required; no vote taken for recommendation at this time.

District Agreement Task Force:

- Reviewing governance and membership structure
- Westcomm's governance is in line with the model agreement presented, as well as many other regional centers in Massachusetts.
- Potential changes were discussed, but no formal list was developed yet. Group agreed that more meetings were needed to review and discuss the ideas.
- Next meeting scheduled for April 9th at Ware FD.

Zetron Update:

- Zetron system delayed, equipment expected sometime in April

Radio System Update:

- Avtek upgrades are in progress
- Radio programming and alert identification issues ongoing

I Am Responding Consolidation:

- It is providing more information now than it was before. Hosting upgrades are ongoing.

DRC Policy Discussion:

- "Clear to Copy" policy retained with flexibility
- Recommended to have officers advise dispatcher ahead of time if they are already aware of status or safety information that would necessitate the "Clear to Copy"

6. New Business

Prepared ANET Triage Call Taking Software:

- Westcomm is implementing AI Assisted call-taking capabilities
- Potential to reduce dispatcher workload
- Will present on this in more depth at a future Operations Committee meeting

Fireground Simplex Plan:

- Fireground receive system proposal approved for grant submission

Elections of Chair and Vice Chair:

- Nominations were made, seconded, and voted unanimously for the following positions on the Operations Committee:
 - Chair: Chief Mark Williams
 - Vice Chair: John Rigney

7. Adjournment

Meeting was adjourned at 10:45 AM

Respectfully Submitted,



Chief Mark A. Williams

Vice Chair