

Westcomm Operations Committee Meeting

April 28, 2026 at 9am

Time: 9:00 AM

Location: Westcomm, 645 Shawinigan Drive, Chicopee, MA

Members & Staff Present:

Dan Stamborski, Doug Sanford, Eric Watson, Brian Harris, Robert Stocks, Nick Gasperini, Chris Beecher, John Rigney, Shawn Crevier, Penny Ryan, Anthony Massoia, Grant Herman, Mike Meaney

Guests:

Frank Ott, Bob Alberti, Terri MacDonald, Bill Schwartz, Tyler Allen

Call to Order

The meeting was called to order at **9:07 AM**.

Approval of Minutes

A motion was made and seconded to approve the **March 24, 2026** meeting minutes.

Motion passed.

Presentation: Prepared AI-Assisted Calltaking System

Terri MacDonald presented the AI-assisted calltaking product being implemented at Westcomm. The system is designed to handle routine, non-emergency administrative calls, improving dispatcher availability and response efficiency.

Key Features

- **Intents (Protocols):** Custom workflows for specific call types (e.g., license-to-carry inquiries, noise complaints, power outages).
- **Jurisdictional Customization:** Each community (Chicopee, Longmeadow, East Longmeadow, Monson, Ware) can define unique routing rules.
- **Emergency Escalation:**
 - Immediate transfer to a human for emergencies (medical, fire, threats).
 - Transfers triggered by caller frustration or request for a live person.

- **Pre-Screening Data Collection:** Captures caller details and provides transcripts to dispatchers.
- **Accessibility:** Multi-language support (including Spanish) and ability to send links via text/email.

Committee Concerns & Discussion

- **“Phone Tree” Experience:** Clarified that the system is conversational, not menu-based.
- **Failure Handling:** Calls transfer to a human after repeated misunderstandings.
- **Operational Integration:**
 - Questions regarding CAD documentation and IMC workflow.
 - Consideration of whether fully AI-handled calls count toward assessments.
- **Validation Plan:** Testing will occur during low-volume periods and in a sandbox environment.

Next Steps

- Continued development of jurisdiction-specific intents
 - Policy decisions on documentation and record retention
 - Performance evaluation after implementation
 - System will not directly interface with IMC; transcripts will be manually transferred, but will integrate into Hexagon CAD
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Executive Director & Staff Reports

Staffing & Training Updates (Penny Ryan):

- Six new dispatchers hired; currently in Week 4 (Fire training, EFD certification)
- Upcoming presentation by Chief Martinez on volunteer vs. staffed departments

Outreach & Events:

- Hosted Western Mass Chiefs of Police Association (April 7)
- Visit to Ware High School Criminal Justice Program
- Supervisor training led by Chief Reggie Redford
- National Public Safety Telecommunicator Week recognized with participation from local officials and agencies

Operational Reminder:

- Agencies requested to submit outside detail personnel lists daily for IMC tracking
 - Submissions to: dispatchers@westcomm-ma.gov
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CAD System Update

- Hexagon CAD implementation progressing (unit-building phase)
 - Map interface functional; AVL not yet integrated
 - Spring launch remains target
 - Dispatch task force to use system during World Cup operations (initial calls via IMC)
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Old Business

Hampden County Sheriff's Office (HCSO) Membership

- Discussion held with Chief Frank Ott and Deputy Chief Bob Alberti
- HCSO proceeding despite budget reductions
- Potential slight decrease in service usage anticipated
- No additional operational concerns raised

District Agreement Task Force

- Task force has met twice; focused on future agreement revisions
- Next meeting: **May 22, 2026** (with Penny Ryan and Anthony Massoia attending)
- Full report expected following next session

Zetron System Update

- Final implementation phase underway
- Work ongoing in Chicopee, followed by other departments
- System includes built-in redundancy

Radio System Update

- AVTEC components passed QA; deployment scheduled for next week
- Installation and testing planned (Tuesday–Thursday)
- Expected improvements: reduced screen freezing, restored console usability

Infrastructure & Security Notes:

- Security concern at Grattan Street shelter (unsecured access)
- Site identified as critical (microwave hub); corrective action planned

Additional Updates:

- Code plug updates nearly complete
- Vendor addressing mutual aid communication issues
- Continued use of support portal encouraged

- Vendor support available for training and regional radio issues

Ongoing Issues:

- Mutual aid communication issue involving Marcus Communications and North Thompsonville Fire pending vendor resolution
 - Bay Path considering fiber installation to Longmeadow tower (decision expected soon)
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New Business

None.

Adjournment

The meeting adjourned at **10:29 AM**.

Respectfully Submitted,



Mark A. Williams, Chair

Westcomm Operations Committee