

## **Westcomm Operations Committee Meeting**

May 26, 2026 at 9am

**Time:** 9:00 AM

**Location:** Westcomm, 645 Shawinigan Drive, Chicopee, MA

### **Members & Staff Present:**

Dan Stamborski, Doug Sanford, Eric Watson, Doug Lambert, James Martinez, Robert Stocks, Nick Gasperini, Chris Beecher, Andrew Markt, Penny Ryan, Anthony Massoia, Greg Wallace, Grant Herman, Mike Meaney

**Guests:** Bill Schwartz, Brian Horn

**Call to Order:** The meeting was called to order by Mark Williams at 9:09 a.m.

**Minutes Approval:** The minutes from the previous meeting were reviewed. A motion to approve was made, seconded, and passed unanimously without further discussion.

### **Executive Director & Staff Updates:**

- Westcomm Staffing: Status quo; ongoing efforts to hire.
- Coffee Hill Site in Ware: The lease agreement has been successfully hashed out. Roger is moving full speed to get the site up, running, and integrated into the radio system. Local electricians are being contacted for required work.
- Peregrine Setup: Work is underway to establish a custom database for Peregrine. This allows them to access data externally without hitting and disrupting the live IMC (Information Management Corporation) system. They have submitted their exact requirements.
- Website Preview: Grant Herman shared a preview of the new, more modern Westcomm homepage. Key features highlighted include: A temporary placeholder video from the DAS (Development Advisory Services) initial package (to be replaced eventually by a picture of the physical building); A dedicated section for documents, which will host future public meeting agendas. The documents are managed via Google Drive but are entirely public—users do not need a Google account to view them; A "Contact Us" form routing external inquiries directly to email; A "Join Our Team" link that will connect to their upcoming publishing hiring site.
- Prepared AI Implementation: Anthony provided an update on a recent live trial of the "Prepared" AI communication system. The team ran a live test window for approximately 1.5 hours, handling 18 calls. Roughly half of the test calls came from local responders (firefighters/police officers) rather than the general public. Because they didn't use the dedicated bypass number, they had full conversations with the AI without realizing it wasn't a human. Moving forward, a routing fix is being developed to automatically fast-track identified internal responders directly to human dispatch. Another test window is projected for mid-June 2026. Specific instruction sets are being tailored starting from

generic templates.

- Committee members noted significant concern regarding public anxiety over "talking to an AI" during emergencies. They emphasized a critical need to explicitly broadcast that 911 calls will always be answered immediately by a human.
- Steph (Training & Community Engagement Manager) will begin drafting informational videos. Westcomm plans to pitch segments to local news networks to achieve a broader reach than standard social media channels. It was recommended that they also speak at member community Selectboard/Council meetings about the program.

### **Old Business:**

#### **Proposed Agreement: Hampden County Sheriff's Office**

- The Board of Directors requested an official recommendation from the Operations Committee ahead of their 11:00 a.m. meeting today.
- The agreement transitions the Hampden County Sheriff's Department from a contracted partner to a full, municipality-style member agency. Their financial assessment is verified at just under \$300,000, which remains intact despite recent budget cuts.
- Impact: Operationally, internal procedures remain unchanged. Structurally, it grants the Sheriff's Department an official seat on both the Operations Committee and the Board of Directors.
- **Vote:** A motion to recommend approval of the proposed agreement to the Board of Directors was made, seconded, and passed unanimously.

#### **District Agreement Review Task Force Recommendations**

The task force (consisting of Chief Williams, Chief Harris, Chief Martinez, Deputy Chief Sanford, and Captain Lambert) met three times to finalize a list of recommended structural updates for the upcoming District Agreement.

The committee reviewed and voted unanimously to pass the formal recommendation of changes to the District Agreement to the Board of Directors.

See attached "*Addendum A*" for the list of recommended changes.

#### **Radio System Update (Brian Horn from Goosetown):**

- Zetron Paging System: All Zetron monitors have been installed at the Chicopee locations; testing begins this week. Longmeadow Fire monitors are in place; the deployment will pivot next to East Longmeadow, followed by Monson and Ware. The entire system is on track to be fully completed and tested by the end of June 2026.
- The Avtech console upgrade was completed successfully with no real challenges.

## **New Business:**

### **Overdose & Specialty Call Tracking**

- Member communities are seeking granular data regarding suspected or accidental overdose calls to satisfy criteria for state grants and local opioid settlement allocations. Currently, pulling this data from the legacy IMC software is incredibly difficult, siloed, or inaccurate. The Conflict with Accreditation: Westcomm is actively pursuing emergency medical dispatch ACE accreditation (which lowers local homeowners' insurance rates). Attempting to alter structural "call reasons" inside the dispatch queue could entirely derail the accreditation process due to conflicts with rigid standardized determinant codes.
- The Solution Proposed: Short-term: Westcomm can manually pull specific reports out of the Priority Dispatch system by tracking specific medical codes (e.g., a "51 Delta" designation for overdoses) to get communities the data they need for the current school and grant cycle. Long-term: A full transition to the Hexagon platform is underway. The Phase 2 project deployment remains securely on track for March 2027, which will natively solve these data extraction and custom call-tagging issues.

### **DRC Policy Updates for Approval**

- Operations Manager Greg Wallace presented minor changes to the following policies that are being recommended by the Dispatch Review Committee:
  - - WC-OPS-1.0 Bank Alarm
  - - WC-OPS-9.1 Handling CFS with Potential Racial Bias

Following Greg's presentation of the changes, the Operations Committee voted unanimously to approve the changes.

## **Adjourn:**

A motion was made, seconded and pass unanimously to adjourn the meeting at 10:11 a.m.

Respectfully Submitted,



Mark A. Williams, Chair  
Westcomm Operations Committee

*\*The above minutes were prepared and organized with the assistance of Artificial Intelligence\**

# ***ADDENDUM A***

## **Westcomm District Agreement Task Force Recommendations to the Operations Committee**

The District Agreement Task Force held three meetings to discuss recommended changes to the next Westcomm District Agreement. The following are the agreed-upon changes for recommendation to the Operations Committee to vote on for their further recommendation to the Board of Directors:

- **Operations Committee Leadership Elections**  
Establish annual elections for Operations Committee leadership positions, consisting of one police representative and one fire representative from municipal/PSAP member agencies.
- **Operations Committee Voting Language**  
Add language providing one police vote and one fire vote per member community, regardless of the number of participating agencies within that community, to address future membership structures such as independent fire districts or campus police departments.
- **Recommendations of Operational Needs and Concerns**  
Require that operational recommendations be reviewed and voted on by the Operations Committee prior to presentation to the Finance Committee or Board of Directors.
- **Draft Budget Review Process**  
Require the Executive Director to present the draft budget to the Operations Committee for discussion and input at least 30 days before initial presentation to the Board of Directors. This meeting may occur jointly with the Finance Committee.
- **Assessments for Prospective Member Agencies**  
Require the Operations Committee and Finance Committee to meet jointly when determining assessments for prospective new member agencies.
- **District Property and Infrastructure**  
Revise Section 5 language to exclude tower space unless governed through a separate agreement, and clarify responsibilities for payment and maintenance of radio infrastructure, including consideration of radio maintenance agreement obligations.
- **Audit Requirements**  
Add language specifying the frequency of financial audits and identifying individuals or entities authorized to receive audit results.