

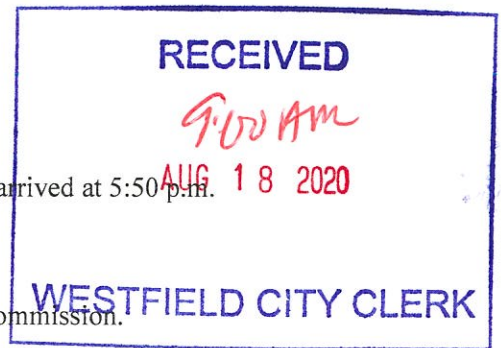
MEETING OF PUBLIC SAFETY COMMUNICATIONS COMMISSION

WESTFIELD, MASSACHUSETTS

Wednesday, March 11, 2020

The Public Safety Communications Commission meeting was called to order at 59 Court Street, Room 201 in Westfield, MA at 5:45 p.m. by Chief Pat Egloff.

Roll Call: Commissioner Nunez – Present
Police Chief Valliere – Present
Fire Chief Egloff – Present
Commissioner Emmings – Absent for roll call and then arrived at 5:50 p.m.
Commissioner Bernashe – Absent



Open Participation: No one from the public wished to address the Commission.

Approval of Last Meeting Minutes: A motion was made by Commissioner Nunez to approve the minutes from the last regular meeting that was held on November 13th, 2019. Chief Valliere seconded the motion. All Commissioners in favor. The minutes were signed.

New Business:

1. Administrator Barszcz had advised the Commission that there had been a flyer sent out to area fire chiefs for an invitation to see WestComm Regional Dispatch Center. The main intent is to have more communities regionalize with their center. Fire Chief Egloff spoke on how he got an email from WestComm's executive director and saw that Mayor Humason was also included. Administrator Barszcz will be attending the informational meeting in Chicopee on March 18th.
2. With the increase in concern over Covid-19 Coronavirus, Administrator Barszcz shared with the Commission the protocol being used by the dispatchers in order to screen callers or patients who are experiencing any symptoms related to the virus. This implementation was a directive through the Medical Control doctor and the protocol is provided by Priority Dispatch.
3. The Commissioners presented Administrator Barszcz with a letter of commendation for the handling of the recent 911 outages in the City of Westfield. Commissioner Emmings read the letter aloud and then Chief Egloff signed the bottom as the Chair Pro Tem.

Old Business: Administrator Barszcz advises there is no old business.

Director's Report:

Dispatcher Recognition:

- On Friday, March 13th, Christine Gustafson will reach her 20th year as a Westfield Dispatcher. She will be recognized internally on Friday as well as during Telecommunicator Week with a years of service pin.
- Will Serrano was recognized for not only having the highest score average of reviewed medical calls for the month of February, but also the most improved in performance over the last several months.
- Lauren Wiggs was recognized for having the highest score average of reviewed police and fire calls for the month of February.

Recent 911 Outages: The Mass Broadband network was the circuit in the state that was faulty for the 911 traffic coming into Westfield. After Comtech found the problem, a new network was built and Westfield 911 traffic was restored without any further issues.

Latest Hire's Progress and Staffing:

- Jason Menaker was hired in mid-October and completed all his training in approximately 18 weeks. He has been out for family reasons for the last two weeks but is coming back on second shift to practice his skills with two other dispatchers. End of April, Jason will be moved to his more permanent shift on days.
- Staffing is back up to maximum capacity since Jason was released to shift. This allows to have both Lead spots filled, off the front line consoles.

Training Team:

- Kelly Garfield stepped down as one of the center's CTOs. When it was time to renew this position with the required letter, she respectfully declined to submit hers.
- Katelyn Gladding was offered to fill the vacant CTO position and has already completed her 24 hour certification course and will be mentoring the newest dispatcher on second shift for the next month.

Digital Recorder Project: The vendor, Equature, had been in the center switching the recording traffic for all recorded lines. After that there was a pause in work because phone calls to and from city extensions weren't able to be tied in. Currently, city IT, Equature, and State 911 will be meeting again to look at options next week. After that, if all is functioning, department members who need access to the recorder will be given the application and shown how to log on.

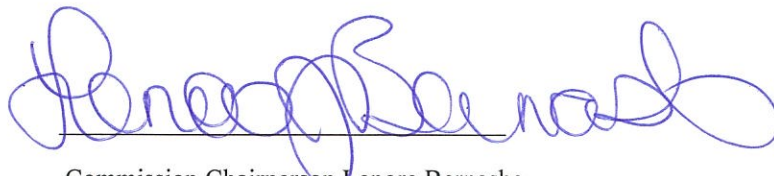
Budget & Grants Update:

- Current budget is on track to not need any additional funds, even overtime.
- FY21 budget has been completed and went up slightly due to contractual raises and stipends.
- Grants are almost spent down. Training grant still holds about \$5,000 to spend on continuing education courses this fiscal year.

Telecommunicator Week: Administrator Barszcz advised the Commissioners that Telecommunicator Week is April 12-18, 2020. The center will be taking part in some celebrations and recognition ceremonies for several employees.

Next Regular Meeting: Announcement was made for the next scheduled meeting on May 13th, 2020.

Motion to Adjourn: At 6:05 p.m., Chief Egloff made a motion to adjourn, the motion was seconded by Commissioner Emmings. All Commissioners in favor; meeting adjourned.



Commission Chairperson Lenore Bernashe