

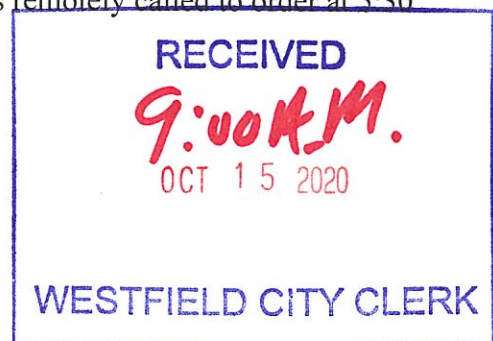
MEETING OF PUBLIC SAFETY COMMUNICATIONS COMMISSION

Wednesday, August 12, 2020

Pursuant to Governor Baker's March 12, 2020 Order Suspending Certain Provisions of the Open Meeting Law, G.L. c. 30A, §20, and the Governor's March 15, 2020 Order imposing strict limitation on the number of people that may gather in one place, this meeting of the City of Westfield Public Safety Communications Commission will be conducted via remote participation. Specific information can be found on the City of Westfield website at www.cityofwestfield.org. For this meeting, members of the public who wish to listen to the meeting may do so by tuning into Channel 15 or online at westfieldtv.org. No in-person attendance of members of the public will be permitted, but every effort will be made to ensure that the public can adequately access the proceedings in real time, via technological means. In the event that we are unable to do so, despite best efforts, we will post on the City's website an audio recording, transcript, or other comprehensive record of proceedings as soon as possible after the meeting.

The Public Safety Communications Commission meeting was remotely called to order at 5:30 p.m. by Commission Chair Bernashe.

Roll Call: Commissioner Bernashe – Present
Police Chief Valliere– Present
Commissioner Emmings – Present
Fire Chief Egloff – Present
Commissioner Nunez – Absent



Approval of Last Meeting Minutes: Chief Egloff made a motion to vote on the approval of the minutes from the last regular meeting which was held on June 10th, 2020 and to have Commission Chair Bernashe sign on behalf of the full board. Chief Valliere seconded the motion. Vote was taken.

Chief Valliere- Yes/ Commissioner Emmings- Yes/ Chief Egloff- Yes/ Commissioner Bernashe- Yes
All in favor.

New Business: Administrator Barszcz brought forth the Head of Department Contract Signature Authorization Form provided by the Purchasing Department for FY21 to be signed by the Commission. Commissioner Bernashe clarified that this is an annual procedure for each department within the City and a form has been signed each year for the Public Safety Communications department. Administrator Barszcz states that in past years the Lead Dispatcher along with Commission Chairperson Bernashe have signed as a designee and that this

year should be signed the same. Chief Egloff made a motion to vote on the Contract Signature Authorization Form being signed by Senior Lead Dispatcher Gustafson and Commission Chairperson Bernashe. Commissioner Emmings seconded the motion. Vote was taken.

Chief Valliere- Yes/ Commissioner Emmings- Yes/ Chief Egloff- Yes/ Commissioner Bernashe- Yes

All in favor. Administrator Barszcz will arrange to have a one on one with each Commissioner in order to get the form signed.

Old Business:

PSC Director's role as fill in to Emergency Management:

Administrator Barszcz updated the Commission on what has been accomplished since co-filling the role in mid-June with BOH Director Rouse.

- She reports that there were two high priority storm systems that needed coordinating, one which was a tornado warning that left many residents asking for assistance with plans to evacuate if it came to it. Community members of mobile homes had reached out by email and phone call to discuss these situations.
- Administrator Barszcz also reported on a large delivery of PPE from MEMA that she and Director Rouse had set up at the end of July.
- She had a phone meeting with a private company working with the Springfield Water and Sewer Commission to review and sign off on the emergency response plans for two high hazard dams in the City. Signatures on this project will be done after the memorandum of agreement for the EMD position has been officially documented with the City.
- Maintenance to the RAVE emergency notification system has been up to date.
- Grant funding has been processed and paperwork completed to return the reimbursement money to the City's funds.
- Daily emails and voicemails are checked on and responded to.
- Weather and river levels are checked daily.

Administrator Barszcz advises that a MOA is still in process and the WPMEA Union President is corresponding with the Personnel department over it. The reason being is Director Rouse is part of the union and Administrator Barszcz is soon joining the union. There may be more to come if the Commission has to sign off on Administrator Barszcz's move to join.

Chief Egloff asked what was known about the Mayor's decision to fill the vacant EMD position. Administrator Barszcz explained that she believed the Mayor was going to post the part time job and hire an outside person to fill it. There had been talk about this in June but no other communication has been made with her in regards to that decision changing. Commissioner Bernashe had stated that she has a meeting scheduled with the Mayor this week and the topic of the status of the EMD position will be discussed. Chief Valliere also stated that he was hoping this would have been resolved prior to the meeting and at this time, there is a dire need to have a defined and settled arrangement for the vacancy.

Director's Report:

Dispatcher Recognition:

- On Tuesday, August 4th, Katelyn Gladding, Ashley Sabonis, and Christine Gustafson were working when Tropical Storm Isaias came through Westfield. During a four hour period on the second shift, the three dispatchers answered and handled 440 phone calls and entered 130 calls for service with speed and professionalism.
- Matt Hartmann and Thanh Tong were recognized by Deputy Hart for processing a call for teenagers who were stuck in the mud at the river bank. They used the 911 mapping features and helped the FD locate the female so they could be extracted safely.
- Ellie Rulon-Miller received praise on social media for her helpfulness when a caller reported a hit and run to their mailbox.
- For the month of July, Margaret Terkelsen had the highest score average for reviewed police and fire calls and Jason Menaker had the highest average for reviewed medical calls.
- Jason held the highest average of reviewed police and fire calls in the month of June. Chief Valliere states that these recognitions are important to share with the dispatchers and their families and would like to see the agenda put out to them each meeting. There is also importance in extending an invitation to a media outlet to shine light on the dispatcher's performance and the work they do.

Staffing: The center is full staffed with 11 dispatchers which is including the two Lead Dispatchers who are working their supervisory schedules off the regular line rotation. The center still employs two reliable per diem dispatchers who are working a minimum of one shift per month. One of the per diems worked two shifts in one week. Administrator Barszcz did advise the Commission that two dispatchers had applied for and are on the second round of interviews for the open Westfield G&E dispatcher position. Commissioner Bernashe asked if it was a possibility that both could be chosen and would leave, which Administrator Barszcz replied yes.

Training: With all of the continuing education courses being held only by online instruction, dispatchers are having an easier time finding sessions to sign up for. About half of the staff has already taken at least half of their minimum con ed requirements for the year. All the online course fees are still covered under this year's Training Grant.

Recording Vendor Change Project:

Last year Administrator Barszcz brought forward a new project that is being funded under the FY20 Support and Incentive Grant which is to change over vendors for the recordings of all radio and phone lines in the dispatch center. Administrator Barszcz applied for an extension of the grant to cover the work that is still not finished, but with the help from the IT department, the work should be wrapped up in the very near future and the project can be paid for and reimbursement will be submitted for by the

end of September when the extension expires. The police department supervisors have all sent in their applications for access to the new recording system and they all seem to have been able to log in.

Wireless Phase 1 Calls Direct:

At the beginning of August, the center began taking wireless phase 1 911 calls direct. Before, the calls would be answered by a state PSAP that would transfer the call if it was in Westfield. Now, any call that does not have phase 2 mapping capabilities and is only using the location of the cell tower will be transferred to the community's PSAP where the cell tower is located. At times, the dispatchers could be answering calls that are in another jurisdiction because the call is hitting off a tower in Westfield. In these cases, the dispatcher will transfer the call to the proper PSAP. Administrator Barszcz advises that there the impact to the call volume in the center has been very minimal.

Director's Schedule:

Because of the ongoing issue of child care, Administrator Barszcz is still leaving earlier than normal once or twice per week. When school reopens, there is a possibility of slightly altering her schedule again to accommodate. She advises she has a week of vacation scheduled for the last full week in August but will most likely be in the office at least of the days and only leaving the immediate area one other day.

Next Regular Meeting:

Announcement was made for the next scheduled meeting on October 14^h, 2020.

Motion to Adjourn: At 5:56 p.m., Commissioner Emmings made a motion to adjourn, the motion was seconded by Chief Valliere. All Commissioners in favor; meeting adjourned.



Commission Chairperson Lenore Bernashe