



# South Worcester County Communications Center

357 Main Street • Webster, MA 01570 • 508-943-1212  
*Serving the Towns of Webster and Dudley, Massachusetts*



*Gregory Lynskey, Communications Center Director*

## **REPORT OF THE SOUTH WORCESTER COUNTY COMMUNICATIONS CENTER**

The South Worcester County Communications Center (SWCCC) completed its third full year of operation during the 2017 Calendar Year. SWCCC is governed by an Inter-Municipal Agreement between the towns of Webster and Dudley, with Webster acting as the designated fiduciary for the Center.

SWCCC provides services to the towns as a Public Safety Answering Point for 911 calls as well as Emergency Dispatch Services for Police, Fire, and EMS departments in both towns. The SWCCC also answers business calls and non-emergency calls for service, requests for Animal Control, and after hours Department of Public Works requests.

A Board of Directors is the governing body of the Center. An Operations Board develops the operational procedures for the center. The day to day operations are overseen by a Communications Center Director. The Center is staffed 24 hours per day, 7 days per week, 365 days per year with a minimum of two certified and highly trained Public Safety Telecommunicators.

Through the assistance of the State 911 Department, SWCCC has received a total of \$2,186,347 through regional development grants in FY2014 through FY2017. Funding from these grants have covered such capital items as a \$500,000 dispatch radio system, \$150,000 in portable radios for responders, \$80,000 in base station radios, \$75,000 in mobile computers for police cruisers, ambulances, and fire apparatus, and complete outfitting of the dispatch center. Many of these items were long overdue for replacement and purchase would not have been possible without these grants. In 2017 alone, over \$200,000 in capital items were purchased for the member agencies via grant funding. The State 911 Department has also provided SWCCC with approximately \$960,000 in Support and Incentive Grant funding and \$75,000 in Training Grant funding as part of its annual grant programs to offset operational costs.

In 2017, the SWCCC answered a total of 32,622 calls for service. Of these, 21,905 calls for service originated in the Town of Webster while 10,717 calls for service originated in the Town of Dudley. Requests for police services totaled 24,554, fire services totaled 905, and EMS services totaled 7,163. A total of 5,981 wireless and wireline 911 calls were answered by the center. 99.38% of all 911 calls were answered within 10 seconds, exceeding the industry standard of 95% of calls being answered within 10 seconds. Due to current reporting limitations, the number of 911 calls per community is unable to be determined.

In 2017, the Dispatchers of the SWCCC handled many critical incidents where time and knowledge were critical to the safety of the responders. I'd like to commend

### **Board of Directors:**

Doug Willardson - Chairman  
Greg Balukonis - Vice Chairman  
Randy Becker - Member  
Paul Joseph - Member

### **Operations Board:**

Timothy Bent - Chairman  
Dean Kochanowski - Vice Chairman  
Steven Wojnar - Member  
Brian Hickey - Member  
Gary Milliard - Member

the dispatchers for constantly handling these incidents in prompt, professional manners to ensure the safety of the residents and responders of the towns.

In 2017, the SWCCC took part in two major technology upgrades that continue to improve the service provided to our residents. On February 28, 2017, the SWCCC migrated from the 10+ year old legacy 911 system to the new Next Generation 911 system. This new system came with multiple improvements, most notably a significantly improved mapping system showing the approximately location of 911 calls.

Later in the year, on December 8, 2017, the SWCCC became one of only 21 agencies statewide who have begun receiving wireless 911 calls directly. Previously, all wireless calls were first directed to a statewide call center and then transferred to the local agency. With the new technology, most wireless calls will now come to the SWCCC directly, eliminating critical seconds from the process.

As we move into 2017, the Center is continuing with a model of professional, uniform, and dedicated service to its member agencies and the communities in which it serves. The Center continues to demonstrate it is a first class Regional Emergency Communications Center.

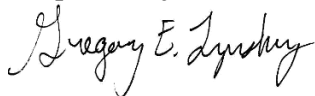
We also continue to seek out additional communities to join the Center. As of the time of this writing, the SWCCC has continued to have communications with local communities regarding joining the SWCCC however no formal agreements have been put in place.

I'd like to thank the following Dispatchers who have left us for their dedicated service to the SWCCC: Dispatcher Bonnie O'Leary retired in March following 10 years of service; and Dispatcher Jonathan Brooks who became a Patrolman for Webster Police in July following 4 years of service.

In 2017, SWCCC received three citizens' complaints. Following review of the circumstances, one complaint resulted in sustained findings.

In closing, I would like to thank the Board of Directors, the Operations Board, and most importantly the dispatchers who are employed by the SWCCC. Without the tireless efforts of all and without the cooperation amongst all levels of our operation, the Center would not be where we are today.

Respectfully Submitted,



Gregory Lynskey

**Board of Directors**

Doug Willardson – Chairman  
Greg Balukonis – Vice Chairman  
Randy Becker – Member  
Paul Joseph – Member  
Peter Fox – Alternate  
Robert Miller – Alternate  
Pamela Leduc – Alternate

**Operations Board**

Timothy Bent – Chairman  
Dean Kochanowski – Vice Chairman  
Steven Wojnar – Member  
Brian Hickey – Member  
Gary Milliard – Member

**Communications Center Director**

Gregory Lynskey

**Full-Time**

**Public Safety Telecommunicators**

Kristin Munger  
Bonnie Pearl  
Rebecca Prefontaine  
Joan Laplante  
Kaitlyn DiBuono  
Charles McGowan  
Veronica Oleszewski  
Paige Moroz  
Robin Gariepy

**Part-Time**

**Public Safety Telecommunicators**

Scott Baldracchi  
Steven Chenard  
Brittany Morgan