



South Worcester County Communications Center

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Serving the Towns of Webster and Dudley, Massachusetts



Gregory Lynskey, Communications Center Director

SWCCC Board of Directors

Meeting Minutes for February 15, 2019 – Regular Session

Board Members Present: Chairman Greg Balukonis, Doug Willardson, Peter Fox
(Representing Paul Joseph)

Others Present: Gregory Lynskey

- Meeting called to order by Chairman Balukonis at 10:09am.
- Chairman Balukonis led the Pledge of Allegiance.
- Mr. Fox made a motion to approve the regular session meeting minutes from January 10, 2019. Second by Mr. Willardson. Unanimous vote.
- Mr. Willardson made a motion to approve the special session meeting minutes from January 23, 2019. Second by Mr. Fox. Mr. Balukonis requested to note that the minutes were for a special session meeting for the budget. There was no further discussion. Unanimous vote.
- Mr. Willardson stated he had a second lunch meeting scheduled with the Oxford Town Manager but it had to be cancelled and he has been unable to reschedule to this point. Director Lynskey stated he has not yet heard anything from the Town Manager and he was uncertain if Mr. Becker had been successful in contacting the vice chairman of the Oxford Board of Selectmen. Mr. Willardson stated he would continue to reach out.
- Director Lynskey presented a Salary Survey for Communications Center Directors as part of the FY2020 budget proposal. Director Lynskey stated that the only change to the data from the budget packet was that 2018 call volume data was now available. Director Lynskey stated that the requested salary is \$82,160 which is 85% of the average of the survey and is what was budgeted for. Mr. Fox asked if that included cost of living or if that would be on top. Director Lynskey stated that was all inclusive. Mr. Balukonis asked what the length of service was for those who responded to the survey. Director Lynskey provided approximate lengths of service most of which were comparable or less than his length of service. Mr. Balukonis asked if there was a reason Essex did not submit data. Director Lynskey stated he reached out to them multiple times but did not get a response. He stated the posting for their new director who is in place had listed the salary range as \$120,000 to \$130,000. Mr. Fox made a motion to set the Communications Center Director Salary at \$82,160 effective July 1, 2019. Second by Mr. Willardson. Unanimous vote.
- Director Lynskey presented a Salary Survey for Part-Time Dispatchers as part of the FY2020 budget proposal. Director Lynskey stated he was proposing and had budgeted for paying part-time dispatchers \$18.00 in the first year, \$19.25 in the second year, and \$20.50 thereafter. Director Lynskey noted that the proposed rates are actually less than the survey but that he understands that it would be difficult to raise the rates in one jump to match the survey. Director Lynskey also noted that this was the first time of conducting this survey where

Board of Directors:

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

Operations Board:

Dean Kochanowski - Chairman
Michael Shaw - Vice Chairman
Steven Wojnar - Member
Brian Hickey - Member
Gary Milliard - Member

several agencies are now paying their part-time dispatchers the same as their full-time. Director Lynskey noted this seems to be a trend as the initial training, annual training, and responsibilities are the same whether part-time or full-time. Mr. Balukonis noted that they are being asked to perform a function that requires them to be highly responsible. Mr. Willardson asked if there are any vacancies needing to be filled. Director Lynskey stated there are two vacancies but he is more interested in finding the right candidate rather than just filling the spots. Mr. Willardson made a motion to set the hourly rate for part-time dispatchers as presented effective July 1, 2019. Second by Mr. Fox. Unanimous vote.

- Director Lynskey presented the Board with grievance from the SEIU Local 888 Dispatcher's Unit as well as a proposed MOA. Director Lynskey explained that the grievance dealt with who would be paid super holiday rate in the event of a swap on super holiday. Director Lynskey stated that the proposed resolution would have no financial impact as the same number of people would be paid and it was a matter of who receives the pay. Director Lynskey stated the proposed resolution which is a stipend of 0.5 times the regular rate of pay times the number of hours worked has been reviewed by Payroll and deemed acceptable. The union has also approved it and requested that it be enacted going forward, not retroactive. Mr. Willardson made a motion to approve. Second by Mr. Fox. Unanimous vote.
- Director Lynskey presented the Board with multiple policy revisions. Director Lynskey provided the board with an explanation of the changes and that the changes were largely as a result of a Labor Management meeting that was held with the union and members of the Operations Board. Director Lynskey stated that all policies presented today had been recommended for approval by the Operations Board. He stated there were other policies that would be undergoing further discussion at the Operations level and may be presented at a future meeting.
 - Policy 1.01 – General Provisions – Mr. Willardson made a motion to approve. Second by Mr. Balukonis. Unanimous vote.
 - Policy 1.02 – Operational Structure – Mr. Balukonis made a motion to approve. Second by Mr. Willardson. Unanimous vote.
 - Policy 1.06 – Uniforms – Mr. Balukonis asked if this was effectively allowing Jeans. Director Lynskey stated it has become a fairly common practice in other communications centers and noted that the policy does not allow worn, stained, or torn clothing and that it provides him the right to send someone home if dressed inappropriately. Director Lynskey stated the Ops Board discussed this in some detail and ultimately approved the policy as presented. Mr. Balukonis noted that times have changed and office attire has as well. Mr. Balukonis made a motion to approve. Second by Mr. Fox. Unanimous vote.
 - Policy 1.11 – Hiring Process – Mr. Balukonis asked if it was being too restrictive for the process to be spelled out as it is. Director Lynskey stated the process was spelled out due to uncertainties and questions raised by the union during a prior process. Mr. Balukonis made a motion to approve. Second by Mr. Fox. Unanimous vote.
 - Policy 2.02 – Accrued Time Usage – Mr. Fox asked if it seemed to be too complicated of a policy. Director Lynskey stated it is basically the policy

that has been in place and was modified to account extra staffing on second shift. Second by Mr. Fox. Unanimous vote.

- Policy 2.04 – Holidays – Mr. Balukonis made a motion to approve. Second by Mr. Willardson. Unanimous vote.
- Policy 2.05 – Shift Filling–Overtime Procedure – Mr. Willardson made a motion to approve. Second by Mr. Fox. Unanimous vote.
- Policy 2.06 – Mandatory Overtime – Director Lynskey stated the union took some exception to this policy, specifically that a dispatcher on a single vacation or personal day would only be ordered in if there was no one else eligible to work. Director Lynskey noted that this provides protection to the dispatchers as previously there was nothing in writing that prevented them from being ordered in on a vacation or personal day. Director Lynskey stated the Operations Board was fully in support of the language. The Board noted it is important to keep the center staffed. Mr. Willardson made a motion to approve. Second by Mr. Fox. Unanimous vote.
- Policy 2.07 – Shift Swaps – Mr. Fox made a motion to approve. Second by Mr. Willardson. Unanimous vote.
- Policy 2.08 – Call Box Testing – Mr. Balukonis made a motion to approve. Second by Mr. Fox. Unanimous vote.
- Policy 3.05 – Police Dispatch Procedures – Director Lynskey noted that this was administrative as it simply was moving the Dispatch Log requirements to their own policy since the dispatch log applied to more than just police calls. Mr. Willardson made a motion to approve. Second by Mr. Fox. Unanimous vote.
- Policy 3.08 – Protection Type Orders – Mr. Willardson made a motion to approve. Second by Mr. Fox. Unanimous vote.
- Policy 3.10 – Radio Testing Procedures – Mr. Willardson made a motion to approve. Second by Mr. Fox. Unanimous vote.
- Policy 3.20 – Dispatch Log Documentation – Director Lynskey noted this is the policy broken out from 3.05. Mr. Willardson made a motion to approve. Second by Mr. Fox. Unanimous vote.
- The Board set the next regular meeting for March 14, 2019 at 10am at the WPD Community Room.
- Mr. Fox made a motion to adjourn at 11:11am. Second by Mr. Willardson. Unanimous vote.