



# 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*

*SWCCC Board of Directors*

*Meeting Minutes for January 28, 2022 – Regular Session*

Board Members Present: Jonathan Ruda, Greg Balukonis, Earl Gabor, Steven Sullivan  
Board Members Absent: None  
Others Present: Gregory Lynskey  
Meeting Location: Webster Police Community Room

- Meeting called to order by Chairman Ruda at 10:10am.
- Chairman Ruda led the Pledge of Allegiance.
- Mr. Sullivan made a motion to approve the regular session meeting minutes from October 13, 2021. Second by Mr. Balukonis. Vote: 3-0-1 with Mr. Gabor abstaining.
- Director Lynskey stated there appeared to be no interest whatsoever from the Town of Oxford to join a regional dispatch center. He indicated he had learned information that internally in the Town Departments there is little to no support for the idea. Mr. Ruda stated he had spoke with the Charlton Town Administrator and while he is not opposed to the idea, he is focused on other priorities at this time.
- Director Lynskey gave the board a review of the budget for FY22 through the second quarter. Director Lynskey stated the main concern continues to be with Regular Overtime. He stated the originally allocated amount has already been expended and a transfer that was done from the salary reserve will also not cover the balance of the year. He noted that this is due to having had two vacancies for a significant period of time and currently still training someone for what became an unexpected 3<sup>rd</sup> vacancy. This is in addition to earlier in the year having had someone with a long-term medical absence and the summer vacation period. He noted that as a result of the vacancies there will be some surplus in the dispatchers line item that will help with the overtime spending. He informed the board that since late December and until the trainee is finished training, a minimum of 10 open shifts per week must be filled before anyone uses any accrued time.
- Director Lynskey informed the Board that Full Time Dispatcher Ryan Stephens had resigned his position effective December 18, 2021. He stated this was unfortunate and unexpected as Stephens had only 2 weeks prior completed his training and was doing well. Mr. Balukonis made a motion to accept the resignation. Second by Mr. Sullivan. Unanimous vote.
- Director Lynskey informed the Board that Full Time Dispatcher Paige Moroz had resigned her position effective December 25, 2021 after 5.5 years to take a position as a patrolman for Dudley Police. He noted this departure has been anticipated for some time and leaves a big hole given Moroz's experience and proficiency. Mr. Sullivan made a motion to accept the resignation with regret

## **Board of Directors:**

Jonathan Ruda - Chairman  
Greg Balukonis - Vice Chairman  
Randy Becker - Member  
Steven Sullivan - Member

## **Operations Board:**

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

and request that the Director send a letter of thanks on behalf of the board. Second by Mr. Balukonis. Unanimous vote.

- Director Lynskey provided the board with an update on staffing. He informed the board that all dispatchers are back to work and healthy following a COVID outbreak in late December, early January. He noted that the center is still operating at only 7 out of 10 full time with one additional person in the process of training. He stated that the posting for the two vacancies had recently closed and he was hoping to have candidates selected by the end of February. He reminded the board that even at that time, it will be about 3-4 months of training before those new hires can have an impact on the schedule. He added as well that he has two part time dispatchers who have been inactive for a significant amount of time and he has been working with them regarding their plan for future employment.
- Director Lynskey presented the Board with his Annual Report for Calendar Year 2021. He noted that there was an unprecedented increase in 911 calls of over 20%, the total 911 call volume representing the highest total ever answered by the SWCCC. He noted this was somewhat interesting as total call volume remained the same. Mr. Ruda asked if this could be the result of wireless calls coming direct now. Director Lynskey stated that may have had some impact, however any 911 calls that are received, including all misdials and transfers to another agency are logged as a call for service. Director Lynskey stated otherwise, the report was pretty standard.
- Director Lynskey presented his FY2023 Budget Proposal to the Board. Director Lynskey provided a line by line review of the budget. Discussion was had on several line items including the Director Salary, Overtime, Insurance Waivers, and indirect costs. Director Lynskey further explained to the Board that he suggests considering adding an additional full time position in the future, possibly in lieu of continued use of per-diem staff. He stated that the change to the 4&2 schedule gives less buffer to minimum staffing when there are vacancies, something being realized all too well at the moment and that adding the additional position would put that buffer back to where it was on the 5&2 schedule. Director Lynskey provide the Board with details on the assessments. He noted that the 2020 census was now available and therefore the population portion of the assessment has been updated to reflect this date. He also noted that CY2021 911 call volume per community was available and utilized for that portion. He explained the slight shift in percentage as a result of both factors and noted that while the overall budget was a very small decrease, the two assessments reflect increases due to the use of reserves towards the FY2022 budget. Director Lynskey stated this certainly could change if the State 911 Grants saw an increase as he has utilized the level funding amount in his budget prep as he has done in the past. He noted that the FY2023 grant funds are anticipated to be announced in early February.
- The Board discussed whether or not to take action on the budget today. After discussion. It was decided to hold approval until late February at which time it is expected Webster's new Town Administrator will be in place and the grant funding amounts will be known.
- The Board scheduled its next meeting for Thursday, March 3 at 10am at the WPD Community Room.

- Mr. Ruda stated he wished to thank Mr. Balukonis for his return of service to this board and thank him for all he has done for both communities during his interim tenure.
- Mr. Sullivan made a motion to adjourn at 11:08am, second by Mr. Gabor. Unanimous vote.