



# 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 fourth full year of operation during the 2018 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. The Inter-Municipal Agreement will be entering a second 5 year term in the upcoming year.

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. The State 911 Department has also provided SWCCC with approximately \$1,610,000 in Support and Incentive Grant funding and \$100,000 in Training Grant funding as part of its annual grant programs to offset operational costs. In 2018, special funding of \$170,000 was received from the State 911 Support and Incentive Grant to continue replacement of portable radios and mobile radios that had reached the end of their useful life.

In 2018, the SWCCC answered a total of 32,296 calls for service. Of these, 22,317 calls for service originated in the Town of Webster while 9,979 calls for service originated in the Town of Dudley. Requests for police services totaled 25,169, fire services totaled 766, and EMS services totaled 6,361. A total of 6,982 wireless and wireline 911 calls were answered by the center. 99.40% 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 2018, 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 the

### **Board of Directors:**

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dispatchers for constantly handling these incidents in prompt, professional manners to ensure the safety of the residents and responders of the towns. During the year, 3 dispatchers were issued formal commendations for their actions during two separate events, most notably the tornado that struck the Webster and Dudley communities on August 4. In the 90 minutes immediately following the storm, SWCCC dispatchers handle 2,800% more 911 calls than a typical 90 minute period.

In 2018, the SWCCC again took part in embracing a major technology upgrade that is simply another step in continuing to improve the service provided to our residents. On December 14, 2018, the SWCCC began receiving “text-to-911” as part of a statewide rollout of the service. This new service will be extremely beneficial to the deaf and hard of hearing community as well as to victims who are in a situation where they cannot speak on the phone. It is extremely important to remember though, in an emergency, **Call if you can, Text if you can't!**

As we move into 2019, 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.

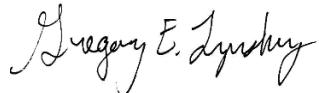
We also continue to seek out additional communities to join the Center. As of the time of this writing, the SWCCC has continued to have communications with local communities regarding joining the SWCCC however no formal agreements have been put in place.

I'd like to thank the following Dispatch Supervisor Kaitlyn Dibuono who left to become a Patrolman for Webster Police in April following 3.5 years of dedicated service.

In 2018, SWCCC received two formal citizen and/or member agency 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. Most importantly, I would like to thank Webster Police Chief Timothy Bent for his many years of support of both the SWCCC and myself. I wish him the very best in his retirement.

Respectfully Submitted,



Gregory Linsky

**Board of Directors**

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Gregory Lynskey

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Veronica Oleszewski, Supervisor  
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Joan Laplante  
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