



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 August 7, 2020 – Regular Session

Board Members Present: Vice Chairman Jonathan Ruda, Randy Becker, John Marsi, Courtney Friedland (representing Doug Willardson)

Board Members Absent: None

Others Present: Gregory Lynskey

Meeting Location: WPD Community Room

- Meeting called to order by Vice Chairman Ruda at 10:06am.
- Vice Chairman Ruda led the Pledge of Allegiance.
- Mr. Becker made a motion to approve the minutes from June 11, 2020. Second by Mr. Marsi. Unanimous vote.
- Director Lynskey presented a review of the year end FY20 Budget. Director Lynskey stated there was a surplus in the budget of \$19,861.75 which will go into the reserve fund. He noted that that included \$10,000 that was budget for the reserve fund. He also noted that due to the date of hire of a new employee being after the final modification date of the State 911 Grants, there was a surplus in that grant. He stated that he has adjusted how the grant is being used for FY21 so that a surplus won't exist at the end of the year. He also noted that due to COVID, training had to be limited for the spring and as such the training grant was not fully expended.
- Director Lynskey informed the Board he had received a written request from Dispatch Supervisor Veronica Oleszewski for a temporary special scheduling accommodation due to having a significant personal life change that is making it difficult to work the usual supervisor schedule. She stated that this temporary accommodation would allow her some time to sort things out. Director Lynskey noted that when the previous board voted to create the supervisors positions, the Board set the schedule as one on 3-11 and one on 11-7. The request is for temporary assignment to 7-3. Director Lynskey noted he was ok with this request however is bringing to the Board since the Board previously voted the specific schedule for supervisors. He also noted that there is another supervisor who is senior to her that would potentially have bidding rights to a day shift schedule and that Oleszewski understood that. He noted that he suggested if the Board was in agreement to accommodate that the vote be to temporarily create a day shift supervisors position, not to specifically assign Oleszewski to day shift. Mr. Ruda asked if there was any consideration given to making a temporary supervisor on 11-7 during this period. Director Lynskey stated he does not believe that is necessary. Mr. Becker asked who would be responsible for any questions on 11-7 if there was no supervisor? Director Lynskey stated he would and typically any issues are equipment related which would require his notification anyway. The Board strongly suggested that while they support the accommodation that it be done through the union via either a side letter or an MOA. Director Lynskey noted that

Board of Directors:

Doug Willardson - Chairman
Jonathan Ruda - Vice Chairman
Randy Becker - Member
John Marsi - Member

Operations Board:

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

Oleszewski is the Union President and therefore he believed she should not be involved in directing that process. Mr. Ruda suggested working directly with the Business Agent for the union. Mr. Becker made a motion to authorize Director Lynskey to work with the Union Business Agent to obtain an MOA/MOU/Side Letter provided that it indicates this is not precedent setting for any other special accommodation requests and that temporarily assigning a supervisor to day shift does not constitute a permanent need for a supervisor on the day shift. Second by Mr. Marsi. Unanimous vote.

- Director Lynskey informed the Board that the State 911 Department had recently required SWCCC to conduct a trial period of receiving Phase 1 Wireless 911 calls. Director Lynskey explained that a Phase 1 call is a call where location information is not able to be obtained when the call is routed. Only the tower location is known. Director Lynskey stated he had pushed this off for over a year as the state could not provide any data on the expected impact. Recently, the state was able to provide that the expectation would be 10 additional calls per day on average, or 3 per shift. Director Lynskey noted that through the first 3 weeks of the trial, the average additional daily call volume has been about 7-10 calls. He stated this has had minimal impact on operations. He noted that the increase in call volume over the course of the year increases our percentage of overall calls in the state and therefore should lead to increased grant funding as well. Director Lynskey noted that the trial was well received so far by dispatchers as they are getting the calls directly rather than after a transfer. He also noted that this is beneficial to the callers as they are receiving a local dispatcher much quicker. He added that there has however been an increase in calls that need to be transferred out to other surrounding agencies but that again, this was a minimal impact.
- Mr. Ruda and Mr. Becker both stated they wished to commend the dispatchers on a great job done during the recent tropical weather event. Mr. Becker stated he wished to have it formally part of the record that the Board thanked the dispatchers for the work done. Second by Mr. Marsi. Unanimous vote.
- The Board confirmed the next meeting date as September 10 @ 10am at the Dudley Town Hall.
- Mr. Becker made a motion to adjourn at 10:39am, second by Mr. Marsi. Unanimous vote.