



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

Following nearly 5 years of planning between the Town of Webster and the Town of Dudley, the South Worcester County Communications Center officially began providing 911 Call Taking and Dispatch Services to the Towns of Webster and Dudley on November 19, 2014.

The idea of Regional Dispatch was initially explored by Webster and Dudley during fiscal year 2010 at which time State 911 Department grant funding was provided for a feasibility study. Over the next four fiscal years, local officials worked closely with the Public Safety Departments in both towns to develop a model to implement the Regional Dispatch Center.

Additional grant funding was received during Fiscal 2014 in order to design and equip the Regional Dispatch Center as part of the construction of the new Webster Police Station located at 357 Main St. in Webster. A project manager, CDR Maguire was also hired to assist the towns with the formation of the Center.

During calendar year 2014, several milestones were achieved beginning in January with the Towns of Webster and Dudley officially entering into an inter-municipal agreement for dispatch services. A Board of Directors, consisting of a Selectmen's Representative and the Town Administrator from each town, was formed as the governing body of the SWCCC. An Operations Board was also formed consisting of the Police and Fire Chiefs from each town. The Operations Board is responsible for the development of policies and procedures along with monitoring the Center's performance.

In June, 2014, Gregory Lynskey, a Dispatcher with the Webster Police Department was chosen as the Communications Center Director for the SWCCC. The Director is responsible for the day-to-day operational and personnel matters related to the Center. The Director was also responsible for overseeing the implementation and development of the day-to-day operations in anticipation of the Center opening.

Additionally, the Center was again awarded State 911 Department Grant Funding for Fiscal 2015. This funding, in the amount of \$664,553.68 is being used towards covering the cost of Transition Expenses, Construction, and Equipment. This, along with previous grants, brings the total State 911 Department Grant Funding for the SWCCC to \$1,753,038.68 to date.

On November 19, 2014 at 7:00am, the South Worcester County Communications Center officially began operation. The Center is staffed 24 hours per day, 7 days per week, 365 days per year with a minimum of two certified Public Safety

Board of Directors:

Deborah Keefe - Chairman
Greg Balukonis - Vice Chairman
John McAuliffe - Secretary
Paul Joseph - Member

Operations Board:

Timothy Bent - Chairman
Dean Kochanowski - Vice Chairman
Rodney Budrow - Secretary
Steven Wojnar - Member
Brian Hickey - Member

Telecommunicators. The Center employs the Communications Center Director, seven full-time Public Safety Telecommunicators, and seven part-time Public Safety Telecommunicators, totaling approximately 120 years of knowledge and dedicated service to the communities.

From its opening through the end of 2014, the SWCCC answered a total of 3,824 calls for service. Of these, 2,584 calls for service originated in the Town of Webster while 1,240 calls for service originated in the Town of Dudley. Requests for police services totaled 2,849 while requests for Fire/EMS services totaled 975. A total of 1,229 wireless and wireline 911 calls were answered by the center.

As we move into 2015, the Center is working towards a model of professional, uniform, and dedicated service to its member agencies and the communities in which it serves. The Center will continue to develop into a first class Regional Emergency Communications Center. As of the time of this writing, the Board of Directors has been in communication with additional communities regarding their interest in joining the SWCCC, however no formal agreements have been reached.

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

Deborah Keefe, Chairwoman
Greg Balukonis, Vice Chairman
John McAuliffe – Secretary
Paul Joseph – Member
Peter Fox – Alternate

Operations Board

Timothy Bent, Chairman
Dean Kochanowski – Vice Chairman
Rodney Budrow – Secretary
Steven Wojnar – Member
Brian Hickey – Member

Communications Center Director

Gregory Lynskey

Full-Time

Public Safety Telecommunicators

James Fersenheim
Richard Desrosiers
Kristin Munger
Bonnie Pearl
Rebecca Prefontaine
Keith Remillard
Joan Laplante

Part-Time

Public Safety Telecommunicators

Nicholas Alvarado
Scott Baldracchi
Jonathan Brooks
Kaitlyn Dibuono
Spencer Donovan
Bonnie O'Leary
Jeffrey Saad