



# 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 second full year of operation during the 2016 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.

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. In 2016 alone, over \$430,000 in capital items were purchased for the member agencies via grant funding. The State 911 Department has also provided SWCCC with approximately \$530,000 in Support and Incentive Grant funding and \$50,000 in Training Grant funding as part of its annual grant programs to offset operation costs.

In 2016, the SWCCC answered a total of 33,770 calls for service. Of these, 22,154 calls for service originated in the Town of Webster while 11,616 calls for service originated in the Town of Dudley. Requests for police services totaled 25,615, fire services totaled 1,063, and EMS services totaled 7,092. A total of 6,585 wireless and wireline 911 calls were answered by the center, 5,091 originating in Webster and 1,298 originating in Dudley, and 196 originating in other communities that were transferred to the SWCCC.

In 2016, the Dispatchers of the SWCCC handled many critical incidents where time and knowledge were critical to the safety of the responders. Specifically I'd like to commend the dispatchers for their handling of several occurrences of injured patients who were lost in wooded areas being able to be located due to the quick thinking

### **Board of Directors:**

Greg Balukonis - Chairman  
Peter Fox - Member  
Randy Becker - Member  
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### **Operations Board:**

Timothy Bent - Chairman  
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Steven Wojnar - Member  
Brian Hickey - Member  
Gary Milliard - Member

actions of the dispatchers. During these incidents, Dispatchers showed just how critical a multiple dispatcher environment with well-trained individuals is to the safety of the residents and responders of the towns.

As we move into 2017, 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. We are pleased to report that through a grant funded assessment of our center conducted this past fall by IXP Corporation, an independent consultant, the SWCCC received an extremely favorable review of our operations, governance, and technology. The review also addressed expandability of our facilities, operations, and technology and has determined that our call volume capacity could be at least doubled within the confines of our current location and with our current technology. This report has recently been distributed to area towns and the SWCCC is hopeful this independent assessment will assist in drawing additional communities to join.

In 2016, SWCCC received five citizens' complaints. Following review of the circumstances, two complaints 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.

Respectfully Submitted,

Gregory Lyncskey

**Board of Directors**

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Peter Fox – Member  
Randy Becker – Member  
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Jonathan Ruda – Alternate

**Operations Board**

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**Communications Center Director**

Gregory Lyncskey

**Full-Time  
Public Safety Telecommunicators**

Kristin Munger  
Bonnie Pearl  
Rebecca Prefontaine  
Joan Laplante  
Jonathan Brooks  
Kaitlyn DiBuono  
Charles McGowan  
Veronica Oleszewski  
Paige Moroz

**Part-Time  
Public Safety Telecommunicators**

Scott Baldracchi  
Steven Chenard  
Brittany Morgan  
Bonnie O'Leary