



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 fifth full year of operation during the 2019 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. The State 911 Department has also provided SWCCC with approximately \$2,100,000 in Support and Incentive Grant funding and \$135,000 in Training Grant funding as part of its annual grant programs to offset operational costs.

In 2019, the SWCCC answered a total of 33,721 calls for service, which represents a 4.4% increase over 2018. Of these, 23,425 calls for service originated in the Town of Webster while 10,296 calls for service originated in the Town of Dudley. Requests for police services totaled 25,795, fire services totaled 904, and EMS services totaled 7,022.

A total of 6,760 wireless and wireline 911 calls were answered by the center. 99.5% of all 911 calls were answered within 10 seconds, far exceeding the industry standard of 90% of calls being answered within 10 seconds. 3,856 calls originated from cellular devices with 30% of those coming to SWCCC directly without the need for a transfer from a relay center. Due to current reporting limitations, the number of 911 calls per community is unable to be determined. SWCCC also answered and processed 29 Text to 911 sessions. As texting becomes a far more prominent portion of our society, this is a natural evolution to have the ability to Text 911. It is important to remember though, you should always Call 911 if you can and only text 911 if you can't call.

In 2019, 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 dispatchers for

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Randy Becker - Member
John Marsi - Member

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Dean Kochanowski - Chairman
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Brian Hickey - Member
Gary Milliard - Member

constantly handling these incidents in prompt, professional manners to ensure the safety of the residents and responders of the towns.

Also worthy of note, 2019 marked the first full year of the SWCCC contracting with the Denise Amber Lee Foundation to provide Quality Assurance of our emergency medical calls. The SWCCC utilizes PowerPhone as a provider for protocols to provide Emergency Medical Dispatch services. PowerPhone's standard is to review 10% of 911 medical calls and to achieve a Quality Assurance Rating of 85%. I am beyond pleased to report that in 2019, SWCCC dispatchers averaged a remarkable 91% rating for the 370 911 medical calls that were reviewed!

As part of this QA program, The Foundation issues Certificates of Excellence to dispatchers who received an overall average score of 96% or greater and no individual scores lower than 90% during a given month. Six dispatchers were recognized with a total of 11 Certificates of Excellence over the year to include one dispatcher, Supervisor Veronica Oleszewski who was recognized 4 times! The towns of Webster and Dudley should be proud of the achievement of all dispatchers at the SWCCC for their stellar performance when it comes to Emergency Medical Dispatching!

As we move into 2020, 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.

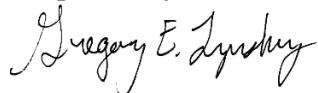
We also continue to seek out additional communities to join the Center. As of the time of this writing, the SWCCC has continued to have communications with local communities regarding joining the SWCCC however no formal agreements have been put in place.

I'd like to thank Dispatcher Victoria Longo who stepped down in May after 1.5 years to take a position as a Parole Officer with the Massachusetts Parole Board and wish her well in her new endeavor. Dispatcher Longo remains with the SWCCC in a per-diem capacity.

In 2019, SWCCC received one formal citizen complaint. Following review of the circumstances, the complaint was found to be unfounded and voluntarily withdrawn by the complainant.

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. I would also like to thank Dudley Town Administrator Greg Balukonis and Board Member Peter Fox for their many years of support of both the SWCCC and myself. I wish them the very best in their retirements.

Respectfully Submitted,



Gregory Lynskey

Board of Directors

Doug Willardson – Chairman
Jonathan Ruda – Vice Chairman
Randy Becker – Member
John Marsi – Member
Paul Joseph – Alternate
Earl Gabor – Alternate
Courtney Friedland – Alternate

Operations Board

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Communications Center Director

Gregory Lynskey

Full-Time

Public Safety Telecommunicators
Rebecca Prefontaine, Supervisor
Veronica Oleszewski, Supervisor
Kristin Munger
Bonnie Pearl
Joan Laplante
Charles McGowan
Paige Moroz
Bryan Blomgren
Pedro Jorge
Samantha Putis

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Public Safety Telecommunicators
Scott Baldracchi
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Elizabeth Fish
Victoria Longo
Brittany Morgan