



# South Worcester County Communications Center

357 Main Street • Webster, MA 01570 • 508-943-1212  
Serving the Towns of Webster and Dudley, Massachusetts



Gregory Linskey, Communications Center Director

## REPORT OF THE SOUTH WORCESTER COUNTY COMMUNICATIONS CENTER

The South Worcester County Communications Center (SWCCC) completed its seventh full year of operation during the 2021 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 \$3,370,000 in Support and Incentive Grant funding, \$213,000 in Training Grant funding, and \$38,200 in EMD Grant funding as part of its annual grant programs to offset operational costs.

In 2021, the SWCCC answered a total of 32,354 calls for service, which represents a 1.7% increase from 2020. Of these, 21,875 calls for service originated in the Town of Webster while 10,479 calls for service originated in the Town of Dudley. Requests for police services totaled 23,618, fire services totaled 1,393, and EMS services totaled 7,343.

A total of 9,879 wireless and wireline 911 calls were answered by the center. This represents an unprecedented increase of 28.5% over the number of calls received in 2020. 99.44% of all 911 calls were answered within 10 seconds, far exceeding the industry standard of 90% of calls being answered within 10 seconds. 6,645 calls originated from cellular devices with 97.5% of those coming to SWCCC directly without the need for a transfer from a relay center. Due to a statewide reporting error, town by town breakdown of 911 calls is only available for January through September. In that timeframe, 5,191 911 calls originated in Webster and 1,795 911 calls originated in Dudley. 567 calls originated in another jurisdiction and were either transferred in to the SWCCC for processing or were transferred out for processing by another PSAP. SWCCC also answered and processed 14 Text to 911 sessions. As texting becomes a far more prominent

### **Board of Directors:**

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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.

The COVID-19 Pandemic continued to provide a challenge to the SWCCC throughout 2021. Meeting this challenge would not have been possible without the unbelievable dedication of the SWCCC Dispatchers. Quite possibly most remarkable is the fact that SWCCC dispatchers have continued to commit themselves to the citizens of Webster and Dudley every single day since the pandemic began. Dispatchers did not have the option of working remotely, being on furlough, or working in alternative environments like nearly ALL of the general public did. Dispatchers continued working each and every day in their usual environment with continued interaction with public safety partners, walk-in members of the public, and monitoring of prisoners in the Webster PD Lockup. Their dedication is extremely commendable. Unfortunately, this year the SWCCC experienced a side effect of the pandemic that has affected many professions. A lack of applicants willing to be employed made replacing several dispatchers who moved on very challenging. Dispatchers were forced to work an extraordinary amount of hours throughout the year due to experiencing the reality of two long term vacancies for nearly half of the year.

Also worthy of note, 2021 marked the third 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 2021, SWCCC dispatchers averaged a remarkable 91% rating for the 392 911 medical calls that were reviewed!

As we move into 2022, 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.

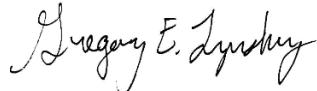
I'd like to thank Dispatcher Elizabeth Fish who stepped down in February after 1 year to take a position as a Dispatcher in Waterford, CT; Dispatcher Bryan Blomgren who stepped down in June after 3 years to take a position as a Police Officer for the Southbridge Police Department; and Dispatcher Paige Moroz who stepped down in December after 5 years to take a position as a Police Officer for the Dudley Police Department. I'd also like to recognize Dispatcher Pedro Jorge who had left us in 2020 but returned in early 2021 to provide us much needed assistance to cover an unexpected vacancy. Dispatcher Jorge did move on in September, 2021 to take a position as a Gaming Agent for the Massachusetts Gaming Commission. Dispatchers Fish and Jorge remain with the SWCCC in a per-diem capacity.

In 2021, SWCCC received two formal complaints. Following review of the circumstances, one complaint had sustained findings while one complaint was unfounded.

I would also like to wish the very best to Town Administrator Doug Willardson, who left the Town of Webster and the SWCCC Board of Directors in September. Mr. Willardson's 5 years as Administrator were nothing short of remarkable and we are extremely grateful for his unwavering support of the SWCCC and all of our Dispatchers.

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**

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Greg Balukonis – Vice Chairman  
Randy Becker – Member  
Steven Sullivan – Member  
John Marsi – Alternate  
Earl Gabor – Alternate  
Courtney Friedland – Alternate

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Michael Shaw – Vice Chairman  
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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  
Samantha Putis  
Nicole Albright  
Abagayle Fournier

**Per-Diem**

**Public Safety Telecommunicators**  
Scott Baldracchi  
Steven Chenard  
Elizabeth Fish  
Pedro Jorge  
Victoria Longo  
Charles McGowan  
Brittany Morgan