



# 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 first full year of operation during the 2015 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 \$1,753,038.68 through regional development grants in FY2014 and FY2015 toward capital. An FY2016 grant award is still pending. The State 911 Department has also provided SWCCC with approximately \$275,000 in Support and Incentive Grant funding and \$30,000 in Training Grant funding as part of its annual grant programs.

In 2015, the SWCCC answered a total of 31,753 calls for service. Of these, 21,722 calls for service originated in the Town of Webster while 10,031 calls for service originated in the Town of Dudley. Requests for police services totaled 24,600, fire services totaled 787, and EMS services totaled 6,366. A total of 8,803 wireless and wireline 911 calls were answered by the center, 6,576 originating in Webster and 1,533 originating in Dudley. 694 wireless or wireline 911 calls originating in another jurisdiction were transferred to SWCCC.

In 2015, 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 a fatal officer involved shooting in March, 2015 and a seven alarm mill fire in June, 2015. 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 2016, 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

### **Board of Directors:**

Greg Balukonis - Chairman  
Deborah Keefe - Vice Chairman  
Pamela Leduc - Member  
Peter Fox - Member

### **Operations Board:**

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

Communications Center. We also continue to seek out additional communities to join the Center.

I'd like to thank the following Dispatchers who have left us for their dedicated service to the SWCCC: Dispatcher James Fersenheim retired in December following 28 years of service; Dispatcher Richard Desrosiers left in February for a new venture following 21 years of service; Dispatcher Keith Remillard became a Patrolman for Dudley Police in January 2 years of service; and Dispatcher Spencer Donovan became a for Webster Police in September following 1 year of service.

In 2015, SWCCC received three citizens' complaints. Following review of the circumstances, one complaint resulted in a sustained finding.

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**

Greg Balukonis, Chairwoman  
Deborah Keefe, Vice Chairman  
Pamela Leduc – Member  
Peter Fox – Member  
Jonathan Ruda – Alternate  
Donald Bourque – Alternate

**Operations Board**

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

**Communications Center Director**

Gregory Lynskey

**Full-Time**

**Public Safety Telecommunicators**

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

**Part-Time**

**Public Safety Telecommunicators**

Scott Baldracchi  
Steven Chenard  
Brittany Morgan  
Bonnie O'Leary