

Kirsch

MassCops - Massachusetts Law Enforcement Network (<http://www.masscops.com/forums/>)

- **Dispatch / Communications** (<http://www.masscops.com/forums/dispatch-communications/>)

- - **Regional 911 system weighed** (<http://www.masscops.com/forums/dispatch-communications/81878-regional-911-system-weighed.html>)

kwflatbed

10-04-2009 10:55

Regional 911 system weighed

3 towns already share calls

<http://www.telegram.com/apps/pbcsi.d...=1101&MaxW=740>

From left, Sarah B. Latino, operations manager for the Rutland Emergency Communications Center, and dispatcher Eileen S. McCarthy, both of Rutland, work with different departments at the center. (T&G Staff/TOM RETTIG)

By Lisa D. Welsh and Donna Boynton TELEGRAM & GAZETTE STAFF

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RUTLAND — A 911 call comes into the Rutland Emergency Communications Center and a dispatcher quickly checks six computer screens to determine its point of origination. Another computer, displaying a map of Massachusetts, enables the dispatcher to narrow down the location of the emergency, and yet another helps determine the equipment and personnel needed to respond.

The busy center provides regional dispatch services for three towns — Rutland, Oakham and Hubbardston — but a \$50,000 grant will give other towns an opportunity to explore the benefits of joining. A revised center could soon serve as many as 13 communities in northern Worcester County.

Town administrators, police and fire chiefs from Sterling, Holden, Boylston, West Boylston, Lunenburg, Princeton, Lancaster, Barre, Berlin and Fitchburg have joined the center's three current towns to make up the Mid-State Regional Dispatch Study Committee. The location of a larger, regional emergency communications center would be determined as part of the feasibility study.

The grant was one of several given to communities across the state by the Executive Office of Public Safety and Security, including Dudley, Webster, Ware, Ashby, Ashburnham, Mendon and Millville, according to the governor's office.

Full Story:

<http://www.telegram.com/article/2009...101/NEWSREWIND>

RodneyFarva

10-04-2009 12:00

Re: Regional 911 system weighed

Regional dispatch is truly the way to go. let's just face it, there are alot of towns in the commonwealth that just don't need a 24/7 dispatcher and would greatly benefit from a regional dispatch center. think about staffing problems alone, you have 13 towns with 13 dispatchers when you could handle the whole region with 4 to 5 people and a supervisor. most of these towns IE. Bolton, Berlin, Sterling, Lancaster and even Clinton are mostly quiet communities and can't warrant a person in the chair 24/7. Now I'm not saying they can't have times when they get busy, but thoes times are really few and far between.

Sarge31

10-04-2009 18:55

Re: Regional 911 system weighed

There has been alot of talk of regional dispatch centers lately and it is worth looking into. Anyone know of any studies or cost/benefit analysies that have been conducted??

SinePari

10-04-2009 20:13

Re: Regional 911 system weighed

C-8 could handle the services, just maybe add a few more dispatchers because the infrastructure is already in place

Buford T

10-04-2009 21:46

Re: Regional 911 system weighed

In theory regionalization is a good idea. The reality is some municipalities are going to close stations at night, thus going backward 20-30 years, along with the added cost of satellite repeaters, radio channels, I.T. to connect all dispatch and in house computers, updated rules and regs and the ever present who's in charge at dispatch.

Air Force Cop

10-07-2009 07:23

Re: Regional 911 system weighed

Next regional police force will be looked at. Oh look we can just use the sheriff department. Bad idea all around dispatchers need to know the town, simple.

LGriffin

10-07-2009 08:27

Re: Regional 911 system weighed

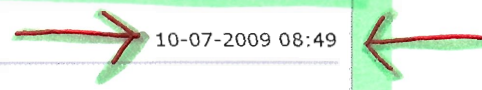
It's hard enough to get a good dispatcher, never mind someone who probably doesn't know where the F you are...
I prefer a nice interpersonal relationship. That way, if they're constant screw ups, they "won't let the door hit em' where the good Lord split em'" a little faster. However, if they screw up and you like them, you can yell at them , make them bake you cookies to ease their guilt, or change the headlight / windshield wipers on your PC, whatever works best.
I know you troopers are used to the third party information screw ups and you learn to deal with it, but a local dispatch is one of the few perks we have as locals;-).

lpwpd722

10-07-2009 08:49

Re: Regional 911 system weighed

I know financially regionalization is a the way to go. I just don't want my men and women to be a voice at the other end of the mike. They are my co workers, my friends, they are closer to me than alot of my real family is. I know regional dispatcher are great, but I think my guys and gals and the towns people in this small town deserve a more personalized service.



All times are GMT -4. The time now is 17:29.

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MassCops - Massachusetts Law Enforcement Network > Agencies / Professions > Dispatch / Communications
Regional 911 system weighed

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#1



kwflatbed
55K + Poster
MassCops Moderator

Join Date: Dec 2004
Location: SE MA
Age: 67
Posts: 55,298
Thanks: 2,873
Thanked 3,557 Times in 1,552 Posts

My Mood:

Rep Power: 1918



Regional 911 system weighed

[permalink](#)

3 towns already share calls

This image has been resized. Click this bar to view the full image. The original image is sized 740x490 and weights 43KB.



From left, Sarah B. Latino, operations manager for the Rutland Emergency Communications Center, and dispatcher Eileen S. McCarthy, both of Rutland, work with different departments at the center. (T&G Staff/TOM RETTIG)

By Lisa D. Welsh and Donna Boynton TELEGRAM & GAZETTE STAFF

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Full Story:

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ASSHOLE

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6 Days Ago

#2



RodneyFarva
"Gun Nut"
MassCops Captain

Join Date: Jan 2007
Age: 29
Posts: 835
Thanks: 830
Thanked 386 Times in 209 Posts
My Mood:
Rep Power: 134

Re: Regional 911 system weighed

[permalink](#)

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5 Days Ago

#3



Sarge31
MassCops Member
MassCops Lieutenant

Join Date: May 2004
Location: Metrowest, MA
Posts: 303
Thanks: 101
Thanked 117 Times in 52 Posts
Rep Power: 35

Re: Regional 911 system weighed

[permalink](#)

There has been alot of talk of regional dispatch centers lately and it is worth looking into. Anyone know of any studies or cost/benefit analysies that have been conducted??



5 Days Ago

#4



SinePari
Hostility Stage
MassCops Deputy Chief

Join Date: Aug 2004
Posts: 2,914
Thanks: 0
Thanked 1,522 Times in 577 Posts
Rep Power: 569

Re: Regional 911 system weighed

[permalink](#)

C-8 could handle the services, just maybe add a few more dispatchers because the infrastructure is already in place

Insert catchy signature line here.

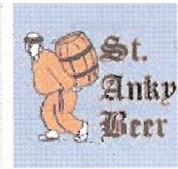


5 Days Ago


#5

Buford T
MassCops Member

Join Date: Feb 2005
Location: South Shore, mass.
Posts: 289
Thanks: 20
Thanked 9 Times in 8 Posts



MassCops Lieutenant



 Rep Power: 12

Re: Regional 911 system weighed

[permalink](#)

In theory regionalization is a good idea. The reality is some municipalities are going to close stations at night, thus going backward 20-30 years, along with the added cost of satellite repeaters, radio channels, I.T. to connect all dispatch and in house computers, updated rules and regs and the ever present who's in charge at dispatch.



3 Days Ago

#6 

Join Date: Jan 2003
 Location: Masshole
 Age: 31
 Posts: 101
 Thanks: 20
 Thanked 37 Times in 19 Posts

My Mood: 

Rep Power: 11



Air Force Cop 
 MassCops Member
 MassCops Sergeant

Re: Regional 911 system weighed

[permalink](#)

Next regional police force will be looked at. Oh look we can just use the sheriff department. Bad idea all around dispatchers need to know the town, simple.



"I don't believe in that phony hero stuff." Steve McQueen



3 Days Ago

#7 



LGriffin 
 Resident Psychic
 MassCops Deputy Chief

Join Date: Apr 2009
 Posts: 1,387
 Thanks: 1,599
 Thanked 1,135 Times in 526 Posts

My Mood: 

Rep Power: 421



Re: Regional 911 system weighed

[permalink](#)

It's hard enough to get a good dispatcher, never mind someone who probably doesn't know where the F you are... I prefer a nice interpersonal relationship. That way, if they're constant screw ups, they "won't let the door hit em" where the good Lord split em" a little faster. However, if they screw up and you like them, you can yell at them, make them bake you cookies to ease their guilt, or change the headlight / windshield wipers on your PC, whatever works best. I know you troopers are used to the third party information screw ups and you learn to deal with it, but a local dispatch is one of the few perks we have as locals 😊.

<http://www.youtube.com/watch?v=5513mXmQbw4>



The Following User Says Thank You to LGriffin For This Useful Post:

[lpwpd722](#) (3 Days Ago)

3 Days Ago

#8



ipwprd722
happy camper
MassCops Deputy Chief

Join Date: Jun 2006
Location: Somewhere out there...
Age: 43
Posts: 1,721
Thanks: 302
Thanked 208 Times in 141 Posts
My Mood: DOH
Rep Power: 85

Re: Regional 911 system weighed

[permalink](#)

I know financially regionalization is a the way to go. I just don't want my men and women to be a voice at the other end of the mike. They are my co workers, my friends, they are closer to me than alot of my real family is. I know regional dispatcher are great, but I think my guys and gals and the towns people in this small town deserve a more personalized service.

What comes around goes around!

Dispatchers tell cops where to go!



The Following User Says Thank You to ipwprd722 For This Useful Post:

[LGriffin](#) (3 Days Ago)



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