

PUBLIC SAFETY COMMUNICATIONS

On January 1, 2004 a reorganization took place and the Belmont Public Safety Communications Department became a division of the Belmont Police Department under the auspices of the Chief of Police. The day to day operations have remained the same and all of our dispatchers continue to provide the highest quality of service possible to the community. All of our dedicated 911 Dispatchers have been trained and certified by the Statewide Emergency Telecommunications Board (SETB) and the Association of Public Safety Communications Officials (APCO). The majority of the Communications Staff are either trained as Emergency Medical Technicians (EMTs) or Emergency Medical Dispatchers (EMDs) and all are annually re-certified as American Red Cross First Responders/ CPR Rescuers which includes the use of Automatic External Defibrillators (AEDs).

I am proud of the Public Safety Communications Division and know all of the staff is dedicated to making Belmont a safer community. The communications center is staffed 24-hours a day, 7-days a week by highly trained, highly motivated dispatch professionals. An emphasis on continuous training within the department maintains a level of readiness that we all can be proud of. The department continues to maintain a close relationship with the other Town agencies. Our dispatchers answer many calls for service after hours and on holidays for the Light, Highway and Water Department. I'd like to thank all the Town departments, and Police Chief O'Malley and Fire Chief Frizzell in particular, for their assistance.

On a sad note Dispatcher Paul Cote passed away suddenly on November 20, 2004. Paul was a dedicated employee and he will be missed by all.

Respectfully submitted,
Daniel E. MacAuley, Operations Manager, Belmont Public Safety Communications

OPERATIONS MANAGER

Daniel E. MacAuley, EMD

SUPERVISOR OF COMMUNICATIONS

Edward S. Pendergast, EMT

PERMANENT PUBLIC SAFETY DISPATCHERS

Robert Dally, EMD; David Jones, EMD; Thomas O'Brien, EMT; James Riccio, EMD;
Cory Taylor, EMT; Michael Tortola, EMT; Daniel Walsh, EMT

PER DIEM PUBLIC SAFETY DISPATCHERS

Richard Nohl, EMT; Andrew Tobio, EMT; Robert McQuaid, P.A.; John Steeves, 1st Responder

Retirements

On June 30, 2004, Keith McLean retired after 15 years of service to the town. We wish him well in his retirement.

Appointments

On May 2, 2004, Cory Taylor was appointed as a Public Safety Dispatcher

On October 3, 2004, Daniel Walsh was appointed as a Public Safety Dispatcher

Call Handling Statistics

Calls Handled via 9-1-1 Enhanced System...	3,473
Calls Handled via 7-digit Phone System...	<u>approx. 150,000</u>
	Total 153,473
Number of Incidents Entered in	Police Incidents... 17,494
Computer-Aided Dispatch (CAD) System...	Fire Incidents... <u>3,000</u>
	Total... 20,494

Respectfully Submitted,
Daniel E. MacAuley, Operations Manager, Public Safety Communications