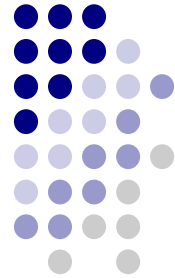




APCO International Atlantic Chapter



www.apco-atlantic.org



Dave Diamond
President-Atlantic
Chapter

A word from our President

For those that attended the Chapter Conference in Mystic, CT., I don't have to tell you what a great conference it was. For those that did not attend, you missed a golden opportunity to network with your peers, hear outstanding presentations and meet with Association President Willis Carter and Executive Director George Rice. It certainly was a great event.

As evidenced by their participation at our conference, the Association's leadership continues to tap into our Chapter as a major influence on the national level. It was recently announced that the Board of Officers has formed a committee to review the entire structure and governance of APCO. This group includes our very own life-member Michael Mangini. Regional representatives from the Executive Council will also be part of this committee. This review was prompted by an independent legal review that indicates our current structure may have unnecessary liabilities and conflicts.

President Carter also reached out to another member of our Chapter to step up once again. In addition to continuing his work as a Group Leader overseeing the Access Group of Committees, David Clemons will now Chair the Public Safety Foundation of America (www.psf.a.us). The PSFA, a charitable organization, was established in January 2002 by the Association of Public-Safety Communications Officials International (APCO). The PSFA's objective is to provide critical funding and technical support to public safety answering points (PSAPs) and local emergency response officials.

As illustrated above, the Chapter needs your involvement. I would like to encourage your participation in this year's upcoming conferences. Our Chapter is the largest in APCO and your attendance will benefit both you and the Chapter. Reserve the dates and make plans now for: East Coast Regional Conference March 17-19 in Myrtle Beach, APCO National Conference Aug 3-7 in Kansas City and our own Atlantic Chapter Conference in Oct/Nov. (Date and location to follow).

Another resource available to all our members is the Atlantic Chapter Scholarship program. TAKE ADVANTAGE of this opportunity. Currently we offer \$1,000 scholarships and details are on our Chapter Website.

Lastly I would like to thank Blair Sutherland for a job well done and only hope that I can represent our Chapter as well.

Dave Diamond
President-Atlantic Chapter

2008 Atlantic Chapter Conference

Planning has begun for the 2008 Atlantic Chapter Conference in New Hampshire. As of press time, the dates and location are unknown, but keep an eye on the chapter webpage for updates. If you are interested in volunteering, contact Gil Emery: gemery@pd.cityofportsmouth.com

January 2008

Board of Officers;

- **President**
David Diamond
- **President-Elect**
Charlene Fisk
- **First Vice-President**
Thomas A. Catino
- **Executive Council**
Peter Thomas
- **Past-President**
C. Blair Sutherland
- **Chapter Commercial Advisory**
Michael J. Mangini
- **At-Large**
Roy Althiser
- **At-Large**
Frank J. Kiernan
- **Secretary**
Richard C. Boettcher
- **Treasurer**
E. Douglas Hackett

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Inside New York by Janice Elderkin / Craig Scholl



**Dr. Henry Lee and
Larry Lafferty**

**“Expect trouble
as an inevitable
part of life and
when it comes,
hold your head
high, look it
squarely in the
eye and say, “I
will be bigger
than you. You
cannot defeat
me.”**

Ann Landers



Clinton County Dispatcher Joseph Cayea received the 2007 award for “Dispatcher of the Year” from Mountain Lakes EMS Regional Council for outstanding performance and dedication to his job. Furthermore, Dispatcher Cayea received accolades for creating a public education program through his agency that reaches out educating the public on the use of 911. Dispatcher Cayea has been with Clinton County Emergency Services since July of 1996.

Office of the Dutchess County Executive William R. Steinhaus Breaks Ground on 911 Emergency Operations Center Expansion. He was joined by fire, police, EMS personnel and others from across the County to break ground on the Dutchess County 911 Emergency Operations Center expansion. The expansion is a key component of more than \$10 million dollars in upgrades to the Emergency Response Campus located on Creek Road in the Town of Hyde Park. County Executive Steinhaus said, “We continue to champion efforts to strengthen our public safety resources in Dutchess County. Our new Emergency Operations Center will provide our local fire, police and emergency response personnel with top quality training facilities. It will also serve as our Command Center for large-scale events and emergencies,” said County Executive Steinhaus. The facility will

feature a state-of-the-art Emergency Command Center (ECC) to coordinate activities in large-scale events such as natural or man-made disasters. The ECC can be activated to serve as the central location for coordination and control of an incident from start to finish.

“Our new Emergency Command Center will have the capacity to efficiently manage major emergencies or events with technology and communication equipment to coordinate agencies at all levels – local, state and federal,” said County Executive Steinhaus.

The Emergency Operations Center will also feature a “Learning Lab” – a tiered training classroom that will provide a lecture type environment with new multi-media systems to allow for distance learning courses. Local fire and EMS personnel will be able to take advantage of federal and state training courses held via satellite feed.

Dutchess County Emergency Response Coordinator John Murphy said, “As both a fire volunteer and as a County employee, I have seen this campus undergo a tremendous transformation since it first became the County’s Fire Training Center in 1972. Thanks to the commitment and vision of County Executive Steinhaus, we are providing modern, first-class facilities to the volunteer and career first responders who work so hard to protect the residents of Dutchess County.”

The new Emergency Operations Center is being built “green”, as part of County Executive Steinhaus’ “Dutchess Goes Green” agenda. County Executive

Steinhaus sought more than \$770,000 in bond funding to incorporate a geothermal heating and cooling system into the final design of the EOC. Geothermal is a method of heating and cooling a building by taking advantage of the natural stable temperature stored in the earth and reduces the need for traditional fuels. Energy savings for the Emergency Response Center are estimated to be approximately \$80,000 per year. The investment will pay for itself in approximately 7 to 10 years. Construction will begin this week and is anticipated to take approximately one year. Final completion is slated for December 2008.

County Executive Steinhaus and other emergency first responders at today’s ceremonial groundbreaking for the new Dutchess County Emergency Operations Center.



(From left to right: Fire Chiefs Council President Chuck Tuttle, Fire Advisory Board Chairman Steve Shultis, Dutchess County Executive William R. Steinhaus, Association of Police Chiefs President Bob Bessman, DC Emergency Response Coordinator John Murphy, and EMS Council President Ed Murray)



**Martin Diamond
and unknown**

Inside New Hampshire By E. Douglas Hackett

On November 28, 2007 the Grafton County Sheriffs Department took delivery of their first “mobile communications” vehicle. The 24-foot trailer, manufactured by Nomad Technologies of Kalspell, MT, and funded by a 2006 Homeland Security grant, has the primary purpose of acting as the County’s backup dispatch center to support the multiple Police, Fire, and EMS agencies dispatched in New Hampshire and Vermont. Additional missions will be to support field operations at major events (preplanned or otherwise), and provide backup dispatch capabilities to the other dispatch centers in and around Grafton County. The Sheriff’s Department is working closely with the fledgling New Hampshire Telecommunications Emergency Response Taskforce (NH TERT) and the mobile communications vehicles will support their operations whenever possible.

The trailer is equipped with satellite internet and VOIP telephone capabilities, built-in cellular, VHF, UHF, and 700/800mhz radios, and a Motorola MIP5000 console system supporting two dispatch operator positions. Wireless LAN capabilities within the trailer are also extended outside the trailer, allowing “hotspot” support of field units’ laptops and PDA’s when network or internet connectivity is beneficial. A conference/command portion of the trailer can be physically separated from the dispatch area, and is equipped with remote radio console capabilities. A projector in the conference area displays

onto a “bi-directional briefing screen” which allows incident commanders to display any video or computer display onto a large screen outside of the trailer. A 30-foot mast supports a digital video camera as well as antenna mounts for both VHF and UHF radios.

The towing vehicle is currently being equipped with radio and computer equipment and will be utilized for quick response to smaller, short-term events and will provide a central on-scene resource for incident commanders. With the new technical capabilities, Grafton County Dispatch staff are looking forward to working with our area field providers as well as other public safety agencies around the state to enhance communications.



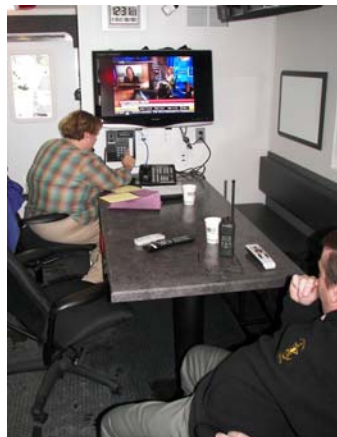
Trailer & towing vehicle on first deployment, December 19 in Thornton, Emergency Management “Granite Frost” exercise.



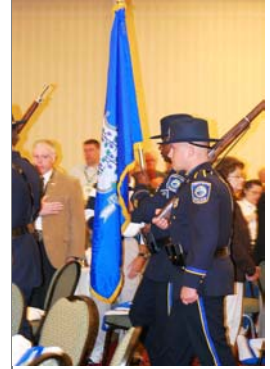
The new mobile command center.



Grafton County dispatchers Thayer Paronto, Sheri Sargent and Supervisor Tony Stiles participate in training with Nomad’s Sales Executive Bob Besley (right to left).



Thornton Police civilian Sandra Moulton and Supervisor Stiles utilizing the conference area during the Granite Frost exercise



Connecticut Honor Guard

“We are what we repeatedly do. Excellence, then, is not an act, but a habit.” Aristotle



Carmella, and Kelley



Charlene Fisk, Andy Tilton, and Leslie Carroll

"When work is a pleasure, life is a joy! When work is a duty, life is slavery."

Maxim Gorky



Two attendees

Inside New Hampshire by Gil Emery

In New Hampshire, planning continues for a Statewide Telecommunicator Emergency Response Taskforce (TERT). This taskforce will consist of experienced dispatchers throughout the state that can respond to assist communication centers during disasters, such as a hurricane, or a dam burst. The team can also be utilized during larger special events, such as a fair or festival, or even a major sporting event. More information can

be found at www.neda.org/tert.htm. Volunteers are welcome to participate. If you are interested email tert@nheda.org and someone will contact you.

The New Hampshire Bureau of Emergency Communications has moved into their new facility, located next door to the Richard M. Flynn Fire Academy in Concord, NH. This facility will house the Bureau of Emergency Communications, NH Bureau of

Homeland Security/Emergency Management, NH Department of Transportation Traffic Management, the State Police Communications, and the Fire Marshall's office.

Sign up for email newsletters:

NH DISPATCHERS- NHDISP-subscribe@topica.com
 NH NHTERT- NHTERT-subscribe@yahogroups.com
 CLEAT- CLEAT-subscribe@topica.com

Inside Massachusetts by Leslie Carroll

Thanks to a new grant program offered by the Massachusetts Statewide Emergency Telecommunications Board, dispatch agencies across the Commonwealth of Massachusetts have multiple training opportunities available to them. This opportunity was put into motion by the Executive Office of Public Safety in 2007 and continues in 2008. Governmental entities hosting primary 9-1-1 answering points are eligible to receive reimbursement for training-related costs associated with the 9-1-1 system through this grant program.

The amounts of money municipalities are eligible for is determined by a formula which factors in the population served and the amount of 9-1-1 calls received in that municipality. The minimum amount of grant money municipalities are eligible for is \$5000.00. This is welcome news to dispatchers in Massachusetts who have chances to learn and bring back critical information to the dispatch centers. Further information

regarding this program can be found by accessing the (MSCA) Massachusetts Communications Supervisor Association website www.ma911.org and clicking on the SETB link. The MCSA is holding its annual training day in Milford, Massachusetts on Tuesday, March 25, 2008 at the Sheraton Milford Hotel. MCSA members in conjunction with local presenters are working together so that dispatchers from around the state can learn about how critical patient med flights are executed, how emergency medical dispatch works, how important clear and concise dispatch communications need to be and what to do in a gas emergency. Representatives from the APCO Institute, Inc., Power phone and Priority Dispatch will also be present at this one-day training event along with dispatchers from over 160 towns and cities. MCSA would like to thank the Atlantic Chapter for its ongoing support in this educational endeavor.

Two Cambridge, Massachusetts dispatchers are taking advantage of free training being offered by the Center for Domestic Preparedness located in Anniston, Alabama. The two will be traveling in March to attend training in incident command and weapons of mass destruction. The two had to meet particular requirements prior to acceptance into the program. This training was coordinated through MEMA. (Massachusetts Emergency Management Agency)

Do You Have A Story or Newsworthy Article to Share?

We are looking for information to share with other members of the APCO Atlantic Chapter. By submitting your stories and newsworthy items, you will be reaching out to hundreds of fellow professionals, such as yourself. We are looking for:

- Training courses
- Agency news
- Statewide announcements
- Staff that has excelled, been commended or promoted
- Something not here you would like to see??

LET US KNOW...!

The following personnel have graciously accepted (for the most part) the position of co-editors for their state. Anyone wishing to submit articles for their state/agency, feel free to contact their state's co-editor at the email address listed below. You will notice some states are vacant, and yes, we are looking for volunteers for those states who will be willing to submit news/information from their state to the newsletter. If you are just that type of person, and would like to become active with the Chapter newsletter, please contact one of the Board Members via email. You will find their email addresses at www.apco-atlantic.org.

Connecticut: Martin Diamond, (mgde911@yahoo.com)
Maine: Susan Gorham, (susang@portlandmaine.gov)
Massachusetts: Leslie Carroll, (seashell236@aol.com)
New Hampshire: Gil Emery, (emeryg@pd.cityofportsmouth.com)
New Jersey: Vacant
New York: Janice Elderkin, (redwleggs@optonline.net)
Rhode Island: Vacant

Phase II Locates Crash Victim

Monday, January 21 2008; Dispatch Monthly

A Wisconsin woman who passed out from a diabetic problem and crashed into a tree dialed her **mother** for help, but Rock County dispatchers had a solution: when the mother called them, they had the victim dial 911 so their **Phase II** system could quickly locate her. The victim only knew she was on Highway J somewhere, but the E911 system pinpointed her, and emergency units arrived within 7 minutes.

EMS Dispatchers Find Freezing Man

Monday, January 21 2008; Dispatch Monthly.

A Canadian EMS dispatch crew worked for over three hours to locate a 911 caller who was lost in western Saskatchewan province...at night...in rural territory...in a crashed vehicle. Dispatcher Janice Marcotte in Saskatoon 90 miles away kept the man on the phone talking to him as emergency units searched the area where he said his van went off the road and **flipped over**. All he knew that he was near Biggar and that he was not wearing winter clothes. The man's cellular carrier narrowed down the area, but there were still miles of roads to check, which Marcotte and two co-workers Joanne Austin and Lisa Perverseff marked off on a map as units radioed in. As the temperature dipped to an unbelievable **-31 F**, the man feared his cell phone battery would die from the cold. Finally, an EMS unit found the van and he was taken to a hospital for treatment.



Willis Carter, Association President

If by chance some day you're not feeling well and you should remember some silly thing I've said or done and it brings back a smile to your face or a chuckle to your heart, then my purpose has been fulfilled.

Red Skelton



Pieri, and guest



**Swearing in of
2008 officers**

**“The sign on the
door of
opportunity
reads PUSH.”
Unknown Author**



**Jo-Anne Munroe
and Julie Troutman**

'Willful Neglect' Trial Begins in Detroit

Posted: 14 Jan 2008 11:08 AM CST; Dispatch Monthly.

The criminal trial has begun in Detroit for two dispatchers accused of willful neglect of duty in connection with a 5 year-old's 911 call in 2006 reporting his mother was unconscious. Sharon Nichols, 44, a city worker for 18 years, and Terri Sutton, 48, a seven-year veteran, fielded 911 calls from Robert Turner. Both dispatchers believed the calls were a prank and didn't send EMS units to the scene. Only after Edwards called a second time almost three hours after the first did police respond to scold the boy, and discovered his mother was dead. Nichols was suspended five days without pay over the incident, and Sutton was suspended for three days. Both are still employed by the city. They face up to a year in jail if convicted on the charges. Both dispatchers and the city also face a civil lawsuit from the mother's family.

Charges Dismissed Against One Detroit Dispatcher

Posted: 17 Jan 2008 09:46 PM CST; Dispatch Monthly.

One of two Detroit (Mich.) police dispatchers charged with willful neglect of duty has been cleared by a judge before the jury began their deliberations. Terri Sutton, a 19-year veteran, fielded a 911 call from a 5 year-old boy in Feb. 2006, and sent police to the boy's apartment to scold him for making a prank call. Actually, the boy's mother had collapsed hours earlier and lay dead on the floor. Dispatcher Sharon Nichols was not exonerated by the judge and still faces charges. In court Wednesday, Judge Paula Humphries ruled on a petition by the defense attorneys to dismiss the case, saying that Sutton might have been rude to the boy, but did dispatch officers in response to the 911 call. Sutton now works in the property room of the police department. The woman's family is upset over the judge's ruling.

Jury Convicts 2nd Detroit Dispatcher

Posted: 18 Jan 2008 10:13 AM CST; Dispatch Monthly.

A Detroit (Mich.) jury took about three hours to determine that dispatcher Sharon Nichols was guilty of neglect of duty when she mis-took a 5 year-old boy's 911 call for a prank, and didn't create an incident for dispatch. She will be sentenced in March. The boy called in 2006 to report his mother was unconscious and needed medical help. She was found five hours later when the boy called 911 again and a second dispatcher sent police to scold the boy. The trial judge earlier dismissed identical charges against dispatcher Terri Sutton, who handled the second call, saying she did send officers in response to the boy's call. After the trial, Assistant Wayne County Prosecutor Lora Weingarden told reporters, "I hope that it makes every 911 operator in the city and across the country think real hard before dismissing a call as a prank." Listen to the first (http://www.911dispatch.com/reference/detroit_911_1.wav) call, second (http://www.911dispatch.com/reference/detroit_911_2.wav) call, and watch a video interview (http://ifostore.cachefly.net/detroit_911.mov) about the incident.

Up Coming APCO Institute training

Public Safety Telecommunicator 1 6th Edition

Date: March 3-7, 2008
 Time: 8:00 a.m. – 5:00 p.m.
 Tuition \$309
 Course # 24352
 Hosted by: Bolton Police Dept.
 Contact: Mary Ann McLaughlin
 (978) 779-2276
APCO Members receive a \$20.00 Discount.

Communications Center Supervisor

Date: March 17-19, 2008
 Time: 8:00 a.m. – 5:00 p.m.
 Tuition: \$349
 Course #: 24257
 Hosted by: Plymouth County Sheriff's Dept.
 Public Safety Training Bldg.
 24 Long Pond Road
 Plymouth, MA 02360
 Contact: Brian Geraghty, Director
 (508) 830-6222
APCO Members receive a \$20.00 Discount.

NEW - Active Shooter Incidents for Public Safety Communications

Date: February 26, 2008.
 Time: 8:00 a.m. – 5:00 p.m.
 Tuition: \$ 199.00
 Course #: 24323
 Hosted by: Hanover Police Department
 46 Lyme Road
 Hanover, NH 03755
 Contact: Doug Hackett
 (603)-640-3333
APCO Members receive a \$20.00 Discount.

NEW - Active Shooter Incidents for Public Safety Communications

Date: March 10, 2008
 Time: 8:00 a.m. – 5:00 p.m.
 Tuition: \$199
 Course #: 24255
 Hosted by: Plymouth County Sheriff's Dept.
 Public Safety Training Bldg.
 24 Long Pond Road
 Plymouth, MA 02360
 Contact: Brian Geraghty, Director
 (508) 830-6222
APCO Members receive a \$20.00 Discount.

Communications Training Officer

Date: March 11-13, 2008
 Time: 8:00 a.m. – 5:00 p.m.
 Tuition: \$259
 Course #: 24256
 Hosted by: Plymouth County Sheriff's Dept.
 Public Safety Training Bldg.
 24 Long Pond Road
 Plymouth, MA 02360
 Contact: Brian Geraghty, Director
 (508) 830-6222
APCO Members receive a \$20.00 Discount.

Other Training Opportunities

Priority Dispatch Corp, and The National Academies of Emergency Dispatch, invite you to participate in the 3-day **Emergency Fire Dispatch Certification Course** being taught in your area. **Listed Below** you will find the **dates, time and location** for the course.

For more information about **course #13888** please call us at **800-363-9127**.

Date: 2/13/2008 - 2/15/2008

Time: 8:00:00 AM

Location: Yaphank, NY

Priority Dispatch Corp, and The National Academies of Emergency Dispatch®, invite you to participate in the 3-day **Advanced Emergency Medical Dispatch Certification Course** being taught in your area. **Listed Below** you will find the **dates, time and location** of the course. For more information about **course #13887** please call us at **800-363-9127**. **Date:** 2/11/2008 - 2/13/2008

Time: 8:00:00 AM

Location: Yaphank, NY

Up Coming Events

- **APCO East Coast Regional Conference:** March 16, 3:00 pm - March 19, 8:00 pm
- National Public Safety Telecommunicators week April 13-19, 2008.



**Where Public
 Safety turns to
 Learn**

**“When we do the
 best that we can,
 we never know
 what miracle is
 wrought in our life,
 or in the life of
 another.”
 Helen Keller**



**Liz Belmonte, and Tom
 Wigmore.**



Atlantic Chapter

Mailing Address Line 1
Mailing Address Line 2
Mailing Address Line 3
Mailing Address Line 4
Mailing Address Line 5

We're on the Web
www.apco-atlantic.org

Our newest members—Welcome!

Irving Bradley, Jr.	Trenton Communications Bureau, NJ
Mr. Matthew R Fallows	Harris Corporation, NY
Charles Greenwald	Russ Bassett Corporation, NJ
Scott A Lombardo	Niagara County Sheriff, NY
Joe Malerba	Russ Bassett, CA
Megan Sparks	Meriden Emergency Communications, CT
Dan J Sullivan	Harris Corporation, NY
Dennis R. Vincent	Kennebunk Communications, ME
Rodney Wagner	Hackensack Fire Department, NJ