



CITY OF CAMBRIDGE
POLICE DEPARTMENT
INTEROFFICE CORRESPONDENCE

TO: Chief Anthony Paolillo
FROM: Lieut. Thomas O'Connor
SUBJECT: Civilian Complaint

DATE: 8 March 90
REFERENCE: R. McLaughlin
181 Upland Rd.

Sir,

On March 3rd Mr. Richard McLaughlin of 181 Upland Rd wrote to complain that he did not receive a proper response to a 911 call he made. Mr. McLaughlin states that on that date he called to report a problem with his gas boiler.

Upon listening to the tape of the 911 line I found that a female called from 181 Upland Rd. at 2:00AM on Mar. 3rd to report that the furnace was making noise. The woman asked for the Fire Dept. The person who answered the 911 call was Off. Dawn Young. Off. Young told the woman to hang on, she then contacted the Fire Dept and told them to pick up the 911 line. When the Fire Dept picked-up Off. Young left the call. The caller also hung-up. The Fire Dept. called back to the radio room and they were given the address and the nature of the problem by Off. L. Betts.

Given these facts I do not see an error on the part of the Police Dept. The Fire Dept. was given the address and the nature of the problem and it was up to their dispatcher to send the appropriate apparatus.

On March 7th I spoke to Deputy Fire Chief Murphy who told me that the Fire Dept had also received a letter of complaint from Mr. McLaughlin. Chief Scott has initiated an investigation to ascertain why the Fire Dept dispatcher did not initiate the proper response.

Respectfully Submitted,

Lt. Thomas O'Connor #182
Lt. Thomas O'Connor # 182



CITY OF CAMBRIDGE
RECEIVED
INTEROFFICE CORRESPONDENCE
90 MAR 28 PM 2:30
OFFICE OF THE CITY MANAGER

To Robert W. Healy, City Manager

Date March 28, 1990

From George Fernandes, City Electrician
Supt. of Fire Alarm

Reference

Subject 911

This memo is to address the question of response to 181 Upland Road on March 3, 1990.

Upon notification from the Police Department, a Fire Alarm Dispatcher picked up the 911 line to take the call. There was no one on the line. After saying hello several times, it was obvious that the caller had hung up. Fire Alarm called the police dispatcher back, to ask if they had been informed as to the nature of the problem. The police dispatcher reported an address of 181 Upland Road, and the only information that he had was that the burner/boiler was loud.

General procedure on calls such as this, is to try to determine what problem exists, so the proper response may be initiated. This procedure could not be followed, due to the fact the caller for some unknown reason had hung up the phone. This happens on occasion, when a caller determines they no longer need a service.

In this particular case, there was no telephone number to call back, and very little information to indicate a serious problem.

A second call was received direct to Fire Alarm Headquarters from a male caller 12 minutes later, stating that his furnace was making a roaring noise, he had notified the Gas Company, and it was an emergency. Engine Company 4 was immediately dispatched, and was on scene within three minutes, and clear of the scene 13 minutes later.

The procedures for the fire alarm office require that when a call is received and an address is obtained and there is a lack of information, that a minimum response shall be sent to investigate the call. In this particular case the operator failed to adhere to the procedures.

The Fire Alarm Operator has had two sessions to review and critic this situation, to be made aware that this will not be tolerated in the future, and to understand the potential that would arise from this type of situation.

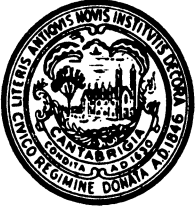
All operators will be informed of this situation as a means of prevention, and training.

GF/bc

RECEIVED

90 MAR 28 PM 1:30

OFFICE OF THE CITY MANAGER



CITY OF CAMBRIDGE

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TEL. 498-9011

FAX. 868-8159

EXECUTIVE DEPARTMENT

ROBERT W. HEALY

City Manager

RICHARD C. ROSSI

Deputy City Manager

April 23, 1990

To The Honorable, The City Council:

In response to Awaiting Report Item No. 25, of March 19, 1990, regarding the 911 response to 181 Upland Road on March 3, 1990, attached are the incident reports provided by the Chief of Police and the City Electrician.

Very truly yours,

A handwritten signature in dark ink, appearing to read "Robert W. Healy", is written over a horizontal line.

Robert W. Healy
City Manager

RWH/mev
enclosure

Agenda # 4

S-417

Awaiting REport Item Number 25 regarding
the 911 response to 181 Upland Road on
March 3, 1990.

In City Council,

April 23, 1990

Placed on file