



MECC NEWS

What's Happening in the MECC?

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- March is International Listening Awareness
- Monthly Statistics

March Statistics

Fire CAD Incidents: 1,098

Law CAD Incidents: 4,144

Business Lines Calls: 4,724

Other Lines: 2,167

911 Calls: 1,998

The role of a 9-1-1 telecommunicator is critical when it comes to effectively communicating with people in emotional or physical distress. They are almost always the first person that a caller communicates with when they are having a medical emergency, or are distressed due to something bad that is taking place around or near them.

In order to do the job effectively, a telecommunicator must have the ability to stay focused on the caller and listen closely to what they are reporting often in chaotic situations, which can be difficult. Listening closely to the callers words and interpreting background noise is a necessary skill that a 9-1-1 telecommunicator must always use when an emergency is being reported. Keeping in mind that not all 9-1-1 callers are distressed, some are calm and collected. Paying attention to the tone and fluctuation of a callers voice can sometimes lend more to the story then what is being reported.

Call 911

To Save a Life To Stop a Crime To Report a Fire

Did you know you can text 911 in Massachusetts?

Call if You Can Text if You Can't