

▶ THANK YOU ..... 1  
▶ PSAP TELECOMMUNICATOR PHOTOS... 2  
▶ STATE 911 DEPARTMENT STAFF ..... 3

*Massachusetts State 911  
Department*

*Newsletter*

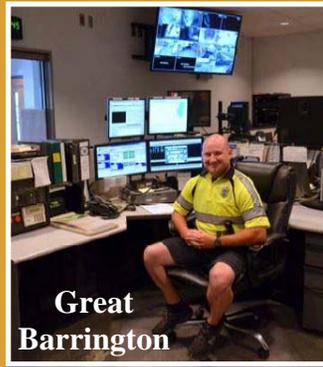
*Massachusetts* **9-1-1** *Telecommunicators*

*In recognition of  
National Public Safety Telecommunicator Week  
and acknowledgement for the outstanding service of  
all Telecommunicators in Massachusetts,  
the State 911 Department dedicates our April Newsletter to you.*

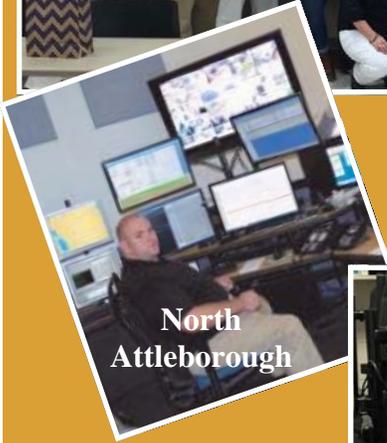
*During one week in April each year, the public safety community recognizes the dedication and hard work of the 9-1-1 telecommunicators and dispatch personnel that staff our Public Safety Answering Points.*

*Last year, you answered almost 4 million 9-1-1 calls in Massachusetts! You are the heart of public safety, the crucial first point of contact of a 9-1-1 call and play a critical role in ensuring the public's safety. The system couldn't operate effectively without the outstanding sacrifices made by those of you who serve as 9-1-1 telecommunicators. You save lives every day, and we are immensely grateful for your service.*

*On behalf of everyone at the State 911 Department, we wish to offer our heartfelt thanks and appreciation for your outstanding service and professionalism throughout the Commonwealth of Massachusetts as a 9-1-1 telecommunicator.*



*With deep appreciation for  
all you do!*



Karen Robitaille , Karen Mullin, Tija Whitefield,  
Cindy Reynolds, Angela Pilling, and Vicki Goetz



Norm Fournier, Louise McCarthy  
and Frank Pozniak



Venus Wheeler, Cathy Rodriguez, and  
Monna Wallace



Trish Pries and  
Christine Wingfield



Kristen Vaidya and  
John Brunelli



Elaine Ginn and  
Jenny Bracero



Al Terminiello, Grant Harrison,  
Paul Gambina, Anne Ouellette,  
Melanie DaRosa, and Kevin Lewis



Charlie Ashworth, Shahri Moin and  
Jeff Jeffers