

## Dispatcher Lucille Manning



### Saving a Life: Dispatcher Commended for Work in Preventing Suicide

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The Georgetown Police Department honored dispatcher Lucille Manning for her work in a recent 911 call during which the caller said he was contemplating suicide.

Chief James Mulligan presented Manning with a commendation for her actions, which potentially saved the life of a despondent caller.

"This letter was issued for outstanding performance," said Mulligan. "She went above and beyond the call of duty."

Manning had just arrived for duty at 7 a.m. when the call came in. At first it appeared the caller was using a cell phone on Tenney Street, and emergency personnel were sent to the scene. Then things became more complicated as the computer system had trouble tracking the source of the call.

Manning stayed on the phone with the person as the call was tracked to Groveland, and then to an address in Danvers. She continued to talk to the caller for 45 minutes as the rest of the department fielded incoming 911 calls and coordinated the search with other nearby departments.

"She was calm and worked with information coming in from other agencies while keeping the individual calm," said Mulligan.

At one point contact was lost completely, but Manning was able to reestablish a line to the caller.

Eventually the person was located on Route 95 by a friend, who saw the incoming calls from the Georgetown Police Department on the caller's cell phone. That person called the station back to let them know the individual had been found.

Manning "was so concerned about the welfare of this person that she never gave up," said Mulligan. "She used every resource available to help. By not giving up she may have saved his life."

This is Manning's second letter of commendation as a member of the Georgetown Police Department.

"It is well deserved," said Mulligan.