

PUBLIC SAFETY PROFILE

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"Lucille is truly one of the best dispatchers in the business, she can be counted on to keep her head in any situation. She had been honored with many letters of commendation from the public as well as from our department. She has also taken an active part in the community and was a Nominated in 2006 for the Haverhill YMCA Tribute to Women award for her contributions to Georgetown and victims of domestic violence. Lucille is a kind and caring person and it shows in her work and personal life. We are lucky to work with her."

Cheif Mulligan

PUBLIC SAFETY PERSON FORM

Name: Lucille Manning

Age: 67

Position: Dispatcher

Hometown: Georgetown, MA



In several sentences explain why you decided to get involved with public safety.

I was a nurse for over 20 years at Lawrence General Hospital and a friend who was working here at the time, had asked if I would be interested. Due to just having my son, I wanted something closer to home and still be able to help people. This seemed like a new challenge.

Who inspired you and how?

My friend and my husband. My husband was a volunteer fireman in town & it was something I was curious about. So by being a police and fire dispatcher I would understand his work and also help people. As a result I have been Here for 24 years so far & still enjoy it.

What are the greatest challenges in your field?

Multi-tasking & staying calm. In the beginning of my career here, there were not as many calls but as the town grew so did our call volume. All calls come thru Dispatch.

You could be giving directions to someone, have a fire call, & a 911 emergency of a motor vehicle accident all at the same time. No day is the same, you have to be prepared for anything.

What advice can you offer for someone who wants to go into public safety?

If you want to help people and like a challenge "go for it", but be prepared for the all the training. It is necessary, important and interesting.

What's something about your line of work that most people don't know?

Most people don't know that when they call us there is one dispatcher handling all the calls that come into the station. Whether it is an emergency, animal complaint or fire call, or business calls. When other departments in town are closed, we also handle emergency calls for them.

What is a memorable moment in your career and why?

Being here for 24 years, I have many.! One in particular was a robbery in progress. The robbers were using portable radios to communicate with each other but I could hear them over my home scanner. It was happening across the street from me. Ordinarily one would think it was in another town but because of my training & listening to their conversations, I knew it was in Georgetown.

I called the station and spoke with the Officer on duty and kept the dispatcher, updated as to what the robbers were saying & doing. The Officer then organized help from the other towns, because of how many robbers were involved.

All parties involved were arrested. I had to write up a report and go to Superior Court as a witness. That was also an "experience", not like TV.

Even though I was not on duty at the time, it was because of my training that I knew what information to give to the Officers.