



Kenneth Lavallee
Superintendent

Deborah Friedl
Deputy Superintendent

Arthur Ryan, Jr.
Deputy Superintendent

To: Superintendent Lavallee

From: Lt. Timothy Kilbride

Date: April 22, 2010

Re: PSD 2010-012I

 **COPY**

Background: On Sunday April 4th, 2010 at approximately 8:27 A.M., the City of Lowell 911 center received a telephone call from "[REDACTED]". "[REDACTED]" called to report a Lifeline activation at Bruyere Gardens (Bruyere Gardens is a 63 unit independent living facility for seniors 62 years of age and older, located at 975-979 Varnum Avenue in Lowell. Bruyere is located on the campus of the D'Youville Nursing Home Facility).

Dispatcher Jason Lumenello, who was working police dispatch, received the call from "[REDACTED]". "[REDACTED]" advised Lumenello that an ambulance was needed at Bruyere Gardens. "[REDACTED]" advised Lumenello that the address was "[REDACTED]" with an apartment number of "[REDACTED]". Lumenello, upon inquiring, "what's the problem", was advised, "[REDACTED]"... she activated her lifeline with no response"

"[REDACTED]" advised Lumenello that there was a "lockbox" on the foyer. Lumenello asked if "[REDACTED]" had a code for the box, to which "[REDACTED]" replied that she did not have one. Lumenello replied, "So it doesn't work if there's a lockbox huh?" "[REDACTED]", in response, stated, "well I'm not sure if there's someone there". The conversation between Lumenello and "[REDACTED]" ended and the call was terminated.

Dispatcher Lumenello, within one minute of receiving the call from lifeline, called Trinity Ambulance. Lumenello tells the Trinity Dispatcher "Hey [REDACTED] Varnum Ave. for a lifeline activation. Is that the assisted living attached to D'Youville?" Trinity Dispatch replies in the affirmative and asks for an apartment number. Lumenello responded with "[REDACTED]", which was confirmed by Trinity by repeating "[REDACTED]" and that "we'll send them over". Lumenello advised Trinity that lifeline advised him that there was a lockbox downstairs but that "she" did not have a code. The call with Trinity was then terminated shortly thereafter.

"[REDACTED]", Trinity dispatcher, who was on duty and dispatching Lowell ambulances, reported that he had dispatched ambulance 38, priority 2, to 975 Varnum Ave. at approximately 8:28 A.M. "[REDACTED]" reported that A-38 arrived at 8:34 A.M.

At approximately 8:41 A.M., Dispatcher [REDACTED] reported that he received a call in Trinity dispatch from E.M.T. [REDACTED], who was inquiring as to the "ETA" of the Lowell Fire Department, due to his being unable to gain access to the apartment. [REDACTED] reports that he then called the "911 Center" and requested an Engine Company to "help them gain access".

At approximately 8:42 A.M., Dispatcher [REDACTED], who was working the fire dispatch, received the call from Trinity dispatch. Trinity requests an Engine Company to respond to the 975 Varnum Ave. call. [REDACTED] inquires, "ok what is the service, residential lockout or what is this?" Trinity replied, "Yeah, we can't get in". The call was then terminated.

At approximately 8:44 A.M., Dispatcher [REDACTED] called Trinity Dispatch. [REDACTED] inquired if they (Trinity) called for 975 Varnum Ave. Trinity replied "yeah, Bruyere Woods (sic)". [REDACTED] inquired if the location was a nursing home. Trinity responded by saying that they thought it was an assisted living center. [REDACTED] then inquires "do you know the nature of it is, I know it's a lockout but". Trinity responded "I have no idea, let me check, hold on". Trinity then stated, "Nope, we're still locked out". [REDACTED] advised that she would "let them know".

At approximately 8:45 A.M., Dispatcher [REDACTED] dispatched Ladder 4 to 975 Varnum Ave for a "residential lockout". Around the same time frame, Dispatcher Lumenello received a call back from Lifeline for a follow up to the 975 Varnum Avenue call. Dispatcher Lumenello, after engaging in unnecessary and unprofessional banter with the Lifeline caller, stated, "I don't know we sent the ambulance over, I don't know if they transported. Do you want me to find out for you?" Lifeline asked if could find out that information. Lumenello then calls Trinity Dispatch to inquire the status to the call. Lumenello asked Trinity if the call was accidental. Trinity stated, "No, we called for a Engine Company because we can't get in" and "we're still on scene". Lumenello terminates the call with Trinity and advises Lifeline "they got to break the door down" Lifeline responds, "Oh, they are going to force entry?" Lumenello responds in the affirmative and the call terminates.

Approximately one minute after notification, Ladder 4 responded by "Ladder 4 is responding to 975 Varnum Ave, fire alarm". Dispatcher [REDACTED] acknowledges, "Ladder 4, Trinity requests for a residential lockout, it's a medical call there"

At 8:48 A.M., Dispatcher Lumenello dispatches Police Car 1, Officer [REDACTED] to 975 Varnum Ave. for a medical lockout.

Trinity Dispatcher [REDACTED] reports that at 8:52 A.M., he received another call from the A-38 crew asking the "ETA" of the fire department. [REDACTED] advises the crew that he will call the 911 Center.

At approximately 8:53 A.M., Ladder 4 transmits that they are on scene. Dispatcher [REDACTED], who had arrived for the day shift and relieved Dispatcher [REDACTED]

acknowledged ladder 4's call. Contemporaneously, with Ladder 4 signing off, Dispatcher [REDACTED] receives the call from Trinity. Trinity asks [REDACTED] "when the fire department is going to get to Bruyere Gardens". [REDACTED] advised Trinity that, "they just got there". Trinity, attempting to clarify asks, "ok that's Bruyere Gardens attached to D'Youville, correct?"

[REDACTED], who had just come on duty, responded "ah I didn't give it to you, I'm not quite sure, hold on let me look". [REDACTED] then responds, "Yeah, it says 975 Varnum Ave." Ferraro advises Trinity that she will find out for them and contacts Ladder 4. [REDACTED] asks Ladder 4, "Trinity is inquiring if that's Bruyere Gardens?" Ladder 4 responds "D'Youville Manor". [REDACTED] then advises Trinity "D'Youville Manor he says, so it must".... "be the residential facility on it right?" Trinity responded by saying "exactly yup". Trinity inquired, "Ok we were just wondering cause we are still waiting" The call then terminates.

At approximately 8:56 A.M., Ladder 4 calls fire dispatch asking if "Trinity got here". Dispatcher [REDACTED] has Ladder 4 standby while she calls Trinity. [REDACTED] asks Trinity "hey did you guys get into 975 Varnum Ave." Trinity responded, "We're still waiting, I don't know if the Fire Department gained access yet". [REDACTED], unsure why Trinity and Ladder 4 have not reached each other, called Ladder 4. [REDACTED] advised Ladder 4 that, "I have Trinity on the line, they said they are waiting for you to gain access" Ladder 4 responds only with "Ladder 4".

Trinity dispatch, while still on the phone with [REDACTED] who was trying to raise Ladder 4, called A-38 on "portable" and asked if they had made contact with the fire department, to which they replied "negative".

[REDACTED] speaking to Trinity dispatch, advised them "Ok I know the Ladder is there; they went off, so I don't know. All right I'll give you a call back if they ask us again"

Trinity Dispatcher [REDACTED] reported, that he then called the A-38 crew to call him via a landline. [REDACTED] upon speaking to his crew, advised them "to go out and meet the ladder company".

At approximately 8:59 A.M., Dispatcher [REDACTED] re-contacted the A-38 crew via a phone conversation for their status. The crew advised [REDACTED] that they had met up with the ladder company and that their Lieutenant was "trying to get the keys from the supervisor there and that they would keep him ([REDACTED]) informed as to what was going on" The A-38 crew also noted a visual and audible alarm going off outside of "pt's" unit above the door, indicating an emergency. It had been activated since the A-38 crew arrived.

In an Post-Event Report filed by [REDACTED] of the Lowell Fire Department, [REDACTED] documents the following: Upon arrival, [REDACTED], of Ladder 4, attempts to open the lock box on the premises but finds there is no key to the box on the truck's key ring. *It should be noted that even if [REDACTED] had been able to open the box, he would have found there were no keys in the box.* The keys to all the lock

boxes in the city had been removed because of a security breach, and the Fire Department is in the process of installing new tumblers in almost 500 boxes citywide. Having not seen the Trinity crew since arriving on scene, [REDACTED] orders Firefighters [REDACTED] and [REDACTED] to find the Trinity crew, while he walks to the nurse's station to attempt to obtain a key to the unit. [REDACTED] and [REDACTED] are let in by the same resident (who let Trinity in) and meet up with Trinity outside [REDACTED]. Trinity informs them that they had been talking to the occupant of [REDACTED], but then lost contact. [REDACTED] and [REDACTED] attempt to open the door with hand tools that they had brought in with them; however, due to the construction, realized they would need hydraulic tools to force the door.

At approximately 9:04 A.M., Trinity dispatch received a call from the A-38 crew. They advised that the Fire Lieutenant was still looking for the keys.

At approximately 9:05 A.M., [REDACTED] calls the 911 center inquiring if Lifeline had called back with an update, or if they were able to talk to the "pt" via the life call box. Dispatcher [REDACTED], who answers the call, replied "no" in response to whether Lifeline had called back. [REDACTED] who expressed his concern to [REDACTED] in regards to the exigency of the situation and the passage of time, inquired if Lifeline can make contact with the patient. [REDACTED] advised Trinity that the initial call taker did not get a call back number to Lifeline. The call then terminates.

According to [REDACTED] report, Firefighter [REDACTED] went to the truck for the Hydraulic tools and by the time he was able to retrieve them, [REDACTED] had returned with a nursing supervisor who had a key for the unit. She was able to open the door, admitting the ambulance crew and firefighters, who began administering CPR to the unresponsive resident.

At approximately 9:10 A.M., Ladder 4 calls fire alarm asking if they contacted Engine 10. Dispatcher [REDACTED] responds by "Ladder 4, you'd like us to contact Engine 10?". Ladder 4 responded, "Yeah, can you have them respond over here please". Ladder 4 then advises fire alarm, "disregard we're inside, CPR in progress".

At approximately 9:10 A.M., [REDACTED] contacted Trinity dispatch and stated that they had gained entry to "pt" and had a confirmed cardiac arrest, CPR in progress, and they requested ALS to the scene.

At approximately 9:33 A.M., Ladder 4 notified fire alarm that P1 and Trinity were transporting and Ladder 4 was returning. The victim, [REDACTED], was transported to Lowell General Hospital and subsequently pronounced dead by Dr. Yuasa.

*** Note: The following pages are transcriptions of all telephone, fire dispatch, and police dispatch calls received and sent in regards to Bruyere Gardens. The times noted do not reflect the accurate time and were not synchronized to the Larimore CAD. The reflected times are approximately 5 minutes fast and were cross referenced, approximated, and adjusted in the aforementioned narrative for continuity of the report.*

8:47:05 Trinity calls Fire Dispatcher [REDACTED]

[REDACTED] Good morning Lowell Fire

Trinity hey I need an engine company to help us gain access to the 975 Varnum Ave call

[REDACTED] ok what is the service, residential lockout or what was this?

Trinity yeah we can't get in

[REDACTED] ok

Trinity all righty

[REDACTED] ok by

8:48:39 Fire Dispatcher [REDACTED] calls Trinity

[REDACTED] Hi Trinity did you call for 975 Varnum Ave?

Trinity um yeah Briere Woods?

[REDACTED] yeah is that a nursing home or?

Trinity nah I think its like assisted living, I believe

[REDACTED] do you know what the nature of it is, I know it's a lockout but

Trinity I have no idea, let me just check, hold on

Trinity nope we're still locked out so

[REDACTED] ok I'll let, I'll let them know

Trinity all right thanks bye

8:49:06 Lifeline calls Dispatcher Lumenello for an update. Lumenello calls Trinity for an update

Lumenello Lowell Police, you're being recorded

Lifeline hi I'm calling back from Lifeline to follow up on the dispatch in Lowell

Lumenello yes

Lifeline at 975 Varnum Avenue [REDACTED], I'm just wondering what happened there?

Lumenello me too, the bullets, the knives

Lifeline oh no

Lumenello the bazookas

Lifeline oh no

Lumenello the bears oh my. I don't know we sent the ambulance over, I don't know if they transported. Do you want me to find out for you, do you need to

Lifeline yeah can you please

Lumenello sure hold on, hold on a second

Trinity Trinity

Lumenello hey that Varnum Ave, that Lifeline, was that accidental or did

Trinity no we called for an Engine company because we can't get in

Lumenello oh ok

Trinity we're still on scene

Lumenello oh all right, all right thanks by

Lumenello hello

Lifeline hi

Lumenello they got to break the door down

Lifeline oh they are going to force entry?

Lumenello they, yeah

Lifeline ok thank you so much

Lumenello you're welcome

Lifeline bye

Lumenello bye

8:49:30 Fire Dispatcher [REDACTED] dispatches Ladder 4

[REDACTED] KNDV866 Lowell Fire, Ladder 4 respond to 975 Varnum Ave for a residential lockout. Ladder 4 respond to 975 Varnum Ave for a residential lockout

8:50:42 Fire Ladder 4 responds

Ladder 4 Ladder 4 is responding to 975 Varnum Ave, fire alarm

[REDACTED] Ladder 4 Trinity requests for a residential lockout, it's a medical call there

8:53:45 Dispatcher Lumenello dispatches Police Car 1 (Officer [REDACTED])

Lumenello Lowell to car 1

[REDACTED] Car 1

Lumenello Car 1 we've got fire going over 975 Varnum Ave for a medical lockout

[REDACTED] ok

8:58:31 Fire ladder 4 on scene

Ladder 4 Engine 6 is on scene fire alarm, Ladder 4 that is

[REDACTED] Ladder 4 on scene

8:58:37 Trinity request status on Fire Department. Fire Dispatcher [REDACTED] contacts Ladder 4.

[REDACTED] Trinity

Trinity hi do we know when the fire department is going to get to Briere Gardens?

[REDACTED] is that 975 Varnum Ave?

Trinity yeap

[REDACTED] they just got there

Trinity ok that's the Briere Gardens attached to D'Youville, correct?
[REDACTED] ah I didn't give it to you, I'm not quit sure, hold on let me look
Trinity yeah
[REDACTED] yeah it says 975 Varnum Ave
[REDACTED] Fire alarm to Ladder 4
[REDACTED] let me find out for you
Ladder 4 Ladder 4
[REDACTED] Ladder 4, Trinity is inquiring if that's Briere Gardens?
Ladder 4 D'Youville Manor
[REDACTED] thank you.
[REDACTED] D'Youville Manor he says, so it must
Trinity yeah its
[REDACTED] be the residential facility on it right?
Trinity (???) exactly yup
[REDACTED] ok
Trinity ok we were just wondering cause we are still waiting
[REDACTED] all right
Trinity all right thanks
[REDACTED] you're welcome

9:01:45 **Fire Ladder 4 calls for location of Trinity**
Trinity calls their truck
No contact between the fire and trinity, both on scene

Ladder 4 Ladder 4 to fire alarm

[REDACTED] Fire alarm answering Ladder 4
Ladder 4 do you know if Trinity got here?

[REDACTED] stand by Ladder 4 I'll give them a call

Trinity hi Lowell

[REDACTED] hi, hey did you guys get into 975 Varnum Ave?

Trinity we're still waiting I don't know if the Fire Departments gained access yet

[REDACTED] ok I'm really confused, hold on

[REDACTED] Fire alarm to Ladder 4

Ladder 4 Ladder 4

[REDACTED] I have Trinity on the line, they said they are waiting for you to gain access

Trinity 755 portable 38 have you made contact with the fire department?

Portable 38 Portable 38 (????)

[REDACTED] Trinity 38, my trucks still standing there saying they haven't made contact with the ladder company

[REDACTED] ok I know the ladder is there; they went off, so I don't know. All right I'll give you a call back if they ask again I guess

Trinity ok

[REDACTED] all right

Trinity thanks

9:11:30 Trinity called for Lifeline status

[REDACTED] hi Trinity

Trinity has Lifeline called back with an update about Varnum Ave?

[REDACTED] no

Trinity ok cause my crew is off with your ladder company and they're still trying to gain access and we're going on a little while here, we've been on scene since 8:34

[REDACTED] yeah, no I haven't gotten a call back at all

Trinity ok I'm just wanted you know to see if they can make contact with the patient, let them know we are outside trying to get in

[REDACTED] ok

Trinity with some sort of status because I mean if she's in real trouble I mean we got to break something to get in you know

[REDACTED] I, let me tell you to be honest I just got here and it doesn't even look like she took a call back number so

Trinity ok all right no problem

[REDACTED] all right

Trinity all right thanks

9:13:04 Lifeline calls 2nd time for update

[REDACTED] Lowell Police, you're being recorded

Lifeline hello I'm calling back from Lifeline as a follow up on an ambulance dispatch in Lowell

[REDACTED] to where Maam?

Lifeline it was 975 Varnum Avenue, [REDACTED]

[REDACTED] hold on

Lifeline ok

[REDACTED] 975 Varnum

Lifeline yes and [REDACTED]

[REDACTED] ok is that a residence, what is that?

Lifeline I'm sorry?

[REDACTED] what is 975 Varnum, what is that?

Lifeline it's the address that we called the ambulance to

[REDACTED] ok but what is that, is that a business, a residence?

Lifeline a residence

[REDACTED] all right because the ambulance is still there, they need a call back number actually, do you have a call back number to the house?

Lifeline for the sight, yes

[REDACTED] yes

Lifeline area code 978-

[REDACTED] yeap

Lifeline [REDACTED]

[REDACTED] ok and your call back number?

Lifeline its 1-800-387-1215

[REDACTED] ok

Lifeline so they're still on scene?

[REDACTED] yeap there all scene and they are trying to gain access

Lifeline ok that's fine, thank you

[REDACTED] ok

Lifeline bye

9:15:17 Dispatcher [REDACTED] calls residence, unknown female answers

Unknown hello

[REDACTED] Hi Maam its Lowell Police, is everybody still there Maam, the ambulance?

Unknown yeah we're all here

[REDACTED] ok, they all got in?

Unknown they just got in here

[REDACTED] are you all set there Maam?

Unknown you're all set, it's the Lowell Police? Yeah we are

[REDACTED] ok

9:15:29 Ladder 4 calls for Engine 10

Ladder 4 Ladder 4 to fire alarm

[REDACTED] fire alarm answering Ladder 4

Ladder 4 did you contact Engine 10?

[REDACTED] Ladder 4 you'd like us to contact Engine 10?

Ladder 4 yeah can you have them respond over here please

[REDACTED] received

Ladder 400 Ladder 400 to fire alarm, disregard we're inside. CPR in progress

[REDACTED] received you're inside, CPR in progress

9:16:14 Trinity calls

[REDACTED] Trinity

Trinity hello

[REDACTED] hi

Trinity hey I'm not sure if you're the one who just got there, did you?

[REDACTED] what is

Trinity just come into work?

[REDACTED] yes, yeah

Trinity that call at Briere Gardens is a cardiac arrest

[REDACTED] yeah

Trinity can, can I have like a name and case number of the person who took that call?

[REDACTED] yeap absolutely it was Dispatcher [REDACTED]

Trinity [REDACTED]

[REDACTED] yeah

Trinity [REDACTED]?

[REDACTED] yes [REDACTED]

Trinity [REDACTED]

[REDACTED] yup

Trinity and do we have like a, do you guys have like a run number or some sort?

[REDACTED] oh she's just, she's one of the dispatchers on the late night shift

Trinity all right just because it took, they didn't dispatch, I know its not you so, so I mean

[REDACTED] I apologize, I honestly started 11, 11 minutes ago so like I

Trinity yeah I totally understand you know what I mean I don't want to

[REDACTED] and I, and I couldn't even

Trinity put it on you

[REDACTED] no and I know when you guys called and you were like can you call back and I would love to except I don't even know what company she spoke with cause she didn't take a call back number

Trinity exactly

[REDACTED] you know what I mean?

Trinity yeah I know its not your fault

[REDACTED] like if it was us, if it was (???) it would have been done differently but

Trinity yeah oh I hear yeah we, we deal with the same thing here, you know

[REDACTED] really

Trinity that's why I'm not going to take it out on you but I would like to know

[REDACTED] no I know

Trinity who she is because fire should have been dispatched to something that we can't get into you know what I'm saying

[REDACTED] (talking to dispatcher [REDACTED] they said no, they said disregard Engine 10, they did but then they cancelled.

Trinity because we went, we were standing at the door for a half hour before we gained access and this [REDACTED] went a half hour without CPR

[REDACTED] no I understand

Trinity you know

[REDACTED] absolutely

Trinity so all right well I thank you very much

[REDACTED] no problem

Trinity and try to have a good the rest of the day

[REDACTED] you too

Trinity all right thank you

[REDACTED] all right bye

Trinity bye

9:16:39 Engine 10 calls switchboard

[REDACTED] Switchboard

Engine 10 this is Engine 10, do you need us to respond somewhere?

[REDACTED] hold on one second

[REDACTED] (to [REDACTED]) does ladder 4 need them up there?

Engine 10 I think Ladder 4 just requested we go there

[REDACTED] Firearm to Ladder 4

Engine 10 I thought I could have sworn they said Engine

[REDACTED] Firearm to Ladder 4

[REDACTED] they are not answering Engine 10, they got on scene now they're doing CPR actually

Engine 10 ok I, I just heard Engine 10 mentioned over the air, did they request Engine 10?

[REDACTED] (to [REDACTED]) did they want Engine 10?

[REDACTED] they said no, they said now they can disregard, they said that they did but then they (???)

[REDACTED] at first they did, and now they said disregard

Engine 10 disregard ok

[REDACTED] yup

Engine thanks

[REDACTED] bye

9:19:22 [REDACTED] calls a Lifeline company for information (wrong company)

Lifeline (answering machine) you have reached the Phillips Lifeline emergency call back number, if you're calling from an emergency service provider or are calling with the status of a lifeline subscriber, please hold on the line and you call will be answered promptly. All other inquiries should be directed to the phone number located on your lifeline unit or listed on your lifeline literature, thank you.

Lifeline Lifeline response center

[REDACTED] hi

Lifeline (???) speaking, how can I help you?

[REDACTED] hi Maam, I'm calling from the Lowell Fire Department and I have a general question for you

Lifeline sure

[REDACTED] are lifeline itself is it from the same, all, you know what I'm saying if we got a call would it all be from the same general area or are there different lifeline companies?

Lifeline well there are other companies that do what we do but Phillips Lifeline there's only one of them that I know of and we're out of Framingham

[REDACTED] ok the reason I ask is because I just got here a couple of minutes ago

Lifeline uh hum

[REDACTED] and apparently we had a lifeline call but the person who was here didn't take a company name or a phone number

Lifeline ok

[REDACTED] would you be able to check your system and see if it came from you?

Lifeline ok do you a phone number to the person that was suppose to be helped?

[REDACTED] I'm sorry?

Lifeline is there a particular person that was supposed to be helped? Do you have that information?

[REDACTED] I have, I have the address as 975 Varnum Ave in Lowell

Lifeline spell the street please?

[REDACTED] I'm sorry?

Lifeline can you spell the street?

[REDACTED] yes V-A-R-N-U-M Avenue

Lifeline N-E-M ?

[REDACTED] N-U-M

Lifeline N-U-M and its road, and that's in Lowell?

[REDACTED] it's Varnum Avenue Maam, yes it is Lowell

Lifeline it's Avenue ok so you have no information on the situation?

[REDACTED] I don't, no

Lifeline ok what is your zip code there, Lowell?

[REDACTED] 01852

Lifeline ok hold on please.

([REDACTED] and [REDACTED] speaking to each other)

[REDACTED] [REDACTED] if you need a call back number to the alarm company, I put it in

[REDACTED] thank you [REDACTED], what alarm company was it?

[REDACTED] (????????)

Background noise

Lifeline I'm still trying to get some information

[REDACTED] ok you know what I actually think it might, it may not be because my partner just got a call from, a follow up call from the company

Lifeline oh yes

[REDACTED] and it's a 1-800 number

Lifeline well what is the 1-800 number do you know what it is?

[REDACTED] 1-800-387-1215

Lifeline yeah that's not us at all

[REDACTED] that's not you?

Lifeline I don't believe so no, it does not ring a bell to me

[REDACTED] all right Maam thank you, that's what I wanted to know

Lifeline ok

[REDACTED] all right

Lifeline bye bye

9:21:05 Dispatcher [REDACTED] calls Trinity

Trinity Trinity

[REDACTED] hi its, its Lowell

Trinity hey Lowell

[REDACTED] I got a quick question for you cause we walked into this Varnum Ave

Trinity yep

[REDACTED] and I want to have all my ducks in a row before the shit hits the fan. How did you guys get the call? Did we call you?

Trinity you call us

[REDACTED] unbelievable

Trinity and I talked to a gentleman

[REDACTED] you talked to a gentleman, a male?

Trinity yes and he said he gave us the information

[REDACTED] yeah

Trinity and he asked for a, he said to me that he asked for a lockbox and they said they didn't have one

[REDACTED] right that they didn't have the code, ok yup

Trinity and I said ok I'll send them over. So we dispatched a BLS truck for a lifeline activation. They got there they couldn't gain access

[REDACTED] right exactly

Trinity we called back to you guys to get an engine company over there to get

[REDACTED] , which they should have just, ok oh my God ok you

Trinity and by the time I guess they replied to me, my crew saying that they were looking, the fire department was looking for a supervisor to get keys to get in. and I said all right just update me when you make patient contact

[REDACTED] right, right

Trinity and then the crew called me via the phone and said start me the medics, CPR in progress

[REDACTED] yeah I know, ok I yeah. So when you guys went off was fire all ready there?

Trinity fire was never dispatched, I had to call

[REDACTED] they were never dispatched?

Trinity they were never dispatched

[REDACTED] ok, ok

Trinity so I called I (???) send an engine over there cause we can't get in

[REDACTED] oh my God

Trinity we don't have tools to

[REDACTED] no absolutely no, I, you see where I'm coming from right?

Trinity (???) absolutely I see where you coming from

[REDACTED] I'm talking pissed right now

Trinity no I, so am I

[REDACTED] that's, they know what the protocol is. It's a lifeline; it's a medical lockout

Trinity I know we do a hundred of these but

[REDACTED] exactly

Trinity this is exactly the reason why got to all do it

[REDACTED] nope, your its no its not you, its not you guys

Trinity if you need anything else

[REDACTED] no I just, I want like I said it happened on the other shift and before the shit hits the fan, I don't want to, I want to have my ducks in a row cause I'm in charge today

Trinity right, right you just walk in and this is, this is on your lap

[REDACTED] yeah absolutely

Trinity (????)

[REDACTED] and it was done, yeah

Trinity well I'll be here all day, my name's [REDACTED]

[REDACTED] all right [REDACTED] thanks

Trinity all right

[REDACTED] all right

Trinity by

9:37:28 Lifeline calls 3rd time for an update

[REDACTED] Lowell Police your call's recorded

Lifeline hi I'm calling for Lifeline as to follow up an ambulance dispatch in Lowell

[REDACTED] to what 975 Varnum Ave?

Lifeline that's right

[REDACTED] yeah Maam can, have, who is this lifeline you said?

Lifeline lifeline yes

[REDACTED] can I have your phone number please?

Lifeline sure its 1-800

[REDACTED] um hum

Lifeline 387-1215

[REDACTED] ok I'm just following, we're still on scene there ok, they're doing, they're still on scene

Lifeline oh ok

[REDACTED] but what I need to know from you, are you the person who called us originally?

Lifeline ah lets see

[REDACTED] I need to know all right, can, is there anyway does it tell you in the call how it was given to us and

Lifeline well the call originally, like the health call from the patient came in at 8:25

[REDACTED] 8:25 yup

Lifeline yes and then we dispatched the ambulance around 8:26

[REDACTED] 8:26?

Lifeline yes

[REDACTED] so you dispatched the ambulance or you called here for a dispatch?

Lifeline we called there

[REDACTED] you called here at 8:26 AM?

Lifeline that's right

[REDACTED] ok, I just, just because, there's like going to be a, I can't give you too much right now of what (???) I'm sorry. So 8:26 you called here for dispatch?

Lifeline that's right and they called the ambulance

[REDACTED] all right, hold on one second. And what does it say in the call that it was given as, just a lifeline activation? How old was it, did it say how old the party is?

Lifeline it says [REDACTED]

[REDACTED] [REDACTED]

Lifeline yes

[REDACTED] they are transporting her right now but I don't know to what hospital

Lifeline oh I see

[REDACTED] ok I can try to find that out, hold on one second ok?

Lifeline ok

[REDACTED] ok we don't know what hospital yet Maam is this the number I call you back at?

Lifeline yes please or we could call you back if

[REDACTED] yeah can you call back in maybe 10, 15 minutes?

Lifeline sure we'll call back

[REDACTED] thank you

9:38:19 Ladder 4 returning

Ladder 4 Ladder 4 to fire alarm, P1 and Trinity are transporting, Ladder 4 is returning

[REDACTED] Ladder 4, P1 Trinity transporting, Ladder 4 is returning

9:39:03 Dispatcher [REDACTED] calls Trinity to find out which hospital patient was transported to

[REDACTED] I'm calling it, hold on

Trinity hi Lowell

[REDACTED]

hi

Trinity

hi

[REDACTED]

where's Varnum Avenue going?

Trinity

ah they're still on scene

[REDACTED]

they just a, ladder 4 just cleared and they said that Trinity and P1 were transporting

Trinity

ok the crew hasn't called occupied with them yet

[REDACTED]

ok will you let me know just cause Lifeline is trying to find out

Trinity

ok

[REDACTED]

ok

Trinity

all right

[REDACTED]

thank you

9:39:47

Dispatcher [REDACTED] calls Trinity for follow up

[REDACTED]

they called at 8:26

Trinity

hi Lowell

[REDACTED]

is this [REDACTED]?

Trinity

yes

[REDACTED]

hi its [REDACTED] over at the; what time were you guys called for this the first time please tell me?

Trinity

sure we were called at 8:26

[REDACTED]

you were called at 8:26?

Trinity

yes 8:26, I dispatched the truck at it was 8:28; they got on scene at 8:34.

[REDACTED]

so 8:26 we called you

Trinity um hum

[REDACTED] ok so see our call in here, they didn't put it in here till 8:42 and that's probably when you called back looking for the fire department which they should have sent it; when did you call back and ask for the fire department, do you have that logged?

Trinity yes, actually I'm going through the tapes right now

[REDACTED] ok

Trinity lets see, I had called at; let me check this one (background noise) at 8:41

[REDACTED] 8:41 ok, okay dokay

Trinity all righty

[REDACTED] all right thanks [REDACTED]

9:42:05 Trinity calls for Dispatcher [REDACTED]

[REDACTED] hi Trinity

Trinity hi I'm looking for [REDACTED]

[REDACTED] yes hold on

[REDACTED] hello

Trinity hi, we're going to Lowell General

[REDACTED] Lowell General, I mean are they just working her right now?

Trinity they just got occupied so they're pulling out the driveway right now

[REDACTED] ok, all right because fire; fire cleared right, fire didn't go with her so that's a good sign I guess, no?

Trinity uh

[REDACTED] maybe not cause you probably had Paramedics there too so that's

Trinity yeah we've got both Paramedics in the back

[REDACTED] oh God ok all right

Trinity all righty?

[REDACTED] all right

Trinity ok

9:44:27 Dispatcher [REDACTED] calls Trinity for follow up

Trinity hi Lowell

[REDACTED] hey

Trinity hey

[REDACTED] can you; do you know what time; you have [REDACTED] working with you right?

Trinity ah yes

[REDACTED] can; does she have logged what time she called her looking for [REDACTED] [REDACTED]?

Trinity actually I'm going through all that right now

[REDACTED] ok

Trinity I'm going

[REDACTED] cause I just well cause I'm trying to; I'm putting in on the events

Trinity yes

[REDACTED] I'm going to start it at as Trinity called us a blank time, whatever time it was

Trinity right

[REDACTED] looking for the dispatchers name and then I'm going to lead it into what happened so that

Trinity ok

[REDACTED] cause I'm off the next couple days so

Trinity ok yeah me too

[REDACTED] ok

Trinity as soon as I get that I'll call you right back

[REDACTED] all right thank you

Trinity you're welcome

[REDACTED] all right

Trinity bye

9:45:24 Dispatcher [REDACTED] calls main desk Lieutenant [REDACTED]

[REDACTED] main desk Lieutenant [REDACTED]

[REDACTED] hey Lieutenant its [REDACTED]

[REDACTED] yeah

[REDACTED] they transported her, I think you just heard that they are still working her, they got Paramedics in the back but I, I; Lifeline actually called us back so I have the number that they called us from and I had just said to her I'm like what time did you originally call us? And he, she says the Lifeline activation went on at 8:25, we were called at 8:26, the original call was never even put in to send Trinity

[REDACTED] so, so did they have to call back or something?

[REDACTED] well ah no, I, I; from what it appears to me is that [REDACTED] took the call from Lifeline at 8:26

[REDACTED] yeah

[REDACTED] and she, I don't know why but she only sends Trinity but she never even put the call in the CAD so when she should have put the call in the CAD and Trinity and Fire both should have went. Um so then at 8:41 Trinity, Trinity goes off at like 8

[REDACTED] yeah

[REDACTED] 30 something

[REDACTED] and they're calling

[REDACTED] at 8:41 they're calling looking for Fire so

[REDACTED] and that's the one that gets put in?

[REDACTED] and that's when it gets put in, yeah its

[REDACTED] all right [REDACTED]

[REDACTED] I know

[REDACTED] someone's got some explaining to do

[REDACTED] I know I just said to [REDACTED] I'm like I'm going to put everything, I'm going to put in here I'm just going to start off, I'm going to put in a transaction into the call

[REDACTED] yeah

[REDACTED] that Trinity called us at so and so time looking for the dispatchers name and this lead into and then just put it; cause I'm off the next couple days. [REDACTED] on vacation, I'm not calling her on her day off that's crazy. But [REDACTED] going to need to know

[REDACTED] oh yeah, she's got to, you've got to have (???) know this

[REDACTED] so I, so just to cover myself I'm going to put everything in the call, like all the times

[REDACTED] yes

[REDACTED] so oh God so I just wanted to give you; I don't know like I said I think [REDACTED] going to the hospital to follow up so

[REDACTED] all right

[REDACTED] and then I'm sure Ladder 4 will be calling us to because its going to go shitty on the Fire side also

[REDACTED] yeah

[REDACTED] all right then Sir

[REDACTED] all right

[REDACTED] all right bye

9:51:32 Lifeline calls back 4th time for an update

[REDACTED] Lowell Police your call is recorded

Lifeline hi good morning, I'm calling from Lifeline to do a follow up with the ambulance

[REDACTED] for 975 Varnum Ave?

Lifeline yes

[REDACTED] yeah they were transported to Lowell General

Lifeline ok thank you

[REDACTED] yup

10:06:07 Dispatcher [REDACTED] calls Trinity for follow up

Trinity Trinity

[REDACTED] hey is [REDACTED] there?

Trinity yeah sure hold on

[REDACTED] thanks

Trinity dispatch this is [REDACTED]

[REDACTED] hey [REDACTED] its [REDACTED]

Trinity hey

[REDACTED] what time did you guys say you went off the first, when you first went off, you were dispatched at 8:26

Trinity ok lets see

[REDACTED] that was at 8:30 something

Trinity for that; from when the dispatcher [REDACTED] called you the time was 9:10

[REDACTED] well ok that's 9:10 let me just write that down, 9:10 dispatcher who, what are their name again?

Trinity

[REDACTED] looking for; all right so what time did you guys go off?
We dispatched you at 8:26 and then I (???)

Trinity

we were on scene at 8:34

[REDACTED] 8:34 ok and what time did you guys call us back it was 8, I all ready got that right, I got 8:41 you called back saying why don't we have fire

Trinity

yes

[REDACTED]

okay

Trinity

and just so you have our times we ended up transporting at 9:35

[REDACTED]

transport 9:35 yup

Trinity

and we were on arrival at the hospital at 9:37

[REDACTED]

ok have they said anything yet?

Trinity

no I haven't heard from the crew yet they are still at the hospital

[REDACTED]

ok

Trinity

but as soon as I hear something I'll let you know

[REDACTED]

yeah let me know

Trinity

ok absolutely

[REDACTED]

all right thanks [REDACTED]

Trinity

all righty

10:20:16

conversation between Dispatcher [REDACTED] and Officer [REDACTED]

[REDACTED]

hello

[REDACTED]

hello

[REDACTED] how does it look?

[REDACTED] how's what look?

[REDACTED] (???) from Varnum Ave

[REDACTED] they brought her to Lowell General and pronounced her there

[REDACTED] oh ok, ok

[REDACTED] why what's up?

[REDACTED] uh just in here, fire was never sent originally so

[REDACTED] well there's, the problem over there and I don't know who is going to rectify it and how is there isn't a passkey or Engine 10 has the passkey to get in but Ladder 4 was there so they didn't have a key to get in. So the [REDACTED] was talking to the paramedics while they were trying to get the door open

[REDACTED] and then she went?

[REDACTED] and then she went unresponsive and heart attack and they worked her for a half hour, 40 minutes, they really did but um there was time between the time we got there and to get in the door, so they're going to have to work on that issue somehow

[REDACTED] yeah well I mean see we were called at 8:26 and they just sent Trinity, they never even started fire. Fire wasn't started till 8:41 when Trinity called back and said where is fire?

[REDACTED] well that's all, they are all under the impression that it was just a regular you know she fell out of bed, get her back into bed and she's fine. She's talking, did she place the call or (???)

[REDACTED] no she, she pushed her button. She pushed her button and they called us, Life Line Activation called us

[REDACTED] because like I said she was talking to Trinity through the door and they were asking her, do you have any pain or are you ok or can you come open the door and she's said I can't get to the door but she said um you know she was coherent and speaking and then she kind of went silent, and it took a few more minutes to get in. I don't even know how they got in, by the time I got in there, they had the door open and they were working on her but

[REDACTED] ok

[REDACTED] I talked to the residence and they said that it's a real problem on, because it's happened a few times

[REDACTED] ok

[REDACTED] engine 10 is supposed to have a key. But I said that, that doesn't help anything because Engine 10 could be at a fire and somebody else is going to go like Ladder 4 was there so

[REDACTED] right right

[REDACTED] so they have to come up with a system where

[REDACTED] ok so it sounds like a combination of stuff

[REDACTED] yeah, yeah

[REDACTED] ok all righty then

[REDACTED] all right

[REDACTED] okay dokay Sir

[REDACTED] all right I'll talk to you later

[REDACTED] bye

10:55:08 Dispatcher [REDACTED] calls Trinity for follow up

[REDACTED] I quit

Trinity I'm right there with ya. All right so I talked to the crew and when the crew got there, they got through the main doors

[REDACTED] yup

Trinity and they got to the patients room, now how its set up its got like a wooden steel door

[REDACTED] yeah

Trinity and there's an alarm that's on top of the door

[REDACTED] yup

Trinity with a light and a buzzer, they were talking to her

[REDACTED] yeah

Trinity she was conscious, alert and oriented

[REDACTED] yup

Trinity and she said she just couldn't get in; no she couldn't get up to answer the door

[REDACTED] right

Trinity so which at that time, by the time fire got there, they're still talking to her. They were looking for; the Lieutenant was looking for a supervisor to get keys to get

[REDACTED] yeah apparently I guess cause I talked to the officer on my side, he said a big problem out there is that they have the lockbox but the key is not accessible to anybody. He said that they I guess Engine 10 has a key

Trinity uh huh

[REDACTED] but only Engine 10, so if Engine 10 is tied up at a call or at a fire call we send somebody else. We send a ladder anyway for a medical lockout. They don't have a key to get in. there's no key on scene there

Trinity right

[REDACTED] so go ahead, so they, they realize they can't get the key

Trinity right so now they're, they're looking for the supervisor and they're still talking to her. Well then she went quiet so they're knocking on the door, banging on the door you know trying to get her to talk. Finally when they gained access they had walked in and she was unresponsive

[REDACTED] yeah

Trinity she had no pulse, that's when; cause our portables really weren't working to well

[REDACTED] yeah

Trinity so our crew was calling me via cell phone

[REDACTED]

right

Trinity

and he had called me, he's like get me medics. She's got no pulse, she's apneic, I'm starting CPR

[REDACTED]

yup

Trinity

so we got them over there and then um

[REDACTED]

ok

Trinity

they had; it was a 2-minute transport time

[REDACTED]

yeah

Trinity

the scene to the hospital, and I guess Dr. Yuwassa was the receiving Doctor at Lowell General, they did everything they could

[REDACTED]

ah she didn't make it

Trinity

but she was; she was a systolic on the monitor

[REDACTED]

yeah

Trinity

so she's got no rhythm when they try to shock her

[REDACTED]

oh God so I think; I mean its obviously there's a couple problems here, there's the problem that the call was came in here at 8:26 and only you guys were sent

Trinity

right

[REDACTED]

fire should have been sent immediately

Trinity

right

[REDACTED]

so that's one problem and then the other problem is that there's not a key out there accessible

Trinity

for everybody

[REDACTED] for everybody to get into the apartment because [REDACTED] the Officer on scene he said that a couple of the residents let them know this is a problem, this has happened before that once you know any of us get on scene there, the lockbox is not accessible. Nobody can get into this; no one has a key to it

Trinity right

[REDACTED] which should be; which should remain on scene there. Its not like a you know what I mean, it shouldn't just be Engine 10 because if Engine 10's at another call

Trinity which is very likely

[REDACTED] exactly someone should have accessibly to this key and it shouldn't be left in a cruiser or a truck, a Trinity truck because it's always a different crew. It needs to be something on scene there

Trinity exactly

[REDACTED] so that's another big problem

Trinity that's something we're going to have

[REDACTED] so I'll let; I'm going to let; I'll Sergeant [REDACTED] know what happened on I mean cause obviously the call shouldn't have, the call was; I found the call, the call was put in here at, you guys were called at 8:26 and the call was logged in the computer here at 8:27

Trinity ok

[REDACTED] however they took the fire call (???) instead of dispatching to it

Trinity ok

[REDACTED] until you guys called back at 8:41

Trinity ok

[REDACTED] so I mean that's definitely a problem

Trinity yeah (???)

[REDACTED] but we still would have ran into the problem if we had gotten fire I mean but we probably wouldn't

Trinity (???)

[REDACTED] but we could have gotten to her quicker and maybe while she was still conscious

Trinity right

[REDACTED] that's the problem

Trinity and I know the mentally is what are we going to saw every door down. I mean I know we do this 100 times a day

[REDACTED] no I know

Trinity but we got to

[REDACTED] but you're talking to her and then all of a sudden she's goes unconscious, I mean uh

Trinity so I've passed it up to [REDACTED] our Operations Manager and

[REDACTED] ok yeah I'm going to put, I'm just putting in my little thing because I'm going to have to, I'm off tomorrow but I'll have to come in and see her just to let her know

Trinity yeah

[REDACTED] you know I mean the problem is we should have sent fire right away, I mean we could have gotten to her quicker but the other problem is that

Trinity making it key accessible (?????)

[REDACTED] the key needs to be accessible to everybody, there needs to be a key on scene there somewhere

Trinity right

[REDACTED] that is accessible so that we can get into the apartments so

Trinity all righty

[REDACTED] ok

Trinity I'll have a mountain of paperwork here so

[REDACTED] oh great, thanks [REDACTED]

[REDACTED]

all right bye

[REDACTED]

all right bye

2010-0121

DSS Logger Monitor

975 Varnum Ave

4/4/2010

8:31:51 Original Call from Lifeline to Dispatcher Lumenello

Lumenello Lowell Police you're being recorded

Lifeline Hi its [REDACTED] calling for the Briere, Garden Lifeline, we need an ambulance in Lowell please

Lumenello where?

Lifeline at 975 Varnum Avenue, its apartment [REDACTED]

Lumenello what's the problem? What's the problem?

Lifeline [REDACTED], she activated her lifeline, with no response

Lumenello ok we'll send them over

Lifeline great, and there's a lockbox in the foyer, okay?

Lumenello do you have a code for it?

Lifeline no I don't have one here

Lumenello so it doesn't work if there's a lockbox huh?

Lifeline yeah well I'm not sure if there's someone there, so

Lumenello all right

Lifeline ok

Lumenello very good, bye

Lifeline thank you, bye

8:32:35 **Dispatcher Lumenello calls Trinity**

Lumenello (singing) I wanna dance like (???)

Trinity Hi Lowell

Lumenello hello Happy Easter

Trinity thank you

Lumenello and Kwan, and Kwanza and

Trinity Kwanza whatever it is

Lumenello exactly brother, hey 975 Varnum Ave um for a lifeline activation. Is that the assisted living over in D'Youville?

Trinity That's ah, that's the Briere Garden there, right? That's the (???) assisted living attached to D'Youville?

Lumenello yeah

Trinity is there an apartment in there?

Lumenello yes Sir, [REDACTED]

Trinity [REDACTED], we'll send them over

Lumenello now she did say there was a lockbox downstairs but she didn't have a code so I told her it wasn't very good then was it

Trinity all right brother we'll send them out

Lumenello all right have a good one

Trinity all right you too kid

Lumenello bye

Trinity bye

Investigation: On April 13, 2010 at approximately 3:40 P.M., I conducted an interview with Officer [REDACTED] in regards to the 975 Varnum Ave call. Officer [REDACTED] stated that he was dispatched to 975 Varnum Ave. for a "medical lockout". Officer [REDACTED] stated that upon his arrival, he observed vehicles belonging to Trinity Ambulance, Lowell Fire Department, and the Paramedics were just arriving.

Officer [REDACTED] stated that upon entering [REDACTED], he observed an [REDACTED] on a stretcher with a D-fib hooked up to her". Officer [REDACTED] observed that the "firefighters and EMS were performing CPR". When questioned on whether he observed any conversations among the emergency personnel on the scene, Officer [REDACTED] stated that he observed the "paramedics speaking to the E.M.T.'s giving them the rundown on the situation, they had said that they had a conversation with her before they could get into the door." Officer [REDACTED] stated that the Paramedics and EMS then transported the [REDACTED]. Officer [REDACTED] stated that he secured the apartment with the key that one of the firefighters had given him. Officer [REDACTED] stated that he then gave the key to a resident who stated that she knew the family members of the deceased. Officer [REDACTED] then responded to Lowell General Hospital, where he observed them bring [REDACTED] into the trauma unit and continued to treat her for several minutes. Officer [REDACTED] stated that at some point "doctor on duty pronounced her dead".

Officer [REDACTED] stated that he did observe a conversation between the doctor and one of the E.M.T.'s that was originally on scene. The doctor asked what the situation was when they (Trinity) arrived. The E.M.T. stated to the doctor that, "when he arrived the door was locked but he had a conversation with the victim and it sounded like she was down on the floor in her bedroom". The EMT stated that the conversation went back and forth with 3 or 4 different questions, "like how she was feeling?" The E.M.T then reported that, "it went quiet". The E.M.T. stated that he was there to put her back into bed; he thought she had fallen out of bed. Officer [REDACTED] stated that he then received the information for a sudden death report and then cleared the scene.

On April 14, 2010 at approximately 2:10 P.M., I conducted an interview with Dispatcher [REDACTED]. Dispatcher [REDACTED] stated that on April 4th she reported for her shift and entered the 911 Communications Room at approximately 8:45 to 8:50 A.M. Upon her entering the room, [REDACTED] made observations as to the late night dispatch assignments. [REDACTED] stated that "Jason Lumenello was on dispatch, [REDACTED] was on LEAPS, [REDACTED] was on fire, and [REDACTED] was on fire backup". [REDACTED], upon being asked, stated that nothing was brought to her attention about any pending calls. [REDACTED] stated that it is customary to be informed, if a call "warranted to be passed on". [REDACTED], when posed with whether what seemed like a "routine medical call" would be passed on, stated that no, it probably would not be passed on.

Dispatcher [REDACTED] stated that, when she logged into Larimore and observed the call to 975 Varnum Ave., she observed that Trinity and Lowell Fire were sent to the call,

but no police had been sent to the call. [REDACTED] stated that on her shift, it would have been customary to send all three (ambulance, fire, police) to a medical lockout with no response. [REDACTED] stated that she then advised "Jay" (Lumenello) that, "you should probably send an officer to that call." Dispatcher [REDACTED] was then asked if Dispatcher Lumenello had advised her on anything in regards to the Varnum Ave. call, her reply was "no".

Dispatcher [REDACTED] stated that, Dispatcher [REDACTED] advised her that Trinity had called looking for the dispatcher's name that had dispatched the call to 975 Varnum. [REDACTED] reports that at that time she believed that dispatcher to be [REDACTED], due to the fact that [REDACTED] was the person who entered and dispatched the fire call initially.

Dispatcher [REDACTED], due to the call from Trinity, and their relaying that they were going to write a report in regards to the fire department not being dispatched, stated that she then called Jason Lumenello on his cell phone. [REDACTED] stated, at the point of making the call, she was still under the assumption that [REDACTED] had taken the initial call to Varnum Ave. [REDACTED] asked Lumenello what had happened with the Varnum Ave. call. Lumenello stated that it was Lifeline activation and relayed the fact about the lockbox and there was no code and no key. [REDACTED] stated that she advised Lumenello that the call should have been treated as a medical lockout. [REDACTED] stated that Lumenello did not inform her that he took the initial call; he just explained what his understanding of the call was.

Dispatcher [REDACTED] stated, that it was while she was on the phone with Lifeline, that they reported to her the actual time of the initial call. It was at this point that [REDACTED] realized that there was an initial call prior to the [REDACTED] fire dispatch. Dispatcher [REDACTED] stated that she notified the O.I.C of the dayshift, [REDACTED] of the situation.

On April 20, 2010 at approximately 2:05 P.M., I conducted an interview with Dispatcher Jason Lumenello. The interview was conducted in the Professional Standards office. Dispatcher Lumenello requested and was allowed to have Dispatcher [REDACTED] as his union representative during the interview.

Lumenello stated that on April 4, 2010 at approximately 8:27 A.M., he was working as "primary dispatch". Lumenello confirmed that [REDACTED] and [REDACTED] were also working the late night shift on that date.

Lumenello stated that he recalled that Lifeline had called in regard to 975 Varnum Ave. He stated that they offered no other information other than that they requested an ambulance to that address. Lumenello, when questioned about the Lifeline information in regards to the "lock box", stated that he did not remember that part of the conversation.

Lumenello confirmed that his perception of the call was a "Lifeline with no contact". Lumenello confirmed that he dispatched Trinity per the request of Lifeline. When questioned why he did not send fire or police, Lumenello stated that there was no protocol in regards to the call as he perceived it. Lumenello stated that he recalled it

as being an "unknown" medical call through a Lifeline activation. He stated that "we usually send Trinity, if it escalates any further than that, they usually call back and ask for additional resources or the call gets taken care of by Trinity".

Dispatcher Lumenello stated that he did see the fire call to 975 Varnum Ave "up on the board", but he had no conversation with Dispatcher [REDACTED] as to whether or not it was for the same call. Lumenello was then questioned about dispatching Car 1 to the Varnum Ave. call. Lumenello had to be reminded that it was Dispatcher [REDACTED] who brought his attention to the fact that the call was now a medical lockout and that police should have been dispatched. Lumenello stated that he was talking to [REDACTED] with his "back to the screen" and that is when [REDACTED] advised him that he had a "medical lockout".

Lumenello, when questioned about whether it would be customary to request a call back number from Lifeline, replied that "it was" and it "usually is". Lumenello stated that he did not get a call back number due to the fact that "she (Lifeline) did not have any information to pass on". Lumenello stated he did not realize that the call back number would be affective due to the lack of information.

Lumenello, when questioned about his off-duty cell phone call with Dispatcher [REDACTED], stated that he did recall the conversation and that he learned that the "woman at that call ended up passing away". Lumenello stated that [REDACTED] questioned him about how the call was received. Lumenello stated that he advised [REDACTED] that he had taken the original call from Lifeline and that they did not provide that much information.

Lumenello was then asked to clarify his opinion of the original call. Lumenello confirmed that it was his opinion that when he received that call (Lifeline) it was a "medical" with no other information and that it would not entail sending fire.

Lumenello then explained what his understanding was of the Bruyere Gardens facility. Lumenello explained that the "address was also hooked up to a nursing facility", "which I was under the impression that it was an assisted living home". Lumenello stated that he thought there would be "maintenance" or "grounds person" on to let people into the main building. I advised Lumenello, that for future reference, by all indications, Bruyere Gardens is an Independent living facility and the assumption should not be made that staff is on scene.

On April 21, 2010 at approximately 9:33 A.M., I conducted an interview with Dispatcher [REDACTED]. [REDACTED] sat in the interview as [REDACTED] union representative. The interview was conducted in the Professional Standards office.

Dispatcher [REDACTED] confirmed that she was working fire dispatch on the morning of April 4th 2010. [REDACTED] confirmed that she was not aware of the original 8:27 A.M. Lifeline call that had been received by Dispatcher Lumenello (Note: when a request for an ambulance is made and entered into the CAD system and no other additional resources are requested i.e. police, fire, it is customary to contemporaneously "release" the call. By "releasing" the call it no longer appears on the CAD monitors).

█████ confirmed that she received the call from Trinity for a "residential lockout" for 975 Varnum Ave. █████ stated that she then called Trinity back for clarification as to the exact nature of the call. Dispatcher █████ confirmed that her understanding and experience dictates that she would send a ladder to any residential or medical lock out. █████ also advised that the decision of what apparatus to send to the call would have been computer generated. █████ confirmed that the CAD system advised her to send Ladder 4 to the Varnum Ave call. █████ confirmed that the initial tone for the fire department was for a "residential lockout". █████ stated, that upon receiving the transmission that Ladder 4 was responding, she replied that, "Trinity requests for a medical lockout". Dispatcher █████ stated that, upon being relieved by Dispatcher █████, she advised █████ of the medical lockout.

Findings and Conclusions: It is readily apparent that several mistakes and missteps occurred throughout the entirety of the Bruyere Gardens call. It can be gleaned through the chronology of the events that, Trinity Ambulance, Lowell Fire, and the 911 Communication Center, all had some accountability in the delay of access and treatment to the victim.

Although this investigation looks at the actions of other private and public agencies in regards to the Bruyere Gardens call, it is the purview of this investigator to determine if any misconduct occurred with any 911 Center personnel. As a direct result of their initial involvement with Bruyere Gardens call, this investigation focused on the performance and duties of Dispatchers Lumenello and █████.

Dispatcher █████, unaware of the initial 8:27 A.M. call from Lifeline (call was released), received the call from Trinity Ambulance at approximately 8:42 A.M. When Dispatcher █████ inquires, "Is this a residential lockout or what is this". Trinity responded, "Yeah...we can't get in". █████, realizing that the call must have a medical aspect to it, calls Trinity back for clarification. █████ inquired if the Bruyere Gardens was a nursing home. Trinity responded that they thought it was an "assisted living facility". █████ confirmed it was a lockout and advised Trinity that she would advise the fire department.

Dispatcher █████ enters the call into CAD, which then advises her to send Ladder 4 from West 6th Street. Dispatcher █████, upon Ladder 4 signing on, clearly transmits to Ladder 4, "Trinity requests for a residential lockout, it's a medical call there". There was an approximate time span of about one minute from █████ initial dispatch for Ladder 4 and Ladder 4's transmission that they were responding to 975 Varnum Ave.

A Review of the events clearly indicate that Dispatcher █████ was relieved by Dispatcher █████ prior to Ladder 4 arriving at 975 Varnum Ave. Dispatcher █████ knowledge and involvement in the 975 Varnum Ave call spans from 8:42 A.M. to the time she is relieved at approximately 8:53 A.M., a total of approximately 11 minutes.

This investigation revealed that Dispatcher [REDACTED] performed her duties professionally and in accordance within the policies of the Lowell police and fire departments. It is with the aforementioned facts that the investigation of Dispatcher [REDACTED] be closed with the finding of Unjustified.

Dispatcher Lumenello received the initial call from Lifeline at 8:27 A.M. Although, "[REDACTED] from Lifeline", could not provide sufficient information in regards to the 975 Varnum Ave call, the onus was on Dispatcher Lumenello to retrieve as much information as possible, which would have and should have included getting a call back number.

Dispatcher Lumenello clearly indicates in his interview that, the call was a "medical" with no other information that would not entail sending fire. *The Lowell Fire Department Dispatch Standard Operating Procedures* (page 39) "Medical Emergencies" states the following:

UPON RECEIPT OF A **MEDICAL** CALL:

1. Notify Ambulance Immediately.
2. Dispatch nearest Engine or Ladder Company
3. Medical Book is available in the Alarm Room if operator needs to give medical advice over the telephone.
4. If medical emergency involves a suicidal patient, a person threatening to jump from a bridge or building, etc., advise apparatus to respond **without** lights and sirens. Announce these types of calls as "public assistance"

Dispatcher Lumenello received a call back from Lifeline at approximately 8:45A.M. Lumenello greeted lifeline, which called for an update to the 975 Varnum Ave. call, with a unilateral banter, which was unprofessional and unnecessary as to the allaying of the callers concerns. The following is a transcript of the conversation between Lumenello and Lifeline:

Lumenello Lowell Police, you're being recorded

Lifeline hi I'm calling back from Lifeline to follow up on the dispatch in Lowell

Lumenello yes

Lifeline at 975 Varnum Avenue apt 217, I'm just wondering what happened there?

Lumenello me too, the bullets, the knives

Lifeline oh no

Lumenello the bazookas

Lifeline oh no

Lumenello the bears oh my. I don't know we sent the ambulance over, I don't know if they transported. Do you want me to find out for you, do you need to

Lifeline yeah can you please

Lumenello sure hold on, hold on a second

Trinity Trinity

Lumenello hey that Varnum Ave, that Lifeline, was that accidental or did

Trinity no we called for an Engine company because we can't get in

Lumenello oh ok

Trinity we're still on scene

Lumenello oh all right, all right thanks by

Lumenello hello

Lifeline hi

Lumenello they got to break the door down

Lifeline oh they are going to force entry?

Lumenello they, yeah

Lifeline ok thank you so much

Lumenello you're welcome

General Order No, 87-05 POLICY AND PROCEDURES REGARDING THE
DUTIES AND RESPONSIBILITIES OF PERSONNEL ASSIGNED TO THE
COMMUNICATIONS ROOM.

Paragraph III "PROCEDURE" Section A., Subsection 2e indicates in regards to "Telephone Communications" All calls shall be brief and concise, using common sense and discretion with courtesy in mind at all times

It is findings of this investigation that Dispatcher Jason Lumenello failed to take the appropriate steps in dispatching fire to what could clearly be defined as a "medical" call in violation of the Lowell Fire Department SOP (page 39) in regards to Medical Emergencies.

Dispatcher Lumenello also failed to comply with the Lowell Police Department's General Order 87-05 as it relates to calls being "concise, using common sense and discretion with courtesy in mind at all times". Lumenello clearly did not use common sense with his failure to obtain a call back number from the original Lifeline call. As to the second "call back" from Lifeline, the transcript clearly speaks for itself. Lumenello certainly did not use common sense, brevity, conciseness, or courtesy with the caller.

It is with these aforementioned facts and evidence that the investigation, into Dispatcher Jason Lumenello's actions and performance on April 4th 2010, is **Sustained**