

Acton Police Department

Chief James Cogan

371 Main St.
Acton, MA 01720



Acton Fire Department

Interim Chief Anita Arnum

371 Main St.
Acton, MA 01720



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Acton Dispatcher to Attend Advanced Communications Center Training



Dispatcher Brandan Gray. (Courtesy Acton Police and Fire Departments)

ACTON — Police Chief James Cogan and Interim Fire Chief Anita Arnum are pleased to announce Acton Dispatcher Brendan Gray has been selected as one of five individuals from Massachusetts who will attend Communications Center Management Training offered by Fitch and Associates.

The advanced training will be funded by a \$10,000 grant from the State 911 Department.

The multi-part training program will begin online in August, and then transition to in-person training in Oklahoma City, Oklahoma in both October and December, with participants taking part in online activities, assignments, and working on an intensive group research project throughout.

The Communications Center Manager's (CCM) Course is a one-of-a-kind program that presents the latest management and leadership practices used by emergency service providers around the world. It has proven to be successful for business leaders and students in implementing effective changes in today's communication centers.

A group of up to 40 students progress through the program together, interacting and working on projects as a member of a team.

CCM provides a comprehensive foundation of management/leadership theory, practice, and case studies with a proven curriculum that covers human resources, finance, customer and media relations, operations, personal development, administration, legal issues, managing technology, and emerging issues.

"We are proud of Dispatcher Gray for earning his way into this training which will provide invaluable experience with great opportunities for comprehensive leadership training, professional growth, and continued networking," said Chief Cogan. "Dispatcher Gray has worked hard to get accepted into this program, and we appreciate his dedication to public safety in Acton."

Added Interim Chief Arnum, "Our dispatchers are dedicated members of our Acton public safety team, and Dispatcher Gray's commitment to bettering himself for the sake of our community is laudable. Our dispatchers are usually the first person anyone will talk to when experiencing an emergency in town, and they are a vital and well-trained part of our team."

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A message from the Acton Police and Fire Departments

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