

Making a Difference...Why We Do What We Do

Monitored fire protection helps save Boston-area woman in house fire

By Brandon Freeman, Wayne Alarm

On Wednesday December 2, 2020, Wayne Alarm’s Central Station received a fire alarm activation for a building in Boston’s South End. Central station operators notified the Boston Fire Alarm Office. Engine 22 was dispatched and reported a four-story brick home with fire visible on the first floor.

Arriving on scene, District Chief Mulane reconfirmed “four story brick heavy fire alpha side extending, smoke all floors, occupied brownstone. Strike a second alarm.” Tenants were using the fire escape to exit the upper floors.

On the fourth floor, tenant Alicia Soto and her two children were alerted to the fire alarm sounding by bright lights flashing in her apartment. Soto is hearing impaired and Wayne Alarm had fitted the apartment with several special devices to alert her of a fire alarm activation. One other device is a “bed shaker” which shakes the bed when the alarm sounds waking the sleeping resident.


As Ladder 4 approached the home, they had a perfect position to throw the stick to the Soto family and make the rescue. Firefighter Liam Pero, a fourth



Pictured (l to r) Wayne Alarm’s Karina Quintana, Monitoring Center Lead Operator and Alexandra Iraola, Data Entry Supervisor

generation Boston Firefighter climb the aerial and brought the five year-old girl down first, followed by her infant sister and finally, using hand signals Pero was able to communicate with Soto and she was brought down the aerial safely.

All were un-injured.

The fire on the first floor was quickly distinguished with only heavy smoke damage to the upper floors. 

Share your life-saving stories with TMA members!

Have you or a colleague helped save someone’s life in your role within the monitoring center? Let your story touch others and inspire more life-saving actions.

Submit your story and images to TMA Communications at communications@tma.us.