

# OHIO GOLD STAR PROGRAM



GOLD STAR Awards Program  
April 12, 2017  
Sandusky, Ohio

Hosted by the Ohio Chapters of





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# WELCOME!

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We wish to thank everyone that is attending today. We are glad to welcome you to the 2015-2016 Ohio Gold Star Awards Program. The Ohio Chapters of APCO and NENA wish to recognize the recipients of the Gold Star Awards and their guests. We are extremely proud of each nominee and the work they do every single day.

Making a selection of this type is extremely difficult since every telecommunicator in the state does an outstanding job, handling calls during the year that are worthy of acknowledgement. The dedication and service they provide to the public on a daily basis makes everyone in the state of Ohio a winner.

We also want to extend a special thanks to the Gold Star Awards Committee, who has worked hard to prepare for today's event. Much time and energy has been invested to make this special recognition a success. We especially wish to thank the supervisors, administrators and coworkers for taking the time to submit the superb nominations, recognizing their employees.

We also want to acknowledge the corporate sponsors for their generous financial support of the Gold Star Program, as well as for their continuous support for Ohio APCO and NENA.

To all the nominees, on behalf of APCO and NENA, we offer our sincere congratulations, appreciation, and thanks for jobs well done.

Sincerely,

Kelley Davidson, ENP  
President, Ohio Chapter  
APCO

Lin Malott  
President, Ohio Chapter  
NENA

<b>Opening</b>	Jay Somerville, ENP - Northwest Regional Emergency Communications Center
<b>Honor America</b>	Posting of the Colors FOP Lake Erie Lodge #17
<b>National Anthem</b>	Cassie Battiste and Rachel Stadler
<b>Invocation</b>	Rev. John C. Adams, Erie County Sheriff's Office Chaplain, Pastor New Life Church, Sandusky, Ohio

## **LUNCH**

### **Introduction of Keynote Speaker**

Jay Somerville, ENP

### **Keynote Speaker**

Christopher Blake Carver  
Director of PSAP/9-1-1 Operations,  
National Emergency Number Association

### **Sponsor Recognition**

Alan Fish Chair - Ohio Gold Star Awards Program,  
Supervisor, Westerville Communications Division

### **Award Recitation:**

Gold Star Certificates  
Gold Ribbon Awards  
Double Gold Awards - Dispatch Team  
Solid Gold Awards

### **Award Presentations**

Ohio Telecommunicator of the Year and Team Awards  
Jay Somerville, ENP

**Benediction** Rev. John C. Adams

**Closing** "God Bless America"

### **Seated at the Head Table:**

Kelley Davidson, Rev. John Adams,  
Christopher Blake Carver,  
Lin Malott, Alan Fish



# PROGRAM

# OHIO'S GOLD STAR AWARD PROGRAM FOR TELECOMMUNICATORS

The Ohio Chapters of the Association of Public-Safety Communications Officials, International (APCO) and the National Emergency Number Association (NENA) have worked together to recognize the outstanding work performed by public-safety communications personnel in Ohio. Both Chapters see a critical need for positive recognition and acknowledgement of the fine work that is performed by the State's communications professionals.



Our goal is to publicly express appreciation, and to recognize both outstanding individual and team performance and consistent, steadfast leadership in public safety communications. Both of the Chapters are proud to present the Ohio 9-1-1 Gold Star Awards program.



Because Telecommunicators work in the background, behind the lights, sirens and cameras, they are sometimes overlooked for their critical role in public safety. APCO and NENA have worked in concert to promote and recognize outstanding performance in the dispatch centers around Ohio. Thank you for joining us today to show your appreciation for these dedicated and hard working individuals.

## **OHIO CHAPTER OF NENA BOARD**

President	Lin Malott, Civica CMI
Vice President	Janet Boland Ashtabula County 9-1-1/EMA
Secretary	Nancy Kolcan Cuyahoga County 9-1-1 coordinator
Treasurer	Valerie DeRose Summit County Emergency Management

## **OHIO CHAPTER OF APCO, EXECUTIVE BOARD**

President	Kelley Davidson ENP, Grove City Police Department
1st Vice President	Satoru Persons OSU Department of Public Safety
2nd Vice President	Lydia Frey Ohio State Highway Patrol Dispatcher Manager
Secretary/ Treasurer	Michael P. Banks, RPL Wooster-Ashland Regional Council of Governments

### **Executive Council Representative**

Jay Somerville, Northwest Regional  
Emergency Communications Center

### **Commercial Advisory Member**

Doug Broach, Sound Communications



# OFFICERS



# 2015 GOLD STAR CERTIFICATE

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CAD SPECIALIST **CHRISTOPHER D. BAKER**  
OHIO STATE HIGHWAY PATROL

NOMINATED BY CAD ADMINISTRATOR  
A. J. SHEFFER

Chris displays an exceptional work ethic and goes above and beyond every day. He never hesitates to take on any task and does so with a positive attitude.

Chris is responsible for checking reports for one half of the state and ensures his duties are completed in a timely manner. The dispatcher supervisors for the areas he covers have indicated how much of a difference he has made in their workload. They say he has reduced their stress and allows them to focus on the most important part of their job: the dispatchers. In addition, he assists human resources by administering critical examinations at the Norwalk Post for potential dispatcher candidates.

Chris took the lead on the Statewide Dispatcher SharePoint application. This application provides one location for dispatchers to access all the resources needed to complete their duties to assist the public and units working the road. His work included design, creating files, creating calendars, and uploading documents, links, and photos. He also created accounts for the almost 300 dispatch personnel within the Ohio State Highway Patrol so they have access to the program.

Chris is always willing to pitch in and handle dispatching duties to avoid mandating a dispatcher to work overtime or cover an open desk. He changes his schedule to accommodate the needs of the division. Chris maintains professionalism at all times and takes pride in his work. His co-workers respect him as a person of knowledge and strive to follow in his footsteps. Chris is a valued member of the Ohio State Highway Patrol.



# 2015 GOLD STAR CERTIFICATE

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DISPATCHER **ERNIE KING**  
OHIO STATE HIGHWAY PATROL

Dispatcher King is a competent, detail oriented, motivated, and kindhearted employee. He demonstrates all the positive attributes the Division could hope for in an employee with great pride and ease. He is committed to helping meet the goals and objectives of the Division. Ernie strives to be the best employee he can be, all while also striving to be the best father and husband to his three young boys and wife, Amanda. Dispatcher King was selected as Dispatcher of the Year at the post level in 2011 and 2015, both in which he also earned Columbus District honors.

One of Ernie's greatest attributes is his ability to interact with anyone in any environment. He is always willing to speak up when needed, and also is able to recognize when to listen. Ernie has a strong work ethic and positive attitude. He comes to work each day with a positive, upbeat and hardworking attitude, which affects those around him. He treats the motoring public, other agencies, and post personnel with dignity and respect. Ernie facilitates resources in a timely and efficient manner. In that process he leaves the public feeling important and receiving the attention they require. Ernie maintains a calm demeanor in stressful situations and is leaned on as a trusted resource by fellow dispatchers, troopers and management. He goes out of his way to assist troopers with paperwork and equipment maintenance. His reputation for high quality service to the public and willingness to aid the other dispatchers, troopers, and post personnel serve as an example to those around him.

One specific example of his quality of work and reliability came on December 4, 2015. Ernie was dispatching at the Lancaster Dispatch Center when Trooper John. E. Moore made a traffic stop at 0149 hours resulting in a medical emergency with the vehicle's passenger. Upon initial contact with the driver, the trooper was advised they were in a hurry to get to their residence, just down the road, to get the passenger's medicine. Trooper Moore noticed the passenger's speech was slurred and labored and made the quick decision to follow the driver to the residence to get the medicine. As the passenger was exiting, he collapsed and began having a seizure. Trooper Moore radioed to dispatch and requested a squad. Dispatcher King was on the other end of the radio and made immediate contact with the squad to get him the assistance he needed. Ernie remained calm and collected throughout the duration of the traffic stop.

Ernie is very knowledgeable about the post and dispatching operations. He recently took on the extra responsibility of becoming a LEADS TAC officer for the Lancaster Dispatch Center. He will oversee the towed vehicle file and is already proactive at detecting and correcting mistakes before they result in any negative outcome. His work ethic is at the highest level and he is always proactive when it comes to his job duties. He always tries to think ahead and be ready for any situation that may arise. Ernie is consistently trying to improve himself and gain more knowledge. He always strives to become better and make the others around him better as well.

Ernie portrays the Division in a positive manner and exemplifies the qualities and leadership abilities necessary to promote growth and development of his fellow coworkers. He is always willing to participate in Division functions, such as golf outings and softball tournaments. He enjoys spending time with his Division family, competing in any challenge arising. His peers consistently describe him as someone they can rely on for assistance and guidance in time of need. These leadership qualities are recognized and appreciated by all at the dispatch center and have remained consistent throughout his career. Ernie King is a valued and core leader at the Lancaster Patrol Post.



# 2015 GOLD STAR CERTIFICATE

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CAD SPECIALIST **LORI D. STINE**  
OHIO STATE HIGHWAY PATROL

NOMINATED BY CAD ADMINISTRATOR  
A. J. SHEFFER

CAD Specialist Lori Stine is being nominated for her outstanding work quality and positive attitude. She always goes above and beyond in her everyday duties, has a very positive attitude, and is willing to take on any task. When new tasks are presented, she asks questions and makes sure she is able to complete them to the best of her ability.

Lori is responsible for half of the state, checking data entry for all aspects of the dispatch position. She is praised by the dispatcher supervisors for the areas she covers for her hard work and dedication. Their workload has been positively impacted by the assistance she provides. Her assistance allows them to focus their time on the dispatchers instead of reports.

Lori is always willing change her schedule to accommodate the needs of the Division or an individual dispatcher. She will complete her work duties in the dispatch center to help out if she knows they are busy or short staffed. She prides herself on helping others and providing them with the best possible work product.

Her co-workers respect her and see her as someone to look up to and emulate. Lori's positive attitude and professionalism is noticed by all who work with her. Her hard work makes it easier for others to do their jobs. Lori is a significant asset to the Ohio State Highway Patrol.



# 2015 GOLD STAR CERTIFICATE

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DISPATCHER **ASHLEY JORDAN**  
OHIO STATE HIGHWAY PATROL  
MEDINA POST

Ashley Jordan is a valuable asset to the Medina Post. She is always willing to go above and beyond of what is asked of her.

Ashley is very proficient with all of the equipment and technology needed to perform her job and often uses her knowledge to complement post operations.

She recently designed a warrant entry and removal flow chart that streamlines the entire warrant process at the patrol post. Ashley also believes in the team concept. She will often volunteer to stay over and cover open shifts without being asked.



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# 2015 GOLD STAR CERTIFICATE

DISPATCHER **KELLY TARDICH**  
LUCAS COUNTY SHERIFF'S OFFICE

Dispatcher Kelly Tardich is a senior dispatcher on second shift with several new employees. Her leadership is valuable to her fellow co-workers. Kelly is always willing to help out by giving advice to complex problems and by teaching her fellow co-workers with her experience and knowledge.

She displays the highest standard of professionalism and is a credit to her profession in serving the citizens of Lucas County. As her supervisor, I respectfully ask the awards committee to give this award to Kelly for her leadership and professionalism in serving the people of Lucas County.

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# 2015 GOLD STAR CERTIFICATE

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**AMY STRIBRNY**  
NORTHWOOD POLICE DEPARTMENT

Amy Stribrny is currently the Northwood Police Department's Dispatch Supervisor. She oversees four full-time dispatchers as well as two part-time dispatchers.

The dispatch unit is a 24-hour operation. Amy is responsible for overseeing all aspects of the Communications Center, as well as performing dispatcher duties. She has been a dispatcher since November 2003 and a Supervisor since August 2007. Amy is a crucial part of our daily operations here at the City of Northwood and should be recognized for her unending and unselfish commitment to tasks that she routinely performs.

Being open 24 hours a day and every day of the year creates hurdles that Amy overcomes on a daily basis. She is provided a basic schedule for her employees, which she must modify to ensure proper coverage exists. Employees needing days off for vacations or other reasons often leads to chaos for this small group of individuals, but Amy pulls them through by checking with each dispatcher to see what works best. She could just as easily schedule her dispatchers to work what she desires, but she goes out of her way to make sure they are happy.

She has a hand in anything that goes on in the center. The City just finished renovations of the center and Amy was here with paint brush in hand to help with the finishing touches. She also played an important role in the design and ordering of materials for her work space. She is also involved in record management; keeping the Police Department's reports in order and disposing of them after their retention schedule comes due. She is constantly on the phone with the repair facilities when issues arise on the radio system, radio and phone recording system, fingerprint system and computer items. This helps free a lot of my time for other issues. She also oversees the training of new dispatch hires, discipline of the dispatchers, LEADS audits and operating manuals. While she performs these Supervisory duties, she is often times interrupted to dispatch police and fire crews to emergency calls for service. Once the calls are finished, she picks up where she left off as if the interruption never occurred.

Amy is a critical part of our daily operations. Not everything that she does can be listed in this short narrative. Despite all of the obstacles that she encounters on a daily basis, she is always seen with a smile on her face and displaying a pleasant attitude. She is a true example for all Telecommunicators to follow. For this, I believe that she is the perfect candidate for the Gold Star Certificate Award.



# 2015 GOLD STAR CERTIFICATE

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DISPATCHER **CARRIE BREECH**  
OHIO STATE HIGHWAY PATROL  
COLUMBUS COMMUNICATIONS CENTER

The Columbus Communications Center has nominated Dispatcher Carrie M. Breech for the Gold Star Award. Dispatcher Breech started her career with the Ohio State Highway Patrol in June 2014. With no prior experience in law enforcement, she has caught on quickly, gained the trust and admiration of her coworkers, and has become a great asset to the Columbus Communications Center. She comes to work with a great attitude and her work ethic contributes to a positive work environment.

Carrie M. Breech was selected as the 2015 GHQ Dispatcher of the Year and she couldn't be more deserving of this award. In a very short time she has proven herself to be a dependable and professional employee. She is always eager to assist the management team with details or projects and takes on additional responsibilities. She has taken the initiative to re-organize and update resource materials both at the Columbus Communications Center and at the Statehouse. She helps out wherever she can.

Despite the day she is having or the seriousness of the call she is taking, Carrie always displays a positive attitude and handles herself professionally at all times. She is very conscious of the image she portrays to the public, both in person and on the phone. She goes above and beyond to help anyone who calls seeking information. Carrie understands the vital role she plays in the safety of the troopers and always puts them first.

Carrie already displays all the qualities of a great dispatcher, but with her perseverance and eagerness to learn, she will continue to grow and continue to be a great representation of not only the Columbus Communications Center, but the Ohio State Highway Patrol as well.



# 2015 GOLD STAR CERTIFICATE

DISPATCHER **STACY BROKAW**  
MUSKINGUM COUNTY SHERIFF'S OFFICE

I would like to nominate Dispatcher Stacy Brokaw for the Gold Star Certificate Award.

Dispatcher Brokaw has worked for the Muskingum County Sheriff's Office for the past 12 years. During this time she has taken on two huge assignments that benefited our office and county.

Stacy volunteered to be one of two Hostage Negotiators. Both our department and Zanesville Police Department have called on her on several occasions during the past 12 years for hostage and suicidal situations in our county. Every time, regardless of the time or what she has going on, she drops everything and reports to the scene to assist the SWAT team and has been a huge asset.

I am most proud of her for taking the lead in training, not only for our office but several departments in Southeast Ohio in CIT (Critical Incident Training). For those you not aware, this is training in dealing with mental health issues for citizens in the county. This training helps deputies deal with these citizens so that they aren't just arrested and placed in jail. It gives them an understanding of their issues and helps Law Enforcement Officers handle calls with mentally disabled people better.

Because of her dedication to these two extra tasks, I feel Brokaw is a perfect example of what this award stands for and a deserving person to receive the Gold Star Certificate.





# 2015 GOLD STAR CERTIFICATE

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DISPATCHER **DOROTHY ETTTEL**  
OHIO STATE HIGHWAY PATROL  
BUCYRUS DISPATCH CENTER

Dispatcher Dorothy “Dee” A. EtteL was selected as the 2015 Dispatcher of the Year for the Bucyrus Dispatch Center and District Two. This in itself is an accomplishment as she just joined the patrol in June of 2014.

Dispatcher EtteL has worked extremely hard to get where she is today. She sets a high standard for professionalism and adaptability and is an integral part of the success of the center. One of the first things observed about Dee when she was in training was her positive work ethic. She was very adaptable with all the schedule changes during training. Dee maintained a positive work attitude, absorbed all the training presented, and remained a full-time student obtaining her master’s degree in Psychology. Dee has continued to display positive work behavior even with the center running at just over half staff.

Dispatcher EtteL sets the example for others to follow at the Bucyrus Dispatch Center. Her dedication, work ethic, and overall concern for her fellow employees is never in question. Dee is very dependable and handles every task given to her to the best of her ability. She takes the extra steps to help troopers with their administrative tasks, so they can devote as much time as possible to working the roadways of Ohio. She takes the initiative to exhaust every resource available to find information and link possible criminal activity. This is not only appreciated by the officers at the post, but it also assists in helping the Division achieve its goals and objectives.

Dispatcher EtteL displays the Core Value of Character on a daily basis. This is not something we have trained her to display, it is something instilled in her from her family life and experiences. She is a very strong young woman who has the courage to do what it takes to see that things get done in a safe and efficient manner.

District Two is proud to honor Dispatcher Dorothy “Dee” A. EtteL.



# 2015 GOLD STAR CERTIFICATE

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DISPATCHER **NICHOLAS JOHNSON**  
OHIO STATE HIGHWAY PATROL  
WARREN DISPATCH CENTER

I would like to nominate Dispatcher Nicholas Johnson, Warren Dispatch Center, Warren District, for the Gold Star Certificate.

Dispatcher Johnson shows a strong sense of dedication. He is team-oriented and has shown the adaptability to respond appropriately to every situation that he encounters.

Dispatcher Johnson has quickly become a cornerstone of the dispatch center, due in part to his willingness to take on various responsibilities above and beyond those already assigned to him.

Dispatcher Johnson can be relied upon to perform any task that is assigned to him. He is very knowledgeable in all aspects of a dispatcher's duties. He has adopted the Divisional Core Values as a guide for his daily operations. Dispatcher Johnson's commitment to our Strength, Courage and Character is exemplified in his daily duties. He commits himself each shift to assure he always has attention to detail, sense of urgency, stays team-oriented, and maintains his professionalism. He assures at all times his primary commitment is to officer safety. Dispatcher Johnson's peers often seek him out for answers due to his knowledge in everyday desk operations. He is approachable and always willing to assist in any way possible. Dispatcher Johnson's commitment and dedication to his dispatch center, his work ethic, and his professionalism are all reasons he was chosen as the 2015 Warren District Dispatcher of the Year.

I respectfully submit this nomination of Dispatcher Johnson for the 2015 Gold Star Certificate.



# 2015 GOLD STAR CERTIFICATE

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DISPATCHER **CHERI SMITH**  
OHIO STATE HIGHWAY PATROL  
CANFIELD DISPATCH CENTER

I would like to nominate Dispatcher Cheri Smith, Canfield Dispatch Center, Warren District, for the Gold Star Certificate.

Dispatcher Smith is an exceptional dispatcher. Her dedication to her center, post and the Division is unsurpassed. Dispatcher Smith is a leader, not only to her fellow dispatchers, but to all personnel. She is always willing to lend a hand and share her knowledge with those around her. Dispatcher Smith will assist with any task needed. A 30-year veteran in dispatch, she has trained many new employees. She is recognized by those she has trained as one of the most knowledgeable dispatchers within the Division.

Dispatcher Smith exemplifies what a dispatcher is expected to be able to handle and complete. Always keeping the troopers on the road first, officer safety is never compromised when she is on the radio. Dispatcher Smith's infectious attitude, work ethic, dispatch skills, and professionalism are second to none. It is because of this and her knowledge, dedication, leadership abilities, and acceptance of responsibility were reasons she was chosen as a previous State Dispatcher of the Year.

I respectfully submit this nomination of Dispatcher Smith for the 2015 Gold Star Certificate.



# 2015 DOUBLE GOLD AWARD

KNOX COUNTY SHERIFF'S OFFICE

DISPATCH SUPERVISOR, **BETHANI NEIGHBARGER**  
DISPATCHER **JENNY SHERIFF**  
DISPATCHER **NICOLE CRABTREE**  
DISPATCHER **MARK HAVER**

On 9/30/15 the Knox County Sheriff's Office responded to a double homicide that occurred just east of Mount Vernon. Based on information obtained from the family and investigators, a suspect was identified.

On 10/4/15 a person resembling the suspect was observed by a Mount Vernon Police Officer. He was a passenger in a vehicle that was being driven by a female that had been reported to be associated with the suspect. The officer began following the vehicle.

Information had been obtained that the suspect may be heading to the funeral service for one of the victims in Sunbury. Licking County Deputies and Sunbury Police were positioned in the area. Information was also received that the suspect was armed and had threatened to kill other people. While the suspect was being followed by police he made phone contact with his parole officer and informed him that he was armed and would not stop for police.

From the time that the suspect was observed by a Mount Vernon Police Officer until the vehicle stop and apprehension on St. Rt. 62 west of Utica, Dispatcher Bethani Neighbarger and the team of dispatchers did an excellent job of obtaining and relaying information.

They were tasked with gathering and sharing information between at least five law enforcement agencies. They were able to monitor multiple phone calls and radio frequencies over a two-county area. Their ability to coordinate officers and keep everyone current on incoming information was significant in aiding officers in the safe capture of the suspect Travis Bonham.



# 2015 DOUBLE GOLD AWARD

FRANKLIN COUNTY SHERIFF'S OFFICE

COMMUNICATIONS TECHNICIAN **TONIA SNIDER**  
COMMUNICATIONS TECHNICIAN  
**HEATHER BARRETT**  
COMMUNICATIONS TECHNICIAN  
**DANIELLE MCCOWN**  
COMMUNICATIONS TECHNICIAN  
**SUZANNAH BAGGETT**

On September 10, 2015 at 0318 hours, Groveport Officer Guiler car 420 marked with a traffic stop at 7560 Groveport Rd. At that time he aired that the vehicle ran from him, pulling into a driveway and going through the back yard. He also aired that the registration on the vehicle didn't match the car.

Minutes after car 420 aired "shots fired" and an officer in trouble call was aired. A male suspect had shot a female passenger several times and fled on foot, still armed. As a result of the female sustaining several gunshot wounds she was transported to the hospital in critical condition.

Approximately 45 minutes after the suspect had fled, he was located and apprehended without incident or injury to any of the officers involved. He was pronounced deceased on scene due to a self-inflicted gunshot wound.

Communications Technicians assisted each other with patches on the radio system to aid in interoperability between the officers involved, CPD and Hilliard police.

Each Communications Technician working that night played an essential part in supporting the officers involved in the incident. No task was too small or overlooked. Their efforts expressed concern for the public's safety as well as the officers involved.



# 2015 DOUBLE GOLD AWARD

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OSU DEPARTMENT OF PUBLIC SAFETY  
DISPATCHER **SCOTT BECK**  
DISPATCHER **PAMELA MURPHY**

On Sunday, November 29, 2015, Ohio State University Public Safety Dispatchers, Scott Beck and Pamela Murphy received an emergency banner from the radio of a Public Safety Cultural Property Security Officer located in the Ohio State University Wexner Center of the Arts. The officer reported a man was damaging the art exhibit in the first of several galleries. Seconds later, he advised the man had a gun and was actively shooting. Beck and Murphy immediately dispatched all Ohio State officers to the Wexner Center.

During this time Beck and Murphy took the initiative to contact the Columbus Police Department for mutual-aid assistance and the Columbus Fire Department for medical assistance. The dispatchers maintained contact with all responding officers and supervisory staff using OSU primary and tactical radio channels, while also monitoring Columbus Police and Columbus Fire channels. Using an emergency notification alert system, the Ohio State University Special Response Team and executive staff were informed of the in-progress incident.

It did not take long for the communication center to be inundated with 9-1-1 and non-emergency calls from the news media, and other members of the community. While handling those calls, the dispatchers coordinated responses from investigators and the strategic response teams. They were also tasked with incident notifications to other affected university departments and multiple external agencies.

Dispatchers Beck and Murphy were prepared to instantly understand the severity of the situation and responded with poise and tremendous skill and awareness. Beck and Murphy did not hesitate and demonstrated the immeasurable value of public safety dispatchers. Beck and Murphy utilized all the resources available in order to keep the public and responding officers safe. They worked as a team and demonstrated professionalism and composure under an extremely tense and difficult situation. The service Beck and Murphy provided never wavered and their dedication to Public Safety deserves to be recognized.



# 2015 DOUBLE GOLD AWARD

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OHIO STATE HIGHWAY PATROL  
CANTON DISPATCH CENTER  
DISPATCHER **DENISE SIMON**  
DISPATCHER **AMANDA HERMANN**



For their teamwork and communication regarding an Amber Alert incident that occurred on November 26, 2015.

An Amber Alert for two young boys was issued from Belmont County during the early morning hours on November 26, 2015. The vehicle description given was a blue Dodge minivan and the suspect description was a female.

Citizens spotted a vehicle matching the description of the vehicle from the Amber Alert and called the Canton Post of the Ohio State Highway Patrol to report it. The vehicle was spotted heading southbound on I-77 in Stark County.

Dispatchers Simon and Hermann took the callers information, dispatched troopers, and remained on the line with the callers until the vehicle was stopped. There were two separate callers reporting the location of the vehicle.

Both dispatchers kept the troopers on the road updated with information and notified the New Philadelphia Dispatch Center when the vehicle started to get close to the Stark County/Tuscarawas County line.

Dispatcher Simon patched her radio with New Philadelphia's talk group so all units and dispatchers could maintain communication for this incident. Both dispatchers displayed teamwork during this incident and did everything they could do to assist the troopers in stopping the vehicle and apprehending the suspect. The vehicle was stopped on I-77 at MP 91 in Tuscarawas County and the two young boys were located inside the vehicle.

Dispatchers Simon and Hermann's teamwork and communication with units on the road and other posts played an critical role in the apprehension of this suspect and they should be considered for the Double Gold Award for their actions.



# 2015 DOUBLE GOLD AWARD

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PICKERINGTON POLICE DEPARTMENT  
DISPATCHER **KATHLEEN GIBLIN**  
DISPATCHER **JENNIE BARKER**

On Thursday, October 22, 2015 at approximately 17:45, Dispatcher Giblin took a phone call from a young man who said he was concerned about his 91 year old Grandfather. He had last spoke with him by phone on the previous Sunday, and made arrangements to come visit him on Thursday. He had been unable to make contact with his Grandfather that day by phone so when he got off work he came to the residence in Pickerington. At that time he discovered that his Grandfathers vehicle was gone, there were two voice messages on his phone advising that he had missed two different doctor appointments, and he also observed some blood in the house.

Upon calling the police to advise of this information, Dispatchers Giblin and Barker immediately began making calls to the local fire department to see if they had any recent calls to this house, called local hospitals, contacted the subjects cell phone provider and had them start searching their information and pinging the phone. They entered the subject as a missing endangered adult after obtaining as much information as they could. They worked with the Attorney Generals office to assist with the statewide alert on the missing subject. With all this going on they also handled everything else on the shift at that time.

At 20:02 hours a Post Dispatcher from the Morehead KY area called to say that a Unit from a scale house in Rowan County KY had run Mr. Housekeepers license plate when he stopped at their scale house to stretch his legs. Upon talking with him he felt there was a bit of a concern that caused him to do the search, when Mr. Housekeeper advised he was en route to Columbus, but was headed in the wrong direction. The post dispatcher provided a direct number to the Unit at the scale house and Dispatcher Barker made contact and confirmed that it was indeed our missing adult. By that time our officer had completed his initial report and the family had come to our station, needless to say they were very happy to hear he had been located.

Dispatchers Giblin and Barker are top notch “communicators.” They take their profession very seriously, and are two very compassionate individuals. We are honored to nominate them for a job well done.



# 2015 DOUBLE GOLD AWARD FINALIST

XENIA-GREENE CENTRAL COMMUNICATIONS  
CENTER

COMMUNICATIONS OPERATORS  
**HEATHER WALDEN & TARA MELVIN**

NOMINATED BY COMMUNICATIONS DIRECTOR,  
MINDY LANE



On Wednesday April 1, 2015 at 16:59, Communications Operator Heather Walden took a 9-1-1 call from a young man on Seminole Dr. in Xenia. The young man advised that he had just been assaulted

by some juveniles. As Communications Operator Walden continued to process the call and get more information, the caller became very agitated on the phone and told her to cancel the call and to not send the police. Prior to disconnecting, the caller made a comment that the "problem will just handle itself." Given the possible assault that had occurred and the statement made by the caller, Communications Operator Walden went with her instincts and did not cancel the call. The call was passed on to Communications Operator Tara Melvin, who was manning the Xenia City desk, and also agreed that the call should not be cancelled given the possible assault and the comment made by the young man prior to disconnecting. Officer Brian Blackaby and Officer Jeff Moore of the Xenia Police Division were dispatched on the possible assault and advised the caller had requested to cancel but given the circumstances dispatch felt it was necessary to make contact. Sergeant Gary Johnson confirmed the need for a response and advised the units to make contact with the caller and determine if further action was needed on the assault complaint.

When Officer Blackaby and Officer Moore arrived on scene, they found the young man attempting to hang himself with a cord. He was still alive. The officers were able cut him down and he was rushed to Miami Valley Hospital where he received medical and psychiatric treatment.

At some point during this call, the young man made a life-altering decision and decided to take his own life and "let the problem handle itself." It was the intuition and instinct of Communications Operator Walden and Communications Operator Melvin that ultimately saved this young man's life. The report of an assault call could have resulted in the suicide death of a young man if either of these communications operators would have cancelled the call as requested or even held the call for a routine response; instead they listened to their intuition and instinct and dispatched a priority response which saved the caller's life.

I feel that the actions of Communications Operator Heather Walden and Communications Operator Tara Melvin, along with the officers from the Xenia Police Division, saved this young man's life and is deserving of a Double Gold Award.



# 2015 DOUBLE GOLD AWARD

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XENIA GREENE CENTRAL COMMUNICATIONS  
CENTER  
COMMUNICATIONS OPERATOR **KIM BARLOW**  
COMMUNICATIONS OPERATOR **CONNIE MILLER**



On November 19, 2015, Communications Operator Kim Barlow took a 9-1-1 call from 1200-block of Rockwell Dr. in Xenia, regarding a domestic disturbance. The caller was hysterical and advised that her father had a gun and was threatening to shoot all of them and had also threatened to commit suicide by cop.

This is a typical call that 9-1-1 operator face every day; however, this call was different. It didn't take long for Kim to realize that she recognized this address; it was the home of one of their own, a fellow 9-1-1 operator. Kim did a great job, remained calm and was able to obtain crucial information for Communications Operator Connie Miller, who was dispatching for the Xenia Police Division. Connie did an outstanding job directing officers to the scene and keeping them updated on information as to the weapons and the suspect.

When officers called a "99" because the male subject came at them with a gun, Connie remained calm and sent additional units immediately. The entire communications center was silent, just waiting and praying that they would not hear that dreaded phrase "shots fired" come over the radio.

Fortunately, the subject was able to be subdued without incident and was immediately taken to the hospital for a mental evaluation. Kim and Connie did an outstanding job handling this incident, just as they do for every incident, even though this one hit a little closer to home.



# 2015 DOUBLE GOLD AWARD

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PUTNAM COUNTY SHERIFF'S OFFICE  
DISPATCH SUPERVISOR **NANCY HOVEST**  
DISPATCHER **TODD WORCHUCK**



On October 17, 2015 at 19:06 hours, Dispatch Supervisor Nancy Hovest received a 9-1-1 transfer call of a gunshot wound, Nancy established communication with the caller and asked him for the location of the incident. The caller stated he was at a residence on CR 3 but did not know the address. He said that they were at the rear of the residence, not near the mailbox or address bar.

He did not know the owner of the property who is his friend's grandparent. The caller stated that the owner raises birds and has an eagle. Nancy tried to establish cross roads or direction from a SR that intersects with Rd 3.

While determining the condition of the patient, Nancy and Todd were able to look through the business directory and found the name and location of the bird center. EMS units were paged to the location. During the call Nancy continued to have the caller update the condition of the victim and to see if the caller could give aid to the victim. She also established how the shooting occurred and the caller stated he was the one that shot the victim; he thought the gun was unloaded and it was a really old weapon. Nancy immediately reassured the caller it was ok and that she just needed to make sure that the bullet didn't come from an unknown location. She also asked the caller if the weapon was now safe; he said it was on the ground and no one was around it. Nancy ask the caller how old he was, he said 17 and the victim was also 17.

Nancy remained on the phone with the caller keeping him calm until medical help could arrive to help his friend. Toward the end of the call the caller began to break down and she was able to get his attention and told him that he did a very good job with her on the phone and he had done a good job of staying calm; he needed to stay strong and not lose control. The caller calmed down and was able to direct the first EMT to his friend and was able to tell the EMT where the entry and exit wounds were located and then disconnected the call with Nancy.

I would like to nominate Nancy and Todd for an award as she was able to keep the young caller calm during the tragic call for him to help his friend and while trying to keep the young man calm and help with medical aid while her and Todd were trying to find the location of the caller in a very short amount of time. Sadly the victim did not survive his wounds but with Nancy and Todd's quick actions they were able to get medical help to the victim in a short amount of time.



# 2015 DOUBLE GOLD AWARD

OHIO STATE HIGHWAY PATROL  
NEW PHILADELPHIA DISPATCH CENTER  
DISPATCHER **ELIZABETH WORRELL**  
DISPATCHER **KATRINA KATERBERG**



An Amber Alert was issued by the Belmont County Sheriff's Department for two missing boys. The boys had been taken by their mother. She left suicide notes and a note stating she was going to kill her ex-husband who resides in the Canton, Ohio area.

Dispatcher Worrell and Dispatcher Katerberg advised their units of the Amber Alert and the units were watching for the vehicle and also checked several hotels in the area. Dispatcher Worrell received a transfer 9-1-1 call from Dispatcher Simon, Canton OSP. The caller stated he was behind a vehicle matching the Amber Alert suspect vehicle. Dispatcher Worrell kept the caller on the phone, continued to get his location, all the while keeping him calm and updating the troopers responding to the area. While Dispatcher Worrell was updating the units on the road, Dispatcher Katerberg made several calls to the OSP HUB, Post Lieutenant, District Captain, and the St. Clairsville Post of the updates.

Troopers from the Akron and New Philadelphia Post caught up to the suspect where she was stopped on IR77 and taken into custody without incident. The children were found unharmed. After the stop was made, the dispatch center received a call from the father of one of the boys, he was assured the boys were safe, unharmed, and that someone would contact him once they were back on post. Once on post Dispatchers Worrell and Katerberg found coloring books and made sure the boys had lunch.

Dispatchers Worrell and Katerberg's abilities are evident in their everyday tasks as well as during serious incidents. They both take on many responsibilities at the Post, Katrina serves as the Post TAC officer oversees warrants, OHLEG, and both are field training dispatchers. This incident just shows how remaining calm, quick thinking, gathering information, and knowing how to and who to disburse it to can make a difference. For the details and professionalism outlined above it is my honor to nominate Dispatcher Betsy Worrell and Dispatcher Katrina Katerberg for the 2015 Ohio Double Gold Award.



# 2015 DOUBLE GOLD AWARD

MUSKINGUM COUNTY SHERIFF'S OFFICE  
DISPATCHER **JEREMY YARGER**  
DISPATCHER **STACY BROKAW**  
DISPATCHER **JENNIFER DAVIS**  
DISPATCHER **WES KELLY**  
DISPATCHER **MIKE DODD**



On the night of October 24, 2015, Dispatcher Jeremy Yarger received a 9-1-1 call from a frantic female stating her boyfriend had her three kids and was holding them hostage inside the house, threatening to shoot everyone. The caller said she was able to get outside and was hiding but felt the kids were still in danger inside the house.

A short time later, Dispatcher Stacy Brokaw received a 9-1-1 call from a neighbor stating that the three kids were now safe inside of her house but the caller could hear gunshots still coming from inside the residence.

This was happening at shift change. Dispatcher Brokaw is a trained hostage negotiator and was able to leave to try and assist at the scene. Meanwhile, Dispatchers Jennifer Davis, Wes Kelly, Mike Dodd and Jeremy Yarger continued to monitor several units staging at the scene, as well as continuing to receive more 9-1-1 calls from area residents about gunshots.

For more than an hour and a half, the suspect continued to fire shots inside and outside of the house, hanging out several windows with the gun pointed at his head yelling for deputies to kill him. Dispatcher Brokaw was able to make contact with him and talk to him for a few minutes trying to get him to drop his weapon and come out of the residence before he finally destroyed the phone.

The suspect eventually went to an upstairs window and aimed his weapon at a deputy that had taken cover near the location. The deputy drew his firearm and killed the suspect.

While this wasn't the outcome everyone had wished for, I feel that these dispatchers tried everything possible that night to get the suspect out safely, as well as relaying vital information to the road deputies and SWAT supervisor to ensure their safety as well.



# 2015 DOUBLE GOLD AWARD

HARDIN COUNTY SHERIFF'S OFFICE  
DISPATCHER **TIMOTHY MCMILLION**  
DISPATCHER **LUKE HEILMAN**



On August 24, 2015, our two newest, most inexperienced dispatchers were working together for the first time. Dispatcher Timothy McMillion had been employed with us for only four months and dispatching without a trainer for two months. Dispatcher Luke Heilman was with our agency for three months and dispatching without a trainer for

a month.

As a small county, our dispatchers are responsible for both call taking, and dispatching of mostly volunteer responders.

They received a 9-1-1 call about a rollover crash with two people ejected. Dispatchers McMillion and Heilman worked very well together, coordinating several deputies, EMS, fire department, and life flight. When it was determined that the driver was a fatality, they added dispatching the coroner and multi-county crash investigation team to their list of responsibilities. Because this team responded without hesitation, and with the professionalism of more seasoned dispatchers, one person with life threatening injuries survived. I am honored to have them on our dispatching team and feel they are deserving of this award.





# 2015 DOUBLE GOLD AWARD

BUTLER COUNTY SHERIFF'S OFFICE

DISPATCH SUPERVISOR **ANGIE MONDELLO**,  
DISPATCHER **SUSAN SHERWIN**  
DISPATCHER **JENNIFER FERNEDING**,  
DISPATCHER **KAY METSKER**

NOMINATED BY SERGEANT RON OWENS,  
BUTLER COUNTY SHERIFF'S  
OFFICE



On July 2, 2015, at approximately 0238 hours, dispatcher Susan Sherwin answered a 9-1-1 call from a suicidal male. The caller was refusing to give any location information, and he said he was hitting mailboxes and driving through "road closed" signs. He said he was going to shoot himself or that he wanted "suicide by cop," and that he had a loaded gun in his glove box. Dispatcher Sherwin

spoke to him the entire time and attempted to calm him down, while Dispatch Supervisor Angie Mondello looked up information on his cell phone number in various in-house databases. She was able to locate his name and address from a previous contact, and Dispatcher Jennifer Ferneding advised the City of Hamilton police officers of the situation and started them to the caller's home address in the city limits.

Dispatch Supervisor Mondello then called Sprint and received the GPS coordinates for the subject's cell phone. Dispatcher Ferneding used mapping software to locate his general area. When it was discovered he was now driving around outside the city limits, Dispatcher Kay Metsker started Butler County deputies over to the west side of the county to attempt to locate him. Deputies and Hamilton police officers located his vehicle and stopped him at Wilson Junior High. Dispatcher Sherwin stayed on the phone with him and continuously talked him down and repeatedly asked him for a peaceful resolution to his situation. The caller eventually decided to give up after advising he wanted to smoke one more cigarette. Dispatcher Sherwin advised him against that and directed him to keep his hands where officers could see them at all times.

Dispatcher Sherwin did a great job keeping him on phone and negotiating his eventual surrender, while the others worked as a team to locate him and keep officers updated on the potential threat he posed. Thanks to their efforts that early morning, no officers were harmed and the subject was transported to a local hospital for treatment of his mental issues. The whole incident (from initial 9-1-1 call to the subject being taken into custody) only lasted 11 minutes due to the quick teamwork performed by the shift.



# 2015 DOUBLE GOLD AWARD

OHIO STATE HIGHWAY PATROL  
PIQUA DISPATCH CENTER  
DISPATCHER **JENNIFER HOLMES**  
DISPATCHER **ASHLEY THOMAS**



On November 29, 2015 at 0129 hours, Trooper Brandon Chaney from the Wapakoneta Post of the Highway Patrol radioed to Dispatcher Ashley Thomas officer in trouble shots fired.

Trooper Chaney's last known location was at the Celina Police Department processing an OVI suspect.

Dispatcher Ashley Thomas remained calm and started troopers to his last known location, while Dispatcher Jennifer Holmes was on the telephone starting mutual aid. Dispatcher Thomas and Holmes was trying to find Trooper Chaney's exact location at the police department.

Unbeknownst to them, Trooper Chaney was in his patrol car in front of the police department, when he was approached by an unknown male. The male subject was very agitated and ordered Trooper Chaney out of his vehicle and a fight ensued. At this point, a weapon was displayed and Trooper Chaney shot the male subject.

From the initial call to dispatch, both dispatchers remained very busy handling all the radio traffic and the enormous amount of phone calls. Dispatcher Thomas and Holmes kept their demeanor during this entire incident. Dispatcher Thomas a three-year veteran and Dispatcher Holmes a two-year veteran handled this incident like they have been dispatching for many years.

**70%**

OF 9-1-1 CALLS  
COME FROM  
MOBILE  
DEVICES



Source:  
[www.nena.org](http://www.nena.org)

# 2015 DOUBLE GOLD AWARD



OHIO STATE HIGHWAY PATROL  
NEW PHILADELPHIA DISPATCH CENTER  
DISPATCHER **KEVIN YODER**  
DISPATCHER **KATRINA KATERBERG**  
DISPATCHER **ELIZABETH WORRELL**  
DISPATCHER **SARAH MORGAN**  
DISPATCHER **REBECCA CANAVAN**

The New Philadelphia Dispatch Center received a Be On the Look Out (BOLO) from the Stark County Sheriff's Office advising of a homicide that occurred in their county and the suspect was possibly heading Southbound on Interstate 77. At a last check his cell phone had pinged in the Dover, Ohio area.

Dispatchers Worrell, Katerberg, Yoder, Canavan, and Morgan advised all the troopers working to head towards the interstate to watch for the subject. They also called and notified all local law enforcement agencies as well as all OSP posts along IR77. It was reported the suspect made a call to family and stated he was in a gas station parking lot, drinking, had a weapon, and was going to end it all.

Dispatch stayed in contact with the cell phone company and OnStar trying to track the suspects whereabouts, keeping all units and agencies apprised of the information as they received it.

Several hours later, a trooper on R77 recognized the suspect, who was in a different vehicle than the one originally reported, driving SB on IR77. He notified dispatch he was behind the suspect and requested back up for the stop. Dispatchers Morgan and Canavan were able to get several units from multiple agencies in position to attempt a traffic stop. Once the trooper activated his overhead lights, the suspect immediately pulled to the side of the road and was taken into custody without incident.

It is my honor to nominate Dispatcher Worrell, Dispatcher Yoder, Dispatcher Katerberg, Dispatcher Morgan, and Dispatcher Canavan for this award. All dispatchers acted diligently, swiftly, with professionalism, and with a sense of urgency during the entire event. Dispatchers Worrell, Yoder, Katerberg, Morgan, and Canavan worked as a team and went above and beyond to ensure all units and citizen's safety and needs were met - they did not miss a beat.



# 2015 DOUBLE GOLD AWARD

OHIO STATE HIGHWAY PATROL  
COLUMBUS DISPATCH CENTER  
DISPATCHER **MARION STOUT**  
DISPATCHER **SHARON COLLINS**  
DISPATCHER **CHRISTA JAMISON**

On October 28, 2015, Dispatcher Jamison received a LEADS teletype from Knoxville Police Department in Tennessee advising of an Amber Alert for a two year old female, possibly abducted by her father. Dispatcher Jamison immediately notified the HUB Watch Desk and relayed the information. The Watch Desk Commander contacted the Knoxville Police Department Violent Crimes Unit and the case was discussed. At 2047 hours, the HUB Watch Desk was contacted by an investigator with the Knoxville Missing Children's Unit and she advised they didn't have any reason to believe the suspect would travel to Ohio and the AMBER Alert in Ohio was not needed.

The next day, the HUB Watch Desk was contacted again by the Knoxville Missing Children's Unit. They advised they believed the child was possibly abducted by her father, after his wife was found murdered in their residence. The investigator also advised the victim's credit card was used earlier that morning in Lebanon, Ohio. The AMBER Alert Coordinator in Knoxville advised they were working with the FBI in securing a felony warrant for murder for the suspect. At 1050 hours, the AMBER Alert Coordinator in Knoxville requested the Columbus Communications Center activate the Ohio AMBER Alert.

Remembering the teletype received the previous day, Dispatcher Jamison located the message and was able to start the process for the AMBER Alert. Dispatcher Stout and Dispatcher Collins worked together and were able to get the other required procedures completed.

At 1137 hours the Columbus Communications Center received a call from a dispatcher with the Morrow County Sheriff's Department, stating she was on a 9-1-1 call with a caller who had heard the EAS broadcast and was behind the suspect's vehicle and continued to follow it until law enforcement arrived. A traffic stop was initiated by a deputy with the Morrow County Sheriff's Department where the suspect was taken into custody without incident and the child was found unharmed in the backseat.

Due to the preparedness and quick actions taken by the dispatcher's and other members of the law enforcement community, along with the bravery shown by the citizen, the AMBER Alert was issued and the child was located and the suspect was in custody in under one hour.



# 2015 DOUBLE GOLD AWARD

OHIO STATE HIGHWAY PATROL  
ST CLAIRSVILLE DISPATCH CENTER  
DISPATCHER **MELISSA RATH**  
DISPATCHER **TRACI JASKOWIAK**



On July 3, 2015, Dispatcher Rath and Dispatcher Jaskowiak were dispatching at the St. Clairsville Dispatch Center when a subject ran from a trooper attempting to make a traffic stop and barricaded himself in the woods, stating he was going to commit suicide.

Dispatcher Rath attempted to get a public service number for the registered owner (Bailey) of the vehicle, but it was not listed. Dispatcher Rath contacted the OSP HUB to see if they were able to locate a number for her. Once she successfully obtained a phone number, Melissa contacted the owner of the vehicle who initially claimed she was at work and the vehicle was stolen. She later admitted her boyfriend had the vehicle and she provided his cell phone number to Dispatcher Rath. She also gave a cell number for his mother and her residence, which was near the wooded area he ran into.

Brandy called back and told Dispatcher Rath her boyfriend had just called her and stated he loved her, to take care, and he was going to end it. She stated he did not have any weapons, but he did have his belt around his neck he just couldn't bring himself to pull it tight. Dispatcher Rath contact the OSP HUB to have them ping his cell phone. Dispatcher Jaskowiak was attempting to get the suspect on the phone. The ping of the cell phone showed him in the same area as the units. By this time the subject's father also showed up on scene. Dispatcher Jaskowiak talked a bit to the subject, where he stated in was in a heavy brush area and if anyone came near him he was going to hang himself, then he disconnected the call. A few minutes later the subject was located. He had a few cuts from the briars and was transported to the hospital for evaluation.

Dispatcher Jaskowiak and Dispatcher Rath's abilities are unmistakable in their everyday tasks as well as during serious incidents, Both dispatchers take on many responsibilities at the Post and Dispatcher Rath serves as the Post TAC officer oversees warrants and a field training dispatcher.

In 2015, Melissa's peers selected her as the Ohio State Highway Patrol Dispatcher of the Year for the St. Clairsville Dispatch Center. For the details and compassion outlined above, it is my honor to nominate Dispatcher Traci Jaskowiak and Dispatcher Melissa Rath for the 2015 Ohio Double Gold Award.



# 2015 DOUBLE GOLD AWARD FINALIST

STARK COUNTY SHERIFF'S OFFICE DISPATCH CENTER  
 COMMUNICATIONS TECH **PATRICK ARNOLD**  
 COMMUNICATIONS TECH **PATRICIA HARPER-MUTLAG**  
 COMMUNICATIONS TECH **MEGAN HOSKIN**  
 COMMUNICATIONS TECH **KRISTEN JONES**  
 SUPERVISOR **JAMIE WOOD**  
 TAC OFFICER **HOLLY PAUL**



Our center is responsible for dispatching four law enforcement agencies and one large fire district in Stark County. We are also the central 9-1-1 call center for our county, fielding nearly 90% of all 9-1-1 calls and then placing the call with the appropriate agency. Stark County is the seventh largest county in the state of Ohio, with approximately 380,000 residents.



December 9, 2015 started out like any other day in our dispatch center with four dispatchers, a TAC Officer, and Supervisor Wood on duty. At 0746 hours that routine day changed for our dispatch center and for the women and men working that day to support our field officers and answer 9-1-1 calls.



At 0746 Communications Technician Patrick Arnold received a frantic call from a high school student who was en route to school and witnessed a shooting in a parking lot while driving to school. Arnold was able to calm the caller and gain critical information related to the alleged shooting. Moments later our center was inundated with calls related to the shooting incident. What started as a routine day quickly turned into a highly stressful situation for our dispatch center. As calls came in, we quickly learned that there had been a shooting at a local nursing home where it appeared as though an employee leaving work at the nursing home was ambushed by her ex-husband who shot and killed her in the parking lot.



As calls continued to flood our communications center related to this crime, we suddenly found ourselves overwhelmed with this incident and it was literally all hands on deck to manage the calls and responding resources. Immediately our TAC Officer, Holly Paul began assisting our

technicians with call management, segregating media calls and other calls for service as we urgently pushed our necessary information to both our deputies and our responding and surrounding agencies to notify them of information related to the suspect who had fled the area and was considered armed and dangerous. As time passed our sense of urgency continued as we managed the deputies' calls for assistance at the crime scene and assisted in the relentless pursuit of information related to the apprehension of the suspect who remained at large in our community. All surrounding law enforcement agencies were given BOLOs related to the suspect and possible vehicle he was traveling in as he fled the scene.

In addition, information requests from field officers poured into our dispatch center, engaging multiple agencies in the search for the fleeing suspect. Resources were requested and communications technicians responded to requests for additional vehicle information related to the suspect, cell phone information and tracking On-Star GPS tracking as well as managing the high volume of phone inquiries related to this crime. It was also discovered there were two children of the victim and the suspect who were in school and unaware of what had occurred. Concern for their safety and welfare was paramount and additional communication resources were directed toward notifying the local law enforcement jurisdiction and school officials to ensure their safety. During this incident our technicians fielded countless calls from local and national media who were trying to obtain information related to the shooting.

Our staff was instrumental in engaging partner law enforcement resources that allowed for aviation support, technical assistance and added human resources to assist in the investigation and search for the suspect. Resources extended beyond county lines as the investigation unfolded.

As field investigators developed additional leads and information, our technicians urgently provided the information to assisting agencies that were also engaged in the search for the suspected killer. As you can imagine, emotions in our communications center were high and our staff responded professionally and with accuracy in assisting the field units. Our communications technicians continually dispatched information and new leads to the field officers to assist them in their mission.

After three hours and 45 minutes from the time of the original call, the Stark County Communications Center received information that the suspect was apprehended by a partner agency while traveling on the Interstate about an hour south of Stark County. It is clear that the effort from our communications technicians working that day directly contributed to the safe apprehension of a murder suspect only a short time after the crime had been committed. There was a great sigh of relief and jubilation in the Stark County Dispatch Center when we received the broadcast that the suspect was safely taken into custody.

As a result of their actions on December 9, 2015 and for their extreme commitment and constant professional service to the public, I recommend the Stark County Communications Technicians, TAC Officer and their Supervisor for the Double Gold Award.



# 2015 DOUBLE GOLD AWARD WINNER

MANSFIELD DIVISION OF POLICE  
PUBLIC SAFETY COMMUNICATIONS CENTER



**JERRY BOTDORF,**  
OPERATIONS SUPERVISOR  
**SUZANNE MEISTER,**  
TELECOMMUNICATOR  
**LEWANDA JEFFERSON,**  
TELECOMMUNICATOR  
**LISA ABRAMS,** TELECOMMUNICATOR  
**VALERIE VOELP,**  
TELECOMMUNICATOR

**COLLIN SHAUM,**  
TELECOMMUNICATOR  
**REBECCA BUHLER,**  
TELECOMMUNICATOR  
**EVELYN SAUNDERS,**  
TELECOMMUNICATOR  
**LEE ROBINSON,**  
TELECOMMUNICATOR  
**VICKIE THOMPSON,**  
TELECOMMUNICATOR

On April 27, 2015 a call for service came in that is rare for its time of day, 8:28 a.m., the very serious “Man with a Gun.” A representative from Columbia Gas had attempted to go to the door in the 30-block of Randall Rd to advise the resident he had to shut off gas service to the house. Before getting to the door, the resident charged the utility worker with an assault rifle. The utility worker was able to retreat to his vehicle and call 9-1-1.

The 9-1-1 call was taken by 22-year veteran dispatcher Lisa Abrams and dispatched by 26-year veteran dispatcher LeWanda Jefferson. Both showed how truly gifted they are at their craft. Lisa was able calmly obtain critical details on the suspect, advise the caller on the response to be expected and how to stay safe. LeWanda dispatched a response based on protocol and had outstanding room awareness listening to the call taker and relaying pertinent information in real time. As officers on scene quickly arrived, the role of the telecommunicator would prove critical.

Mansfield Police Department patrol officers arrived on scene quickly and realized how volatile the situation had turned. Neighbors were contacted and were

advised of the situation and were able to provide critical information on the suspect. After several attempts, it was apparent the suspect would not cooperate with officers on scene, ultimately resulting in a barricaded suspect and a SWAT callout. Telecommunicators were then assigned the responsibility of calling into action the SWAT team and notifying several other agencies of the situation. Some the agencies contacted were the Mansfield Fire Department, the City of Mansfield Street Department, adjacent LEA including the Lexington Police Department, Richland County Sheriff's Office, Ontario Police Department, Ashland County Sheriff's Office and the Ohio State Highway Patrol.

Other locations had to be advised and prepared as well, including a nearby middle school and several private businesses that would serve as command post. As the event went on, so did the shifts at the PSCC. Second shift dispatchers Valerie Voelp, Collin Shaum, and Rebecca Buhler would arrange for the Ohio State Highway Patrol SRT team to stage and relieve our local SWAT team. Telecommunicators would calm the nerves of neighbors who took seriously the order of police to stay inside their residences.

One neighbor was concerned that her pets had not been outside all day, and dispatch arranged for an officer to stand by while the pets were finally allowed out for the first time in nearly 12 hours. Night shift dispatchers Evelyn Saunders, Lee Robinson, and Vickie Thompson would come to work and seamlessly take over the task of logging the event and arrange the breaks for the SWAT and patrol officers working the scene. These telecommunicators were quick to make sure food and water was provided on scene for their brothers and sisters in need.

Over the next 26 hours, the telecommunicators would log and communicate several pieces of critical information. The CAD printout is 10 pages long, the narrative has an impressive 151 lines of information, and the radio log has data entered nearly every minute. Telecommunicators made nearly 100 outgoing phone calls related to the event, including calls to the suspect on 15-minute intervals at the direction of the SWAT Commander. Furthermore, the telecommunicators handled all logistics relating to the event, specifically road blocks, re-routing of local school bussing and the hand off of several calls for service to our friends at our neighboring law enforcement agencies. These tasks continued for 26 hours until the suspect was ultimately taken down. The suspect was rushed to our local hospital by the Mansfield Fire Department, a call for service that was also handled by these telecommunicators.

During this event, it's important to reiterate the coverage was handled by all three shifts of telecommunicators in the Public Safety Communications Center and continued into the next day to be handled by the original shift. Though the time from call for service until the scene was deemed secure was just over the 26 hours, several events handled in the days and weeks to come were also logged and handled professionally by the telecommunicators relating to the investigation. It is also worth mentioning, the Richland County Sheriff's Office and the Mansfield Post of the Ohio State Highway Patrol dispatch centers were outstanding and showed the utmost professionalism during our time of need.



# 2015 SOLID GOLD AWARD

DISPATCHER **DAWN BRIEN**  
NORTHWOOD POLICE DEPARTMENT

NOMINATED BY AMY STRIBRNY  
DISPATCH SUPERVISOR  
NORTHWOOD POLICE DEPARTMENT

I would like to nominate dispatcher, Dawn Brien, for a call she handled on November 24, 2015. At 22:26 hours that evening Dawn was working dispatch alone and she took a call for a juvenile that had just been shot in the face.

Dispatcher Brien did an excellent job dispatching the Police and Fire Department to the call. She remained calm and handled the call until the end of her shift at 23:00 hours.

Unknown to Dawn, the call would turn in to a multi-jurisdictional call and become more complicated due to the shooter being outside the home and fleeing the scene before he committed suicide several streets from the home and in the City of Toledo.

Dispatcher Brien handled the call well while calling for mutual aid, calling for more officers, and contacting BCI all during taking care of the radios and responders already on scene. She has been with the department since 1998 and has done a wonderful job for us.

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# 2015 SOLID GOLD AWARD

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OPERATOR/DISPATCHER **KAREN A. BENTLEY**  
CINCINNATI POLICE EMERGENCY  
COMMUNICATIONS SECTION

NOMINATED BY SONYA L. WILLIAMS,  
EMERGENCY SERVICES DISPATCH SUPERVISOR

On June 19, 2015, Cincinnati Emergency Communications received a call reporting a subject armed with a gun at the corner of Simpson Avenue and Roe Street in Cincinnati District 2 at approximately 0901 hours. The Communications Section would receive another call reporting a subject with a gun at approximately 0910 hours, unknown to responding units these calls were placed by the suspect, Tre Pierre Hummons.

Once units became available at 0919 hours, Operator and Dispatcher (OD) Karen Bentley dispatched Officer Sonny Kim and Officer Thomas Sandman. Shortly after arriving on scene and engaging the suspect, Officer Kim came under fire. Officer Sandman immediately advised that we had an officer down. These are words that dispatchers pray that they will never hear. OD Bentley was able to remain calm and quickly got medical and support units to the scene. OD Bentley was a 28-year veteran at the time of this incident and worked with Officer Kim for the majority of that time. OD Bentley remained on the channel throughout this incident, maintaining a professional and calm demeanor while coordinating traffic posts, securing witnesses, media staging, and scene security. The professionalism displayed by OD Bentley on this tragic day is representative of the exceptional job that she does day in and day out.

As a Communications Training Officer, OD Bentley has worked to diligently to train newly hired dispatchers always stressing the importance of attention to detail and its importance to officer safety. OD Bentley routinely volunteers for special projects to assist in the furtherance of the Department's mission, from the CAD implementation committee to being a member of the peer support team. I am recommending OD Bentley specifically for her handling of the above mentioned critical incident but collectively for the exemplary example of professionalism and grace she has demonstrated throughout her career with the City of Cincinnati.



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METROPOLITAN EMERGENCY CONSORTIUM  
COMMUNICATIONS  
LIEUTENANT **TAMI WASS**

NOMINATED BY KEITH HIGGINS,  
MECC CAPTAIN

This is a Solid Gold nomination for an incident in the 600-block of Cherry Rd., Gahanna, OH. On February 16 at 0323 hours, fire and EMS resources from Station 134 in Gahanna, Ohio were dispatched on a Childbirth/OB response.

The initial complaint was a woman 38 weeks pregnant having severe abdominal pain. Lt. Wass followed our center's protocol with proper interrogation to obtain the most accurate information to relay to responding resources. While providing the caller with Post Dispatch Instructions to prepare for the arrival of fire and EMS crews, the caller stated the patient's water just broke. Therefore, Lt. Wass began providing Pre-Arrival Instructions to the caller for an imminent birth.

Lt. Wass maintained a calm demeanor throughout the call and was able to keep the caller relaxed so that he was able to follow the instructions given to him and assist with the delivery of his baby. By Lt. Wass maintaining the professionalism she did, it instilled confidence in the caller that there was a knowledgeable professional on the line who was able to tell them exactly what to do in a very intense and scary circumstance.

With the aid of Lt. Wass and her ability to accurately and professionally provide proper Pre-Arrival Instructions to a caller during an extremely stressful time, Mom was able to deliver a very vocal newborn son. Both Mom and her newborn were safely transported to Grant Medical Center.

For these reasons, I nominate Lt. Tami Wass for an Ohio APCO/NENA Solid Gold Star Award.



# 2015 SOLID GOLD AWARD

KENT POLICE DEPARTMENT  
DISPATCHER **TIFFANIE BROWN**

NOMINATED BY  
DISPATCH COORDINATOR ALISEN BUTCHER

On Tuesday, March 3, 2015 at approximately 1215 hrs, Dispatcher Brown answered a 9-1-1 call from a woman who said her father was not breathing. The Kent Police Department implemented the “hands only dispatch aided CPR” in 2014, but only a handful of dispatchers had used this protocol.

Dispatcher Brown immediately started giving instructions to place the male on the floor and to start CPR. She remained calm throughout the call and was supportive and sympathetic to the caller, who at one point in the call thought her father had died.

Dispatcher Brown continued to give instructions to the caller, telling her to keep pumping and that the paramedics were almost there. It’s near the end of the call, just before the paramedics arrive, that the patient is revived and can be heard talking in the background of the 9-1-1 call. Dispatcher Brown’s handling of this crisis exemplifies the Kent Police Department Dispatch Center’s values of professionalism, compassion, and teamwork.

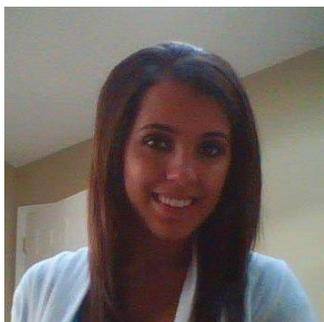
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# 2015 SOLID GOLD AWARD

LUCAS COUNTY SHERIFF'S OFFICE  
DISPATCHER **ALYSON ONDREJKA**

NOMINATED BY  
COMMAND OFFICER SGT MIKE SHREWSBERRY

On 8-23-2015 at 0256 hrs, while working the call taker position, Dispatcher Alyson Ondrejka received a frantic call for help from and an address on Dorr Street. The caller was screaming, and dispatcher Ondrejka, maintaining a calm voice and professional demeanor, was able to get the caller's correct information and start units to the address, along with medical services.

*(Ondrejka)...showed her skill and ability to faithfully serve the community and up hold the high standard of the Lucas County Sheriffs office.*

”

Under extreme pressure, Alyson aided her units while getting all of the information needed to aid in the arrest of a possible homicide suspect.

Her professionalism and willingness to assist the citizens of Lucas County was clearly demonstrated. She also showed her skill and ability to faithfully serve the community and up hold the high standard of the Lucas County Sheriffs office.



# 2015 SOLID GOLD AWARD

DISPATCHER **KATELYN SHANER**  
NORTHWOOD POLICE DEPARTMENT

NOMINATED BY  
AMY STRIBRNY, DISPATCH SUPERVISOR -  
NORTHWOOD POLICE DEPARTMENT

On December 18, 2015, Dispatcher Shaner was working alone on the midnight shift. At 01:16 hours, there was a call in a neighboring jurisdiction involving shots fired with the suspects headed towards our city. Katelyn and the Officers on duty heard the call go out over the radio and instantly all of them sprung to action. Dispatcher Shaner started a call and logged all of the incoming info for the officers. She then received a 9-1-1 call from a citizen in our city regarding a suspicious vehicle that had pulled in to the neighbors driveway. The caller said he had never seen the car and knew it didn't belong to the house. Dispatcher Shaner continued to keep the caller on the line while relaying the information to the officers. Pretty soon the caller was giving her information about two men that had gotten out of the car and were checking cars in driveways. The caller told her when he saw Officers in the area but Dispatcher Shaner kept the caller giving updates as needed and not realizing that this would turn in to an active shooter situation. As Officers were trying to apprehend one of the suspects; the second suspect fired a sawed off shotgun at one of the Officers on the scene. In the end, two Northwood Police Officers, three Oregon Police Officers, and an Oregon K-9 had all been on scene during the shootout and none were injured. Two suspects were injured and a third was fatally wounded (by her own gun-she committed suicide).

During the call Dispatcher Shaner kept a caller on the line, remained extremely calm and collected during the call and the entire situation. She made calls to get extra Officers and Dispatchers to come in to work, contacted the necessary Command Officers, called in BCI, handled the police, Fire and EMS that were on scene, took multiple phone calls from the media and citizens and never broke down, even when she was advised there was a female down and she only knew there was a female Officer on scene, she did not know there was a female suspect that was hiding in the car. Dispatcher Shaner did an amazing job during a very dangerous, active situation. She came to us from another Department in March of 2015 and was still on probation when she took this call. She deserves to be recognized for the job well done!



# 2015 SOLID GOLD AWARD

OHIO STATE HIGHWAY PATROL  
FINDLAY DISPATCH CENTER  
DISPATCHER **RHONDA ECK**

NOMINATED BY  
DISPATCHER SUPERVISOR, CHERYL PRATT

On July 7, 2015 Dispatcher Rhonda Eck was dispatching at the Findlay Post. At 20:30 she received a call from the OSP Hub-Watch Desk of a female from Michigan who was suicidal, had overdosed on sleeping pills and was traveling in the Findlay area, close to the Meijer's store. Dispatcher Eck immediately sent three OSP units to the area to begin looking for the black Jeep Liberty and the female driver.

She then contacted the Findlay Police Department and they sent officers to the area. Due to Dispatcher Eck's quick response, the vehicle was located 18 minutes after receiving the call, parked in the Meijer's parking lot. The patient was transported by EMS to Blanchard Valley Regional Health Center for evaluation and made a full recovery.

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**2015**  
**SOLID GOLD**  
**AWARD**

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OHIO STATE HIGHWAY PATROL  
NEW PHILADELPHIA DISPATCH CENTER  
DISPATCHER **WILLIAM COURTRIGHT**

NOMINATED BY  
DISPATCHER SUPERVISOR, JENNIFER MORAN

Dispatcher Courtright was on duty during an unusual incident involving a possible suicide. A father arrived at the New Philadelphia Patrol Post advising his son had taken his truck and is possibly en route to the Akron area to jump off a bridge.

Dispatcher Courtright got information from the father about the truck and the cell phone number for the son. He contacted the OSP Intel Unit to have them ping his phone. The ping showed the phone in the Leesville Lake area. The Carroll County Sheriff's Office was contacted and asked to check the area. A few minutes later the Carroll County Sheriff's Office called back and advised the subject was located at the Atwood Lake Dam and it was a confirmed suicide. Dispatcher Courtright continued to show compassion and concern for the father while at the post. He was able to get the appropriate personnel notified and en route to handle the incident.

Dispatcher Courtright's skills are evident in his day-to-day operations as well as during critical incidents. Willie is able to relate to the units he dispatches on a more familiar level than most, possibly due to his involvement in the surrounding community and as a volunteer firefighter with the West Lafayette Fire Department.

Dispatcher Courtright's worth has not gone unnoticed by his peers and the division as he was selected as the post Dispatcher of the Year for 2015. For the reasons and details outlined above, it is my honor to nominate Dispatcher William Courtright for the 2015 Ohio Solid Gold Award.



2015  
SOLID GOLD  
AWARD

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XENIA-GREENE CENTRAL  
COMMUNICATIONS CENTER  
COMMUNICATIONS OPERATOR  
**BAMBI BRANCHFIELD**

NOMINATED BY  
COMMUNICATIONS DIRECTOR, MINDY LANE

Communications Operator Bambi Branchfield consistently provides a reassuring voice and compassion for 9-1-1 callers. The call that Operator Branchfield took on February 22, 2015 at 3:24 a.m. was no different. Operator Branchfield took a 9-1-1 open line from a residence in Bath Twp in Greene County. During the open 9-1-1 call, she was able to determine that there was a domestic dispute occurring and gathered information that the male suspect had weapons.

Operator Branchfield dispatched units to the area of where she believed the call was coming from. Minutes later Operator Branchfield took a second 9-1-1 call from the victim. The victim was able to advise her location and that the suspect was intoxicated and had a loaded shot gun and pistol and that he had pointed the weapons at her and her children and also shot a computer.

The victim was able to leave the residence with her children who were in their pajamas with no shoes on and ran to a neighbor's house. The weather was extremely cold and there was snow on the ground and the neighbor did not answer. The victim and her children continued to run from the suspect and hide in another's neighbor back yard. Operator Branchfield remained on the phone with the caller for almost 20 minutes, keeping her calm and reassuring her that help was on the way.

Operator Branchfield not only did an excellent job on this call, but she regularly shows compassion to all of her callers and provides reassurance to them in their time of need. I feel that Operator Branchfield deserves recognition for her outstanding customer service and compassion.



# 2015 SOLID GOLD AWARD

HAMILTON COUNTY  
COMMUNICATIONS CENTER

COMMUNICATIONS OPERATOR  
**PATTY CRAVEN**

I just wanted to pass along information from Tom Wolf from Montgomery Fire. He called yesterday advising that he had a family friend stop breathing on the day of the 24th. He wanted us to listen to the call and pass along his thanks for the family.

I listened to the call and it was taken by Patty. It was an outstanding call- she went right into CPR instructions and remained calm and professional until the ambulance arrived. Tom Wolf advised that the patient ended up surviving and thought we should know that if it wasn't for Patty assisting and giving CPR, the patient probably would not have made it.



*...if it wasn't for  
Patty assisting and  
giving CPR, the  
patient probably  
would not have made  
it.*



# 2015 SOLID GOLD AWARD

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XENIA-GREENE CENTRAL  
COMMUNICATIONS CENTER  
COMMUNICATIONS OPERATOR **RYAN HARPER**

NOMINATED BY  
COMMUNICATIONS DIRECTOR MINDY LANE

On Friday, August 21, 2015, Communications Operator Ryan Harper did an outstanding job handling a large amount of radio traffic as well as dispatching calls. During the shift, Ryan handled the normal shift officers for the Xenia Police Division, as well as ACE Task Force Officers, Xenia Police Officers and Greene County Sheriff's Deputies working an extensive Drug Detail.

During this same time, there were multiple officers working security at the football game at Cox Stadium. The crowd became out of control and additional assistance was needed.

The Xenia Police Division is normally busy on a Friday night and then with the addition of the extensive Drug Detail traffic and the problems that additional officers encountered at the football game, Operator Harper had an extremely busy shift to say the least, but he never missed a beat and handled the additional traffic with professionalism and was able to continue to assist officers and give the information that they asked for as soon as they called for it.

Operator Harper was recognized by Sergeant Jeff Osburn of the Xenia Police Division stating that "Ryan stayed calm throughout the evening and showed extreme professionalism during this time."



**2015**  
**SOLID GOLD**  
AWARD FINALIST

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OHIO STATE HIGHWAY PATROL  
SPRINGFIELD DISPATCH CENTER  
DISPATCHER **KARI ROOT**

NOMINATED BY DISPATCHER SUPERVISOR  
DP MOWEN

On October 29, 2015 at 1452 hours, Dispatcher Kari Root received a transferred call from the West Jefferson Post of the Highway Patrol in reference to an erratic driver or a possible medical condition on Interstate 70 Westbound at MP 67 in Clark County.

The caller Jacob (three year-old son) said his mother (driver) had diabetes and was having trouble driving and refused to pull over to get help. At one time during the incident, the driver was trying to take the phone away from the caller, while still driving the vehicle. He was very upset and scared, Kari took control of the call and calmed him down so she could get updated information out to the troopers. Jacob kept updating the location and at one time the speed was in excess of 80 mph. During this entire incident, Dispatcher Root kept Jacob calm, so he could give them the updated location.

Because of Dispatcher Root's persistence and calm demeanor, she was able to help Jacob get his mother to stop and get her the medical attention needed.



2015

SOLID GOLD

AWARD FINALIST

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GROVE CITY POLICE DEPARTMENT  
COMMUNICATIONS TECHNICIAN  
**SARAH KESSLER**

NOMINATED BY COMMUNICATIONS MANAGER  
KELLEY DAVIDSON

Dispatcher Sarah Kessler has worked for Grove City Police Department for two years. She came to us with a background in patient care as a PCA for a local hospital, so stress, long hours, emergency circumstances and “customer service” were not new concepts to her. Sarah exudes patience and kindness in everything she says and does with the public, the responders and her co-workers. The call from a 12 year-old girl on August 17, 2015 was no exception. Her father had slit his wrists with a knife during a fight with her mother while the caller, her friend, and the caller’s brother hid in an upstairs bedroom. McKenzie called 9-1-1 from her room while the parents continued fighting downstairs. Sarah kept the caller on the phone while help was dispatched and kept her calm by alternating questions about the situation with reassurance that help was coming, calling her by name and praising her for how she was handling the situation. During the call, the parents ended up coming upstairs, and Dad’s face and hands were covered in blood...while the arguing continued, Sarah kept the caller’s attention and reassured her until help arrived.

After this incident, Sarah decided that it would be a good idea to communicate with this young girl’s school resource officer. She knew that this had been traumatic for the 12 year-old, and wanted to make sure that someone was checking on her. She sent an email to the SRO division and described the incident and provided them with the information they would need to check on her and possibly follow up at the school. This is not policy for us - she just wanted to follow-up and make sure she was ok.

Communications professionals don’t often get opportunities for closure or finding out the whole story. When a call touches our hearts, it’s difficult to leave it unfinished and move on to the next. Sarah found a way to continue care for this young girl beyond the call, and I hope that by recognizing her efforts she is encouraged to continue this level of care for the people she serves for many years to come.



# 2015 TELECOMMUNICATOR



OTTAWA COUNTY SHERIFF'S OFFICE  
DEPUTY **JOHN KNECHT**

NOMINATED BY CORPORAL WENDY BOWLING,  
OTTAWA COUNTY SHERIFF'S OFFICE

On February 16, 2015 at approximately 0127 hours Deputy John Knecht received a 9-1-1 call that appeared at first to be an open line or misdial. Deputy Knecht stated, "Ottawa County 9-1-1" twice but received no answer. He continued to monitor the call because he knew that the line could have been purposely left open. Deputy Knecht said nothing else so he could not be detected.

He heard what he thought was a female in distress. He also heard a male subject repeatedly say, "Keep driving." Using the mapping system to track the vehicle's location, he continued to monitor the call. He then relayed what he was hearing to the other dispatcher on duty. That dispatcher was able to inform and continually update patrol deputies about the open line and the vehicle's current location. Deputy Knecht was able to accomplish this without anyone in the vehicle hearing his voice or being aware that he was still on the line.

Another area police department was monitoring radio traffic and quickly realized this was the suspect vehicle involved in an abduction case they had just received. They were able to give a description and all patrol deputies were updated.

Patrol deputies were able to locate the vehicle shortly thereafter and attempted to make a stop. The vehicle would not stop and a pursuit ensued. During the pursuit, Deputy Knecht could hear what sounded to be the male subject assaulting the female and telling her not to stop. This information was immediately relayed to the deputies.

While continuing to monitor both the open line and the location of the vehicle, Deputy Knecht was able to coordinate other agencies and a K-9 unit. Dispatch also assisted the pursuing officers in locating a safe area to deploy Stop Sticks in an attempt to stop the fleeing vehicle.

Deputy Knecht informed adjacent agencies of the pursuit as the vehicle



was traveling toward another jurisdiction. While this was being done, Deputy Knecht continued to answer other incoming 9-1-1 and non-emergency calls.

After the stop sticks were deployed and failed, the female driver was able to slow the vehicle enough to jump to safety while still moving. It was at this time that the suspect moved to the driver's seat and led deputies on a pursuit reaching 80 miles per

hour. Deputy Knecht continued to keep the line open so that he could map the subject's location.

The vehicle was eventually stopped in a neighboring county and the suspect was apprehended, due in large part to the excellent performance of Deputy Knecht. The female subject was treated for minor injuries. It was later learned that the female was a patron at a local gas station where she was asked for a ride to the hospital by the suspect. The female agreed but was soon assaulted and abducted by the male. He demanded that she drive him to another location. The victim was able to call 9-1-1 undetected and throw her phone in the floor.

Deputy Knecht could have easily dismissed this call as a "pocket dial" but instead used his knowledge, experience, and intuition to remain on the line. He was careful to be discrete on the phone so that the suspect did not know he was listening. While quickly forwarding information to patrol officers he was able to piece together what was happening.

Deputy Knecht displayed great professionalism in taking immediate command of the call, relaying pertinent information and coordinating efforts of all local agencies. His knowledge of the available equipment and procedures helped to quickly locate the vehicle and bring the incident to a peaceful end.



# 2016 GOLD STAR CERTIFICATE

CAD ADMINISTRATOR **ADRIENNE SHEFFER**  
OHIO STATE HIGHWAY PATROL COLUMBUS

NOMINATED BY KENNETH J. KOCAB,  
EXECUTIVE COMMANDER – OSP HUB

Adrienne is being nominated for the Gold Star Certificate as a result of her hard work and dedication she provided during the time period the Division transitioned to a new Computer Aided Dispatch (CAD) System. Adrienne spent countless hours preparing for the upgrade by entering a large amount of data entry into the new system. She then tested the equipment daily to ensure it functioned appropriately for personnel in the

field. Adrienne also created a statewide training program for dispatch personnel to learn the different functions associated with the new CAD. She performed all these duties while she continued to work on her everyday duties.



## CONGRATULATIONS

As a nominee of the Ohio Gold Star Award, Motorola Solutions recognizes you and other Ohio first responders' commitment to providing excellence in the field!

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Adrienne's dedication and the long hours she spent preparing for the upgrade made the transition easier for all personnel. Her hard work on this project is appreciated by everyone.

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# 2016 GOLD STAR CERTIFICATE

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CAD SPECIALIST **CLARK J. MILLER**  
OHIO STATE HIGHWAY PATROL COLUMBUS  
COMMUNICATIONS CENTER

NOMINATED BY  
STAFF LIEUTENANT CRAIG S. CVETAN -  
OHIO STATE HIGHWAY PATROL

Clark is being nominated for the Gold Star Certificate as a result of his hard work and dedication he provided during the time period the Division transitioned to a new Computer Aided Dispatch (CAD) System. Clark spent countless hours preparing for the upgrade by entering a large amount of data into the new system.

He was also tasked with testing the equipment and training dispatch personnel on the different functions associated with the new CAD. Clark performed all these duties while he continued to work on his everyday duties. While the new CAD has been implemented statewide, Clark continues to work with programmers on creating reports for Division personnel.

Clark's hard work on this project is appreciated by everyone.



# 2016 GOLD STAR CERTIFICATE

CAD SPECIALIST **COURTNEY FRANKLIN**  
OHIO STATE HIGHWAY PATROL COLUMBUS  
COMMUNICATIONS CENTER

NOMINATED BY LT. COLONEL  
KEVIN TEAFORD

Courtney is being nominated for the Gold Star Certificate as a result of her hard work and dedication she provided during the time period the Division transitioned to a new Computer Aided Dispatch (CAD) System. Courtney spent countless hours preparing for the upgrade by entering a large amount of data into the new system.

She was also tasked with testing the equipment and training dispatch personnel on the different functions associated with the new CAD. Courtney performed all these duties while she continued to work on her everyday duties.

Courtney's positive attitude and abilities to help others is noticed by all Division personnel. Her work ethic is appreciated by all levels of management. She is an asset to dispatch personnel and also the Division.

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# 2016 GOLD STAR CERTIFICATE

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DISPATCHER **HEIDI MALOY**  
OHIO STATE HIGHWAY PATROL SANDUSKY  
DISPATCH CENTER

NOMINATED BY ASSISTANT POST  
COMMANDER, SERGEANT JOE WENTWORTH  
- OSP SANDUSKY DISPATCH CENTER

Dispatcher Heidi Maloy joined the Ohio State Highway Patrol in April 1993 as a Cadet Dispatcher assigned to the Bucyrus Post. She later transferred to the Norwalk Post where she continued her duties as a Cadet Dispatcher. Everyone who met Heidi was immediately impressed with her work ethic, her concern for her fellow employees, and her dedication to the Division. She was dependable, adaptable, knowledgeable, and demanded perfection from herself. She continually found ways to improve her job performance and completed many of the duties expected of Troopers. Oftentimes she would complete crash reports when the public came on post. An officer dispatched to investigate the crash would simply have to confirm the damage and add their name to the investigation. Case reports were often completed for officers prior to their arrival on post at the end of their shift. Heidi simply wanted to excel in her chosen profession of being an Ohio State Highway Patrol Trooper.

In January 1996, medical problems derailed Heidi's career goal. Her options at that point were to leave the Division or assume a dispatcher position. She chose to stay and became a dispatcher at the Sandusky Post. Not only did she make the decision to become a dispatcher, she attacked the position with the same aggressiveness and desire she did when she wanted to be a Trooper. She became an excellent dispatcher, well-liked and respected by her fellow employees and personnel of surrounding police and fire departments. The natural instinct of seasoned employees is to become complacent and satisfied with their job knowledge and performance. Heidi has over 20 years with the Division and has shown no signs of becoming satisfied with her abilities. She constantly strives to become a better and more knowledgeable employee. To this day, her devotion to co-workers and the Division has not wavered.

When other co-workers are asked about Heidi, they provided the following comments:

- Constantly volunteers to assist the post management team and the Troopers with any task that will improve post operations and personnel efficiency.
- She is a leader among the dispatchers. She is also a leader among Troopers, especially mentoring the younger officers. She will take charge of an emergency and see that it is handled professionally and within the Division's Rules and Regulations, as well as Division policy and procedures.
- She understands the "team" concept. She doesn't demand to be the team leader; she just wants to be an effective team member. Truthfully, her personality and work ethic make her the team MVP.
- Her team work is essential to the daily operation of the post.
- She cares about the officers and their families. She does everything within her power to keep the officers safe.
- She never complains.
- She immediately fulfills requests of supervisors.
- Her pleasant demeanor and overall positive attitude make the work place an enjoyable environment.
- She does not bring her personal life to work. She is always in a consistently good mood.



# 2016 GOLD STAR CERTIFICATE

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DISPATCHER **JANICE MIRO**  
OHIO STATE HIGHWAY PATROL ST CLAIRS-  
VILLE DISPATCH CENTER

NOMINATED BY LIEUTENANT JAMES  
FAUNDA - OHIO STATE HIGHWAY PATROL ST  
CLAIRSVILLE POST

I am nominating Dispatcher Janice Miro for the 2016 Gold Star Certificate Award. Dispatcher Miro has been a dispatcher for the Ohio State Highway Patrol for 22 years. She is an energetic and dedicated dispatcher. Dispatcher Miro has positive attitude and she is dedicated to keeping her troopers safe. Her experience and job knowledge allows her to perform her duties with a high level of professionalism and efficiency.

Dispatcher Miro has demonstrated her ability to stay calm during fast paced and evolving emergency situations. On September 5, 2016, Dispatcher Miro was performing her desk duties on the Monday of a busy Labor Day Holiday Weekend. At approximately 0942 hours, troopers from the St. Clairsville Post engaged in a pursuit with a Tractor Trailer on Interstate 470 in Belmont County. The pursuit traveled 28 miles, covered two counties and involved 11 troopers from two different patrol posts. During the pursuit, Dispatcher Miro, coordinated the effort between the 11 troopers. She captured the details of the pursuit as it unfolded by recording information in the Premiere One CAD. As instruction were issued by supervisors actively engaged in the pursuit, Dispatcher Miro repeated those instruction to road units to ensure that everyone was aware of the instructions.

During this tense and fast-paced pursuit, Dispatcher Miro's radio traffic was clear and easily understood. She maintained a high level of professionalism. Dispatcher Miro demonstrates on a daily basis that she is an asset to the St. Clairsville Post and the Division.



# 2016 GOLD STAR CERTIFICATE

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DISPATCHER **JOSA MUIR**  
OHIO STATE HIGHWAY PATROL RAVENNA  
DISPATCH CENTER

NOMINATED BY LIEUTENANT ANTONIO  
MATOS - OHIO STATE HIGHWAY PATROL  
RAVENNA DISPATCH CENTER

In eight years since Dispatcher Josa Muir started, the law enforcement dispatcher position has changed dramatically. She has been able to adjust and keep up with these changes, specifically the new technologies. In addition to being proficient at operating the Computer Aided Dispatch, or CAD, she is proficient at using the many computer programs needed to perform her job duties and she has become a resource for other dispatchers. She has assured the Ravenna Dispatch Center maintains perfect L.E.A.D.S audit inspections since she has been the Terminal Agency Coordinator (TAC). In this position Josa insures all requirements such as; training, operations, and documentation are properly completed and maintained according to the L.E.A.D.S. policies. In addition to this, she assists the sergeants in maintaining the warrant files and easily handles the work load by her ability to multi-task. She is very proficient at handling the multiple phone calls, radio traffic, CAD, electronic messages, and public who come on post, in addition to her duties as the TAC. She is able to properly prioritize and meet the needs of the troopers on the road and the public. She never receives complaints even though she handles a great deal of contacts throughout her shift.

The work ethic of Dispatcher Muir is second to none and she consistently demonstrates a positive work attitude. She is a highly motivated employee who does not require supervision. She is always on a mission to complete all of her assigned duties promptly and efficiently while maintaining the safety of officers. Dispatcher Muir easily handles the large work load that is inherent on the day shift at the Ravenna Dispatch Center. She must answer a large volume of phone calls, persons on post, supervisors, and the normal dispatching duties. She is able to multi-task all these duties easily and is always first to volunteer for other duties. She works more than her share of overtime and is always willing to help out the other dispatchers and supervisors to cover open shifts or adjust her schedule.

Dispatcher Muir is a conscientious individual in both her personal life and at work. Josa portrays a professional image of the Division. She takes the appropriate time to listen to the internal and external customer providing a prompt and courteous response for information and assistance. Her written communications skills are good and her correspondence is completed in a well-organized, neat, and thorough manner. She always keeps supervisors apprised of what is occurring at the post and her peers frequently seek her out for advice.



# 2016 GOLD STAR CERTIFICATE

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CALL TAKER **PAMELA HOLMAN**  
LUCAS COUNTY SHERIFF'S OFFICE

NOMINATED BY  
SERGEANT MICHAEL SHREWSBERRY  
COMMUNICATIONS SGT. LUCAS COUNTY  
SHERIFFS OFFICE

Pamela Holman has been with the Lucas County Sheriff's Department since January of 1998. She is a constant professional, and a credit to her profession. Pamela is a leader, adviser, and mentor to many of her co-workers, and admired and respected by her command staff, she is a model employee who leads by example and in the performance her job duties.

She is always in good spirits and enjoys her work and always has a

positive attitude about her, she is always polite and courteous to the people in which she serves and stays calm under stressful conditions, Call Taker Holman is an asset to this Department and the people of Lucas County, and credit to



*(Holman) is an asset to this Department and the people of Lucas County, and credit to her profession as a public servant.*

her profession as a public servant.

Due to her job experience, leadership, and willingness to do her job with the up most respect for her department, and the people of Lucas County in which she serves I would like to nominate her for this esteemed recognition award.



# 2016 GOLD STAR CERTIFICATE

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DISPATCHER **TEENA BAKER**  
LUCAS COUNTY SHERIFF'S OFFICE

NOMINATED BY  
SERGEANT MICHAEL SHREWSBERRY  
COMMUNICATIONS SGT. LUCAS COUNTY  
SHERIFF'S OFFICE

Dispatcher Baker has been with the Lucas County Sheriff's Department since August 2001. She is a constant professional, serves a training officer. Dispatcher Baker is a leader, adviser, and mentor to many of her trainee's, and is admired and respected by her command staff, she is a model employee who leads by example in the performance her job duties as a trainer.

Dispatcher Baker is always in good spirits and enjoys her work and

*(Baker is) courteous to the people in which she trains and has a great ability under stressful conditions, to teach others how to deal with difficult situations.*

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always has a positive attitude about her, she is always polite and courteous to the people in which she trains and has a great

ability under stressful conditions, to teach others how to deal with difficult situations. Dispatcher is an asset to this Department and the people of Lucas County, and credit to her profession as a public servant.

Due to her job experience, leadership, and willingness to train others in call taking and dispatching, she is a credit to the people of Lucas County in which she serves I would like to nominate her for this esteemed recognition award as a training officer.

# 2016 DOUBLE GOLD AWARD



OHIO STATE HIGHWAY PATROL  
BATAVIA DISPATCH CENTER

DISPATCHERS **JENNIFER WERRING**  
& **REBEL MARTIN**



NOMINATED BY DISPATCHER SUPERVISOR PATTY  
DOWNING - OHIO STATE HIGHWAY PATROL  
BATAVIA DISPATCH CENTER

On January 24, 2016 at 0816 hours a couple observed a child waiking westbound on SR 32 near Eastwood Road in Brown County. The couple stopped and talked with the child who informed them she was trying to walk to her mom's house at Eastgate Boulevard in Clermont County. The couple convinced the child to get in their truck and they advised they would take her to Eastgate.

The couple decided on the way it would be best to drop the child off at the Batavia Patrol Post. Sgt. Kuntz and Trooper Johnson with the assistance of Dispatchers Jennifer Werring and Rebel Martin tried to get additional information from the child. She was only able to provide a first name of her mother/guardian. The conversation also revealed she attended Western Brown schools.

The dispatchers made additional contacts and investigation and contacted Brown County Communications Center in an effort to contact Brown County Children Protective Services. Brown County also contacted Deputy Andy Baughey, the CPS investigator, and he advised the post the child was involved in a child abuse case in 2007 and the case was completed on January 22, 2016. Trooper Jason Taylor's wife, who works as a teacher in the school district, contacted the assistant principal who provided the post with the child's aunt's telephone number. Dispatcher Werring was able to have a private conversation with the child and was able to gain additional information and conclude the child did not advise of any recent child abuse. Dispatcher Werring's caring and nurturing attitude provided the child with a safe environment and outlet to confide personal information.

Jennifer did an exceptional job in dealing with a delicate situation in a professional and compassionate manner. Both Dispatcher Werring and Martin assisted in making this situation easier for their units in their information gathering and Dispatcher Werring in her efforts to provide a safe haven for a young child.



# 2016 DOUBLE GOLD AWARD

OHIO STATE HIGHWAY PATROL BOWLING  
GREEN DISPATCH CENTER

DISPATCHERS **TARA BARNHART**  
& **SUSAN DOWNING**



NOMINATED BY DISPATCHER SUPERVISOR  
DENISE BLUE, OHIO STATE HIGHWAY PATROL  
BOWLING GREEN DISPATCH CENTER

On August 30, 2016 at 0843 hours, the Bowling Green Dispatch Center received a request from the Lucas County Sheriff's Office for assistance with a shots fired incident in a residential neighborhood. At the time of the call, the situation was considered a possible domestic situation and murder. It was unknown how many people were shot. Toledo Police Department and Holland Police Department

also responded.

Dispatcher Tara J. Barnhart immediately initiated the incident in CAD and dispatched her units without hesitation. The Bowling Green Dispatch Center also has access to the Lucas County CAD system. Through this system, the dispatchers were able to closely monitor the critical incident. Dispatcher Barnhart relayed all crucial information to her responding units such as at least two people were shot and the house was on fire. Dispatcher Susan E. Downing was also on duty and, without being asked, she stepped right up and began assisting Dispatcher Barnhart. She helped with making the necessary phone calls such as notifying a supervisor and getting him enroute to the scene. Once units were on scene, it was determined that the shooter fired a flare gun into his neighbor's (the victim's) residence, causing a fire. The victims were on their front porch watching their children board the school bus. Before the school bus was able to pull away, the shooter removed a firearm from his vehicle.

Once the victims saw that suspect was armed, they fled the residence, and were shot and killed. The shooter in turn suffered a self-inflicted wound and died. Dispatcher Barnhart was able to focus on this critical incident and log everything that was relayed to her via the Lucas County CAD, the telephone, and the radio due to Dispatcher Downing resuming all other obligations. These obligations include but are not limited to handling and making all telephone calls and assisting subjects on posts. This was done while dispatching for her own units on the Bowling Green Post CAD. Dispatcher Barnhart and Dispatcher Downing were able to work closely with the dispatchers at the Lucas County Sheriff's Office to ensure every unit from each responding agency stayed safe and stayed apprised of every detail. This remarkable display of team work and remaining calm and focused is not only inspiring, it is commendable.



**2016**  
**DOUBLE GOLD**  
AWARD FINALIST

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BUTLER COUNTY SHERIFF'S OFFICE

**MIRANDA SHEPPARD, DONNA ROOT, LINDSAY PARTIN, KELLI FLICK, KATIE NETHERS, TAMI MILLER, DIAMON SIMPSON, WHITNEY GRIMES, BUDDY JACKSON**

NOMINATED BY LT. TODD LANGMEYER - BUTLER COUNTY SHERIFF'S OFFICE

On February 29, 2016, SRO Deputy Kent Hall called out "shots fired at Madison High School." The Butler County Sheriff's dispatch center, 9Com, immediately began receiving an extremely large amount of 9-1-1 calls and radio traffic in response to the situation. Over 40 Law Enforcement Officers from all the surrounding agencies responded to the scene as well as multiple medical units. While dealing with this, dispatchers not only had to drop tones for medical response but also had to page SWAT and contact the Hamilton County Sheriff's aviation unit and multiple medical helicopters.

Deputies Hall and Reggie Bronnenberg took control of laying out the route the shooter took when exiting the school and calling out the areas that needed coverage. Dispatchers assisted them in cordoning off the area which left the shooter no escape route. While assisting in the cordoning off of the area, 9Com was receiving call after call. Within minutes the shooter was identified based on 9-1-1 calls received and that information was relayed to responding units. Other 9-1-1 calls identified students running into the surrounding woods and neighborhood.

Due to the area being cordoned off the shooter was taken into custody within 15 minutes. Once the shooter was taken into custody, 9Com relayed the locations of other students that had fled the scene. This allowed Law Enforcement Officers to make contact with them and return them to the school so all students could be accounted for. While this part of the situation was going on, SWAT was clearing the rest of the scene and parents were arriving at the school. When the parents were stopped by perimeter Law Enforcement Officers they began calling 9-1-1 in an attempt to get information. This again was another wave of 9-1-1 calls that 9Com handled in the most proficient and professional manner.





# 2016 DOUBLE GOLD AWARD

OHIO STATE HIGHWAY PATROL CAMBRIDGE  
DISPATCH CENTER

DISPATCHERS **JOHN CECULSKI & SARAH MAY**

NOMINATED BY DISPATCHER SUPERVISOR  
JENNIFER D. MORAN  
OHIO STATE HIGHWAY PATROL CAMBRIDGE  
DISPATCH CENTER



During the midnight shift of July 1, the Cambridge Post investigated a fatal crash on IR 70 at milepost 178. Dispatchers John Ceculski and Sarah May were on duty. Dispatcher Ceculski took the initial call, where he was advised a car had struck the rear of a parked semi. Dispatcher Ceculski immediately dispatched Post units, emergency crews, and Sheriff's Deputies to the scene. Dispatcher May handled the majority of the calls that were coming into the Post regarding the crash, while Dispatcher Ceculski continued to guide the resources to the scene. Once units arrived, they realized just how in-depth the investigation would be. Dispatchers Ceculski and May contacted Lieutenant Tracy and Sergeant Cook, who both responded to the scene.

They also had to contact ODOT for traffic control, several towing companies for scene cleanup and vehicle removal, OIU for the initiation of a trace-back investigation, and the Wheeling Police Department to begin the next-of-kin notification process. The scene investigation and subsequent processing took most of the evening and into the morning of July 1st, the first day of the Holiday Reporting Period. Despite a busy morning, Dispatchers Ceculski and May handled the workload efficiently and professionally.

It is my honor to nominate Dispatcher Ceculski and Dispatcher May for this award. They both acted diligently, swiftly, with professionalism, and with a sense of urgency during the entire event. They worked as a team and went above and beyond to ensure all units and citizen's safety and needs were met - they did not miss a beat! Dispatchers Ceculski and May are aware of their everyday contribution to the Dispatch Center, the District, and the Division. However, if you asked any of them about the event, each would both say it was all in a hard day's work.

They are hardworking, excellent dispatchers who truly enjoy their jobs. They strive to ensure the road unit's officer safety and provide excellent customer service to the neighboring public on a daily basis. This remarkable display of team work and remaining calm and focused is not only inspiring, it is commendable.

# 2016 DOUBLE GOLD AWARD

CHAGRIN VALLEY REGIONAL DISPATCH

DISPATCH SUPERVISORS **DENISE SOKE &  
CANDISE SELVAGGIO**

DISPATCHERS **MICHELLE REES, LUSHONDA HALL-  
EDMISTON, ELIZABETH JENNINGS**

NOMINATED BY DISPATCH MANAGER, LISA  
DAVET - CHAGRIN VALLEY REGIONAL DISPATCH

On July 17 2016, at approximately 8 p.m. multiple 9-1-1 calls came into the dispatch center reporting shots fired at a "Stop the Violence Rally" at a beach park in Euclid, OH. The calls came in as multiple shots fired in an area that was occupied by approximately 100-plus people.

The five dispatchers that were working that night worked together to obtain as much information as possible for the arriving officers, as well as attempting to maintain the safety of the victims awaiting medical attention. It was determined that there were three gunshot victims at three different locations on the beach and unfortunately at that time, none of the callers had a description of the shooters.

Working as a cohesive team, the dispatchers coordinated mutual aid units, managed the inflow of calls coming into the center, kept track of tips that were called in on the shooters, relayed the tips to the officers on-scene, and gave instructions on how to tend to the injured parties. Due to the Opening Ceremonies for the Republican National Convention being approximately five miles away from this incident, the dispatchers also notified the FBI and Secret Service. They were instrumental in getting the officers some eyes in the sky, as they also sent a helicopter to assist. Unfortunately one of the victims did not survive; however without the teamwork shown that night there is no doubt that this situation could have been significantly more detrimental.





# 2016 DOUBLE GOLD AWARD

OHIO STATE HIGHWAY PATROL COLUMBUS &  
WEST JEFFERSON

DISPATCHER SUPERVISOR **JACQUELINE MILLER**,  
DISPATCHER **MEGAN HOWARD**,  
DISPATCHER **CAITLIN WATERS**,  
DISPATCHER **LORI WEISH ARBOGAST**

NOMINATED BY STAFF LIEUTENANT KEVIN  
KNAPP - OHIO STATE HIGHWAY PATROL



On August 19, 2016, at approximately 2:43 p.m., Dispatcher Supervisor Jacqueline Miller went above and beyond while speaking with an individual on the phone that said she was being held hostage on a Greyhound bus on 70 EB in Madison County. Jackie stayed on the line with the female caller until the bus reached its final destination in Columbus, Ohio. At that time, troopers located the female and took the male subject in custody.

Jackie, along with Dispatcher Lori Welsh-Arbogast from the West Jefferson Dispatch Center, Megan Howard and Caitlin Waters from the Columbus Communications Center, all worked together communicating via telephone and radio to provide detailed information to all parties involved in the incident. Because of this, the female was located unharmed.



# 2016 DOUBLE GOLD AWARD

OHIO STATE HIGHWAY PATROL DELAWARE & MANSFIELD

DISPATCHER SUPERVISOR **CLIFFORD PHILLIPS**  
DISPATCHERS **JACQUELYN MARTIN, JARED REAGH, APRIL MUNOZ**

On October 2, 2016 at approximately 1102, the Delaware Dispatch Center began receiving multiple 9-1-1 calls reference a shooting at the northbound rest-area in Delaware County. Initial calls reported a young black male shot three to six times into a parked vehicle in the northbound rest-area and fled in a black sedan, leaving one victim in the parked vehicle. Further reports indicated the male left the rest-area headed northbound in a black Chevy Camaro. Dispatchers Reagh and Munoz immediately began advising all Delaware OSP and Mt. Gilead OSP units of all information. Delaware County Sheriff's Office also had units en route to the area. Both dispatchers remained calm on the radio despite the critical nature of the call and maintained constant communication with other agencies in the area to include Delaware County Sheriff's Office, Sunbury Police Department, and Morrow County Sheriff's Office. Dispatcher Reagh ensured all units received real-time updates when available, as Dispatcher Munoz kept constant contact with others via telephone and radio when needed. At one point, the Delaware County Sheriff's Office believed they had the suspect vehicle in sight traveling northbound on IS71, but lost sight of it near the 138 mile marker. Delaware OSP and Delaware County units continued northbound as Mt. Gilead OSP and Morrow County units continued to look for the vehicle north of the last sighting. OSP Mansfield and Richland County Sheriff's Office were notified of the incident in the event the suspect vehicle continued north into Richland County. OSP Mansfield units were immediately notified of all information and dispatched to the area by Dispatchers Martin and Phillips.

All dispatchers kept constant contact during this time until they were able to get all talkgroups patched to maintain interoperability with all agencies involved. A Mt. Gilead OSP unit was able to get behind the suspect vehicle at the 152 mile marker and began pursuing the vehicle. The pursuit continued northbound on IS71 at high rates of speed without any sign of the vehicle intending to abort the pursuit willingly. Morrow County units engaged in the pursuit to assist the Mt. Gilead OSP units. The pursuit continued north at a high rate of speed passing the 160 mile marker. At this time, the OSP Hub was contacted by dispatch for the Aviation section to assist from the air. OSP Ashland post was also advised in the event it would continue into their county. Mansfield OSP units engaged in the pursuit and the vehicle was spiked near the 165 mile marker. The vehicle continued northbound, passing vehicles on the berm. The vehicle ended up at final rest at mile marker 172 northbound after striking a commercial vehicle.

Units on scene surrounded the suspect vehicle while maintaining distance and staying behind adequate cover. OSP Hub was contacted reference OSP SRT, hostage negotiator, and crash reconstruction to report to the scene to assist in taking the suspect into custody. Once SRT arrived on scene they made contact with the suspect vehicle locating the suspect in the driver's seat with what appeared to be a self-inflicted gun-shot wound. At this time, the scene was secure and personnel continued the investigation.

The OSP Delaware and Mansfield dispatchers maintained a calm tone on the radio over the duration of the incident. The amount of phone calls, radio traffic, documentation, teamwork, and organization the dispatchers displayed was flawless. The incident was high stress, high officer safety, and high risk to the motoring public. It was imperative for the dispatchers to ensure all parties were made aware of any pertinent information without delay. All four dispatchers displayed exemplary skills in their ability to handle the situation with efficiency and professionalism and should be recognized for their actions on this day. These dispatchers would be excellent recipients of the 2016 Gold Star Award.



2016  
**DOUBLE GOLD**  
AWARD FINALIST

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LAKWOOD DIVISION OF POLICE

DISPATCHERS **DAWN FLORJANCIC &  
JANINE DOWNS**



NOMINATED BY  
CAPTAIN GARY STONE - LAKWOOD DIVISION  
OF POLICE

For their exemplary teamwork during the tragic accident involving Trooper Kenneth Velez on September 15, 2016 at 1246hrs. Dispatchers Florjancic and Downs had to take multiple calls about a Trooper being struck on I-90 W/B between the Warren and Mckinley exits. Even though the accident did not occur within our city limits, they dispatched Officers as well as fire personnel to the scene to assist.

They also coordinated the closing of I-90 W/B with the departments of Cleveland, Rocky River, and ODOT. While handling this high-stress situation, they still managed to maintain order and control in the dispatch center and continued answering regular calls and radio traffic. After Trooper Velez was transported by our medics, they continued to keep track of the Officers on scene and switch out people that needed breaks.

When their shifts ended, they both showed great compassion by checking in on the Officers that had been on the scene. They also sat and comforted one that was having a particularly difficult time, which, in my opinion, went above and beyond their normal duties or what is expected of them. For these reasons, I believe they should be awarded the Double Gold Award.



# 2016 DOUBLE GOLD AWARD

NORTHWEST REGIONAL EMERGENCY  
COMMUNICATIONS CENTER

**RITA DISTELHORST, BENJAMIN KARNS, JEREMY  
BANTZ, AMY HEGER, PORTIA ALGIE**

NOMINATED BY COMMUNICATIONS SUPERVISOR  
CAROLYN FERGUS

On January 8, 2016 at 4:25 p.m., Rita Distelhorst received a call from an employee at the Tim Horton's restaurant on Lyman Dr. in Hilliard, OH. The employee reported that an ex-employee had just left the building and they found their female manager laying on the floor, unconscious and barely breathing. Rita was able to determine that her condition was potentially the result of an assault. She quickly entered the call for dispatch of both EMS and police, staying on the line with her caller giving pre-arrival instructions and gathering as much information as possible from her caller.

CT Portia Algie was a trainee with CTO coach Amy Heger. She quickly dispatched EMS to the scene, making certain the scene was safe to enter for her responders. CT Ben Karns was the Hilliard Police Dispatcher and he too quickly dispatched units to the scene.

When police arrived on the scene, they requested a trace of the suspect's cell phone, as this was a potential attempted homicide. This team of dispatchers was quick to act, notifying surrounding agencies of this incident and the suspect description. They worked to locate the suspect's vehicle information and possible home address. They were eventually able to get the cell phone company to provide ping locations for the phone. The subject had left the Central Ohio area headed southbound on IS71. The team worked to contact the jurisdictions through which the suspect was headed. After each ping, they Googled the Lat/Long provided by the cell phone company. After one hour and 45 minutes of trying to locate the suspect, they were able to get Ohio State Highway Patrol Warren Post to get a unit in place ahead of the suspect. OSP Warren made the arrest at 6:12 p.m. without incident.

Without question, the teamwork displayed by this group of communications technicians is what led to the timely apprehension of the suspect.



# 2016 DOUBLE GOLD AWARD

UNION COUNTY SHERIFF'S OFFICE

DISPATCHERS **STEPHANIE WILHELM &  
BRITTANY RAUSCH**



NOMINATED BY  
COMMUNICATIONS DIRECTOR, ANNE BARR -  
UNION COUNTY SHERIFF'S OFFICE

On October 14, 2016 at 0217 hours, Dispatcher Wilhelm received a 9-1-1 call from Gerald Miller Jr., who was reporting a break-in at his residence. He had arrived home and the house was open and a TV and guns were missing. The dispatchers realized that they had received an open 9-1-1

wireless call that plotted on this address approximately three hours earlier and through the rebidding process showed it moving down the driveway.

There was no answer on an attempt to call the number back and there was no name on the voicemail. Through a process of checking telephone number history, checking Internet resources and contacting wireless cell phone providers, the dispatchers were able to determine the name of the owner of the telephone. This information was helpful in leading to location and the arrest of several individuals responsible for the break-in at this residence, as well as the recovery of several stolen items.



# 2016 DOUBLE GOLD AWARD

WESTCOM FIRE DISPATCH & WESTLAKE POLICE  
DISPATCH

FIRE DISPATCHERS **GEORGE SULEA, KRIS EICH,  
AND JACK SEVIER**  
POLICE DISPATCHERS **JEAN ROSS & DAN UDRIJA**

NOMINATED BY RONALD BARLOW, SUPERVISOR,  
WESTCOM FIRE DISPATCH AND CAPTAIN GUY  
TURNER, WESTLAKE POLICE DEPARTMENT

On March 10, 2016 around 1030, dispatchers began receiving reports of a fire on the north side of the American Greetings building involving a propane tank. This was a new construction project located near Crocker Park. Westlake Fire and Police departments were dispatched to the scene.

Upon arrival, Assistant Chief Freeman of the Westlake Fire Department reported that two of the 1,000 gallon propane tanks located next to the building were on fire. Arriving fire units began to assess the scene and formulate a plan of attack. Westlake Police units began a rapid evacuation of construction workers, nearby stores, and offices located near the scene.

A first alarm assignment was requested by Command and Westcom dispatched four mutual aid cities to assist at the fire scene. Westlake PD requested additional police units to assist with traffic control. The Westlake Service Department and mutual aid from Bay Village Police also assisted with traffic control and barricades.

At 1040, one of the propane tanks exploded, causing significant structural damage and fire to the American Greetings building. A second alarm was requested and three additional units were dispatched to the scene. A Unified Command post was established. Westcom and Police dispatchers worked with command as a cohesive unit to monitor the incident and meet all requests from the scene. It was determined that a third alarm assignment be sent, so Westcom dispatched three additional units to the scene.

Throughout the incident, Westcom Fire and Westlake Police dispatchers continued normal operations within their jurisdiction, handling all incoming emergency calls for service. Numerous media inquiries regarding the incident were also handled. The incident ended with no civilian or first responder injuries. In all, nine local fire departments consisting of 22 fire, hazmat, and command vehicles assisted at the scene. Several State and Federal authorities including the State Fire Marshall, ATF, and FBI were also sent to the scene. The professional actions of the on-duty dispatch staff provided a strong link to the incident command of this large scale incident.



# 2016 DOUBLE GOLD AWARD

WESTERVILLE COMMUNICATIONS

COMMUNICATIONS TECHNICIANS **KIPPY  
SHURMAN, KATHY HURTT & CLAUDIA ESTEPP**



NOMINATED BY  
COMMUNICATIONS TECHNICIAN  
JULIE RUZICKA - WESTERVILLE  
COMMUNICATIONS

On Tuesday October 11, 2016 at 7:45 a.m., Communications Technician Kippy Shurman received a call that a vehicle with two elderly occupants had just driven into a pond located near a local Bob Evans restaurant. CT Shurman stayed on the phone as long as she could, attempting to keep the caller calm while trying to give instructions. While she was on the phone, CT's Kathy Hurtt and Claudia Estep dispatched police officers, fire equipment including boats, and the dive team. All radio transmissions were precise and kept to a minimum to keep the channel clear. All three did an excellent job in coordinating the required resources and making the proper notifications to everyone involved.

A few minutes into the call, an officer arrived on scene. After assessing the situation, she jumped into the pond to swim to the car. The officer did her best to help the victims until the boats could be deployed. Several minutes later, both victims were safely pulled out of the water. The entire incident involved multiple agencies and personnel. Their team work, speed, accuracy, experience, and attention to detail helped save lives that day.

Thanks to these three professionals and their timely performance that morning, both lives were saved.



# 2016 DOUBLE GOLD AWARD

OHIO STATE HIGHWAY PATROL BATAVIA &  
WILMINGTON

DISPATCHERS **CHRIS PHELPS, JENNIFER WERRING, SAMANTHA WILSON,** DISPATCHER SUPERVISOR **PATTY DOWNING,** DISPATCHER **AISLINN AINSWORTH, JESSICA SHEPHERD**



Around 1400 hours on October 7, units were advised to BOO for the suspect whose cell phone was being pinged by the FBI. The suspect was reported to be involved in a robbery in Delaware, Ohio and was possibly southbound in Waverly. Updates from the FBI quickly placed the suspect in Adams County near West Union, where the suspect fired shots at an Adams County probation officer and a West Union Police Officer, striking the West Union patrol car. Lieutenant McElfresh, who was already at home on approved leave, was notified and began monitoring radio traffic. Moments later, the suspect was being pursued by the Adams County Sheriff's Office. The suspect eventually eluded the deputies and abandoned his car in a field in Aberdeen, Ohio.

From his residence, Lieutenant McElfresh, along with Wilmington and Batavia Com Center personnel, coordinated the positioning of multiple responding units from multiple jurisdictions to coordinate a perimeter. Ohio State Highway Patrol Dispatch Center personnel were able to patch radios with Clermont, Brown, Adams and Pike Counties to enable real time updates among responding units. Lieutenant McElfresh responded to the area and Coordinated a Command Center at the local middle school. The FBI responded to the area and requested Division SRT members respond to assist in the search.

The Batavia OSP Dispatch Center personnel became the primary dispatch location for the incident, coordinating multiple sightings received by the Wilmington Dispatch center and local 9-1-1 centers. After approximately 10 and a half hours and multiple false alarms of the suspect being observed, Division SRT members located the suspect hiding under a couch next to an old barn and he was taken into custody without incident. If not for the collaborative efforts of the Division's dispatching team, responding agencies, and leadership of Division personnel, the suspect would not have been apprehended that evening.



# 2016 SOLID GOLD AWARD

MONTGOMERY COUNTY SHERIFF'S OFFICE

CIVILIAN DISPATCHER **ALEXANDRA GEORGE**

NOMINATED BY

CAPTAIN JAY C. WHEELER - MONTGOMERY  
COUNTY SHERIFF'S OFFICE

On Friday, December 16, 2016, Officer Byron Branch of the Dayton Police Department was dispatched to a property damage accident in the area of I-75 and Stanley Ave. As he was en route, Officer Branch came upon a disabled vehicle at I-75 and US-35. While assisting the driver of the disabled vehicle, another vehicle struck Officer Branch's cruiser. In the ensuing crash, the officer was pinned between his cruiser and the guardrail, losing consciousness.

The driver of the vehicle that struck Officer Branch called 9-1-1 and Dispatcher Alexandra George answered the emergency call. The caller advised he hit Officer Branch and gave limited location information. Dispatcher George tried to obtain information on the officer's identity, department and severity of injuries. The caller was having difficulty understanding George's questions and she tried every resource at her disposal. With help on the way, Dispatcher George continued to gather information for the responding officers. Dispatcher George instructed the citizen to press Officer Branch's portable radio emergency button to obtain his identity.

Dispatcher George attempted to give first aid instructions to the caller while having a difficult time hearing the caller. When responding, Dayton officers arrived on the scene they were able to give life-saving first aid to Officer Branch by placing a tourniquet on his badly injured leg. Dispatcher George stayed calm and obtained information from the caller that ultimately assisted in the saving of Officer Branch's life. I believe she is a candidate for the Solid Gold Award.



2016

SOLID GOLD

AWARD

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METROPOLITAN EMERGENCY CONSORTIUM  
COMMUNICATIONS

DISPATCHER **SUSAN WILSON**

NOMINATED BY  
CAPTAIN KEITH HIGGINS  
METROPOLITAN EMERGENCY CONSORTIUM  
COMMUNICATIONS

On March 9 around 0752, fire and EMS resources from Violet Twp Fire Department and cruisers from Pickerington Police Department were dispatched to the indicated address on an initial report of a woman who was not breathing. The caller, a seven-year-old, was one of the patient's two children. The little girl did a fantastic job providing the Pickerington Police call taker with her address and subdivision they lived in. The brave little girl did a superb job following the instructions from Dispatcher Wilson to verify breathing. Once Dispatcher Wilson had verified the child's mom wasn't breathing and where the patient was Susan tried to have the caller open her mom's airway. The young girl was unable to move her mom's head following the instructions from Dispatcher Wilson. Dispatcher Wilson sensed the caller's anxiety building and asked about her mom's skin temperature, which the caller reported her to be cold. As fire/EMS and law enforcement resources were responding, Dispatcher Wilson continued her efforts to keep the caller calm and distract her from her mom's condition.

Despite the best efforts of Dispatcher Wilson and assigned fire and EMS units, the patient was pronounced deceased at the hospital. Although the outcome of the incident was not what one would wish for, Dispatcher Wilson displayed remarkable composure while handling this life changing moment for two brave little girls. She was able to remain professional and keep the girls calm while awaiting the dispatched resources to arrive on the scene. This is a very tough call to handle no matter who you are or how much experience you have. This call may not be one that shows what great skills our call takers have at providing lifesaving instructions but it demonstrates another set of skills we must exemplify to work effectively in this industry.

The other side of this story that was shortly unfolded after crews had arrived at the hospital; the patient was a neighboring Fire Department's Fire Prevention Officer.



# 2016 SOLID GOLD AWARD

OHIO STATE HIGHWAY PATROL ATHENS  
DISPATCH CENTER

DISPATCHER **BRANDY LAUDERMILT**

NOMINATED BY  
DISAPTCHER SUPERVISOR  
JASON L. SAUNDERS  
OHIO STATE HIGHWAY PATROL JACKSON  
DISPATCH CENTER

For her role in an incident that took place in Athens County involving a pursuit, officer-involved shooting, and crash. On September 24, 2016, at approximately 7:08 a.m., Dispatcher Laudermilt received a call from the Athens Police Department requesting assistance on a pursuit that was initiated by Athens Police officers on Columbus Road and was headed out of the city limits on State Route 550. The vehicle, a silver Honda Pilot, was the suspect vehicle in a theft call that the officers were initially responding to. As the pursuit ensued, it was revealed that the vehicle has just been reported stolen from the City of Nelsonville. Dispatcher Laudermilt dispatched both of the Athens Post troopers that were on-duty (Trooper C. V. Robinson and Trooper D. J. Howard) and provided them updated information as she stayed on the line with the Athens Police dispatcher.

During the course of the pursuit, the suspect vehicle attempted to strike an Athens Police officer, at which time he discharged his firearm at the suspect vehicle. The suspect vehicle struck the Athens police officer's cruiser, causing disabling damage to it and continued on. The pursuit was finally terminated prior to the arrival of the Athens troopers when the suspect vehicle lost control attempting to make a left turn and went over an embankment and overturned. Both occupants of the vehicle were taken into custody by Athens Police and Athens County Sheriff's Office units without incident and the driver of the vehicle was subsequently transported to O'Blennis Hospital in Athens with a gunshot wound to his stomach.



2016

SOLID GOLD

AWARD

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CITY OF WILLOUGHBY POLICE DEPARTMENT

POLICE/FIRE DISPATCHER **BRIGITTE SMALLEY**

NOMINATED BY

MARLENE MATTEO CLERICAL/  
COMMUNICATIONS SUPERVISOR, WILLOUGHBY  
POLICE DEPARTMENT

Our Communications Center has a minimum staffing of two Dispatcher 24/7. Dispatchers answer 9-1-1, dispatch for Police, Fire, EMS; monitor security cameras in and out of the police department building and monitor the City's Service Dept. Radios. This was a very busy afternoon shift. Dispatcher Smalley relied on herself and her resources during this incident. Dispatcher Smalley received a 9-1-1 transfer cell call from a resident. The resident was in the middle of an unknown medical emergency.

The caller gave incorrect address information to Dispatcher Smalley, verifying the incorrect address several times. The incorrect address was a multi-unit apartment complex. Dispatcher Smalley quickly determined that the caller was confused as to where she was. While routing emergency response units, Dispatcher Smalley simultaneously used other resources to locate a more recent address for the caller; a different multi-unit apartment complex approximately two miles away. She rerouted emergency response units to the correct general location though she still did not know exactly which building the caller was in. There are about 26 buildings in this complex. Dispatcher Smalley instructed the caller to try to open her apartment door and yell as loud as she could for help. A neighbor heard the cries for help and was able to give the accurate location to Dispatcher Smalley and assist in getting EMS units into the building.

One of the worst fears of a dispatcher is receiving a 9-1-1 distress call and not being able to determine where the caller's location is in order to send the needed assistance. Dispatcher Smalley handled this stressful call with calm reassurance and professional demeanor.



# 2016 SOLID GOLD AWARD

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XENIA-GREENE CENTRAL  
COMMUNICATIONS CENTER

COMMUNICATIONS OPERATOR **CARI HELLING**

NOMINATED BY  
COMMUNICATIONS DIRECTOR MINDY LANE -  
XENIA-GREENE CENTRAL COMMUNICATIONS  
CENTER

Many 9-1-1 Communications Operators will go an entire career without taking a call wherein they actually assist in the delivery of a baby. Communications Operator Cari Helling was able to experience the excitement and joy of one of these miraculous calls on October 10, 2016, when she took a 9-1-1 call from Mt. Vernon Dr. in Xenia. The entire 9-1-1 call lasted just seven minutes, and during that time, Communications Operator Cari Helling assisted in the delivery of twins boys. Once the twins were delivered they were having trouble breathing. Communications Operator Cari Helling didn't hesitate a bit and jumped right into life-saving measures until the medics arrived on scene. The twins were rushed to a medical facility by the Xenia Fire Division and are doing fine today.

All things come in "threes," or so they say. Just ask Communications Operator Cari Helling. On October 18, 2016, Communications Operator Cari Helling assisted again in the birth of a healthy baby girl. She received a 9-1-1 call from Walnut St. in Cedarville and assisted with the birth of the baby prior to Cedarville Township Fire personnel arriving on scene. Again, Communications Operator Cari Helling did an excellent job going through pre-arrival instructions and overall just did a fantastic job!

Communications Operator Cari Helling let her experience and training take over and she did an outstanding job during both of these incidents. Cari has been working in the public safety communications field for 12 years. She is an outstanding dispatcher who cares deeply about her job and does a great job day in and day out. She is a positive role model within the center and when she is having a bad day or gets stressed out she doesn't let that bring her down. As a trainer, she is caring yet firm and she never doubts her trainees or her fellow dispatchers. Instead she consistently works with them to help them improve.

She knows that we have the power to motivate as much as we have the power to bring things down with just our words and actions, and she acts on that knowledge almost daily by speaking positivity and encouragement when others are struggling. There has been an upswing in interpersonal communication on her shift and she has even inspired her shift to get out and walk together after work, which is not only healthy for everyone, but brings them closer together as a team and also allows for everyone to destress from a sometimes very overwhelming job. But above all, Cari truly believes that dispatch, police, fire and EMS are all family and that we should treat each other as such.



2016

SOLID GOLD

AWARD

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WESTCOM FIRE DISPATCH

DISPATCHER **JAMIE BROWN**

NOMINATED BY  
RONALD BARLOW, SUPERVISOR,  
WESTCOM FIRE DISPATCH

Dispatcher Jamie Brown played a key role in the rescue of local fisherman, Mark Petro. On April 16, 2016, Mr. Petro was fishing on the Rocky River when suddenly his chest tightened and breathing became a struggle. Recognizing the symptoms of a heart attack, he called 9-1-1 and was connected with Dispatcher Jamie Brown.

Jamie began questioning him about his location, but Petro was not very familiar with the area. Jamie dispatched a rescue effort with Fairview Park Fire and Police units responding to the general location. A passerby good Samaritan, Adam Frigy, guided responders to the isolated location. He listened by phone to WestCom dispatcher Jamie Brown as Fairview police officers made their way to Petro with their automated external defibrillator.

Soon after rescuers reached him, Mr. Petro suffered cardiac arrest and lost consciousness. Fairview firefighter/EMTs soon followed with advanced life-saving equipment to stabilize the patient and transport him to the hospital. Petro received a thrombectomy in the cardiac catheterization lab at the hospital to open a blocked coronary artery.

The total time from the patient's call to the time of the completion of the thrombectomy was less than 90 minutes. Petro was praised for calling 9-1-1 instead of attempting to drive to the hospital. This was truly an example of all the pieces working together correctly.



2016

SOLID GOLD

AWARD FINALIST

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BUTLER COUNTY SHERIFF'S OFFICE

DISPATCHER **JOCELYNN ALEXANDER**

NOMINATED BY

SERGEANT RON OWENS

BUTLER COUNTY SHERIFF'S OFFICE

COMMUNICATIONS DIVISION

On September 13, 2016, at approximately 1646 hours, a 9-1-1 call came into the Butler County Sheriff's Office Communications Division (9COM) advising of a four-year-old female non-breather. The child had been found at the bottom of a swimming pool and had been there for an unknown period of time. The child's aunt was the caller and the child's mother was nearby.

Dispatcher Jocelynn Alexander, who at the time had been here for only eight months, took the call and immediately began using EMD and giving CPR instructions. She calmly led the caller and the child's mother through several minutes of instruction, and fortunately the child began breathing again right before medics arrived.

I received a phone call from a local news station a short time later asking why there were no deputies or emergency medical equipment at the scene of a child's drowning. I advised the reporter that due to the actions of the dispatcher and those at the scene, the child was successfully revived.

There is no doubt that Dispatcher Alexander's calm handling of a horrible situation saved this child's life. I am recommending her for the 2016 Solid Gold Award due to her actions that day.



**2016**  
**SOLID GOLD**  
**AWARD**

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WOOD COUNTY SHERIFF'S OFFICE

DEPUTY **KARRIE BAKER**

NOMINATED BY  
DOUG HOUTZ, DIRECTOR OF  
COMMUNICATIONS  
WOOD COUNTY SHERIFF'S OFFICE

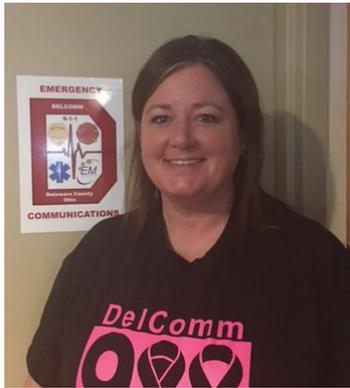
On November 26, 2016 at 09:24 in the morning, Deputy Karrie Baker answered a transfer 9-1-1 call from an adjoining county advising, "I'm transferring a caller; she's very erratic; somebody shot himself in the head."

As the caller is transferred, Deputy Baker quickly hears the female state "Hurry, there's a Sgt.; I'm calling for Sgt. Al Adams, at his home, please hurry. He shot himself!"

After calmly obtaining an accurate address, Deputy Baker began to ask the caller questions regarding the incident, all while listening to a distressed caller cry, asking Deputy Baker to hurry, please hurry over and over. As the caller becomes agitated, it sounds as if the caller left the phone in grief. Deputy Baker remains calm and after several minutes gets the caller back on the line as she attempts Law Enforcement and EMD protocols.

As Deputy Houtz gathers additional information from the caller, she learns that Al opened a door and said, "Becky, I shot myself," then collapsed in the doorway. Deputy Baker cannot confirm to responders that the scene is safe and has responders stage. In addition, the caller is not able to perform CPR and confirms that Sgt. Adams is not breathing. Deputy Baker remains calm and professional for over 10 minutes using her experience to remain in control of the conversation while obtaining what information she could about one of her co-workers.

It was later determined that Sgt. Al Adams was the victim of his own weapon in an accidental shooting.



2016

SOLID GOLD

AWARD

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DELAWARE COUNTY EMERGENCY  
COMMUNICATIONS

TELECOMMUNICATOR **KATHLEEN PARKER**

NOMINATED BY  
JEANETTE M ADAIR, TOUR COMMANDER  
- DELAWARE COUNTY EMERGENCY  
COMMUNICATIONS

I am nominating Kathleen D Parker for the Solid Gold Award for 2016. She has been employed with Delaware County Emergency Communications since November 17, 2008. She has been a new hire trainer since 2010. Delaware County Emergency Communications dispatches for 13 Fire Departments and multiple sub-stations, 10 County Medics, Delaware City Police, Powell Police and Ohio Wesleyan Public Safety.

On February 25, 2016 at 15:02:17 Kathleen received a 9-1-1 call from a recently retired Delaware City Police Officer stating her husband was having a seizure. The caller's husband was also a retired Delaware County Sheriff Deputy. The caller continued saying the patient was not breathing though most of the call.

Kathleen was able to establish that the patient was not breathing and started providing CPR instructions and encouraging the caller. The medics arrived and took over. The medics remained on scene for over 10 minutes, working the patient and were close to pronouncing the patient. The medics did transport the patient, he survived and remained in the hospital for several weeks.

During this high-risk, low-frequency call, Kathleen remained calm and kept the caller focused on performing CPR. She encouraged the caller throughout the call, while relaying key information to the responding units. CPR calls are a difficult call type, and this one was especially hard as we dispatched the caller for many years.



2016

SOLID GOLD

AWARD

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HAMILTON COUNTY  
COMMUNICATIONS CENTER

COMMUNICATIONS OFFICER  
**KEITH NOTTINGHAM**

NOMINATED BY  
BRIAN MACMURDO, SHIFT MANAGER  
HAMILTON COUNTY  
COMMUNICATIONS CENTER

I write to you today to recommend an exceptional Communication Officer from the Hamilton County Communications Center for the Solid Gold Award.

On March 29, 2016 at 1328hrs, while working the Hamilton County Central Radio, Communication Officer Keith Nottingham entered a field initiated investigation detail for a Glendale Police Officer. The officer advised he was out with a subject walking along Southbound Interstate 75. Less than a minute later the officer frantically reported "shots fired, shots fired..."

Mr. Nottingham did an excellent job with this incident. The high standard of service that Keith displayed no doubt played a role in the successful apprehension of the subject and ensured the safety of the officers involved. Keith has an amazing work ethic and holds himself to an extremely high standard. He is an example for us all. Please consider Keith for this prestigious award.

Please take a moment to follow the link below.

[https://www.youtube.com/watch?v=eVe7bx\\_CaSU](https://www.youtube.com/watch?v=eVe7bx_CaSU)

This is a video posted by one of our local news stations. This is the body cam of the Officer that was involved in this incident. At times, you can hear Keith on the radio in the background.



# 2016 SOLID GOLD AWARD

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CHAGRIN VALLEY REGIONAL DISPATCH

DISPATCHER **PATRICK KOTAR**

NOMINATED BY  
DISPATCH MANAGER, LISA DAVET  
CHAGRIN VALLEY REGIONAL DISPATCH

On the morning of Saturday August 27, 2016 at approximately 0720, Dispatcher Patrick Kotar took a 9-1-1 call of a motor vehicle accident in Solon, Ohio. The caller stated that there had been an accident near her residence, with a car flipped onto its hood, and that there was a male subject walking around shooting an AK-47 assault rifle. At the same time, a second 9-1-1 call came in reporting that there was a female lying on the ground near the accident scene.

It was determined later that the male had shot the female who he'd just gotten into a motor vehicle accident with. Patrick remained on the line with the very frantic caller who just witnessed this situation play out in front of her eyes. He gained the trust of the woman caller by remaining calm and reassuring that help was on the way. He obtained a physical description of the male with the rifle, and a description of the two cars that were involved. Police arrived on-scene, took the male into custody, and paramedics tended to the victim.

Unfortunately, the female succumbed to her injuries and passed away a short time later at the hospital. Patrick did an exemplary job obtaining the information needed to maintain scene safety as well as provide a caring voice to the female on the other end of the phone.



2016  
SOLID GOLD  
AWARD

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OHIO STATE HIGHWAY PATROL SOUTHLINGTON  
DISPATCH CENTER

DISPATCHER **SHELLEY TOWN**

NOMINATED BY  
DISPATCHER SUPERVISOR  
DOROTHY O'NEIL-MELESKI  
OHIO STATE HIGHWAY PATROL  
SOUTHLINGTON DISPATCH CENTER

On December 1, 2016 at 22:23 hours, Dispatcher Town received a report of domestic situation in Ashtabula County which occurred in a vehicle with a female sustaining serious injuries. Initially, there was no suspect information. As the incident continued, suspect information became evident. During this time, a separate call was received for a vehicle in a ditch on State Route 86 in Lake County. This call was given to the Chardon Post and Lake County Sheriff's Department responded to the vehicle.

As more suspect information was relayed to Dispatcher Town, the vehicle type and information was also acquired. Dispatcher Town recognized the vehicle in the ditch was the same model as the suspect vehicle from the domestic situation. Dispatcher Town took it upon herself to call the Chardon Post-dispatch and confirm the information. She then called the Lake County Sheriff's Office and verified their unit was still with the vehicle.

This vehicle and subject were in fact the suspect and vehicle involved in the domestic incident. No BOLO information had been entered yet, so the other agencies were not aware of the incident occurring in Ashtabula County. If not for Dispatcher Town's willingness to assist in the investigation, the suspect would not have been apprehended so quickly. Due to this diligence, and assistance in piecing together the information, the suspect was arrested and charged by Ashtabula County Sheriff's Office for kidnapping and felonious assault.



**2016**  
**SOLID GOLD**  
**AWARD**

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COMMUNICATIONS OFFICER  
**JANNAN KLINGSHIRN**

LORAIN COUNTY 9-1-1 DISPATCH CENTER

NOMINATED BY  
TRACY SLAGLE, DIRECTOR - LORAIN COUNTY  
911 DISPATCH CENTER

On the morning of October 5, 2016 at 10:20 a.m. Dispatcher Jan Klingshirn received a call from a woman reporting that two toddlers had fallen into a backyard swimming pool and both were not breathing. Obviously any call that relates to children is extremely difficult and can cause even a seasoned dispatcher to become rattled. Dispatcher Klingshirn took action and immediately notified the Fire Department and EMS to respond. Dispatcher Klingshirn then began providing medical instructions advising the caller to continue CPR until help could arrive and take over. The caller and her daughter kept doing CPR until the fire department and EMS arrived all with the instruction and support from Dispatcher Klingshirn.

Sadly the two year old toddler passed away. Her 23 month-old-cousin was flown to a trauma center. Since this incident the child was released and the media was reporting he was thought to have no lasting issues from the incident. He and his father visited the local fire department expressing their thanks to all involved.

It is my opinion that Dispatcher Jan Klingshirn was instrumental in a positive outcome for the 23 month-old-child. She offered calm, clear, concise instructions and remained with the caller until help could arrive, keeping the caller focused on helping the children and encouraging them to continue with CPR.

Without question, we at this dispatch center know we can count on Dispatcher Klingshirn to always go above and beyond and consider her an asset to the Lorain County 9-1-1 Dispatch Center. She is committed to helping those that need her. I hope that you will take her into consideration to be honored with a Solid Gold Award.



2016

SOLID GOLD

AWARD

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DELAWARE COUNTY SHERIFF'S OFFICE

DISPATCHER **TABITHA PERRY**

NOMINATED BY  
OPERATIONS MANAGER, STEPHANIE BURNS  
DELAWARE COUNTY SHERIFF'S OFFICE

On Sunday October 2, 2016 at 11:01 a 9-1-1 call was received reporting a shooting that just took place at the northbound rest area on Interstate 71. As soon as the call popped up on the active call list, deputies radioed in that they were en route to the location. Inside the Dispatch Room there were only two dispatchers working. Instantly they both knew they needed to work together in order for their units to be safe. Now the question is how can this be done with a major incident taking place on one channel, answering other departments on another channel, answering other incoming calls (because we all know when you have a major incident, the public decides to call needing a response for a paper report), and dispatching units to pending calls.

Dispatcher Tabitha Perry and Dispatcher Megan Hughes made it work. While Dispatcher Hughes worked the shooting that turned into a vehicle pursuit with the suspect, Dispatcher Perry handled everything else. She made every attempt to handle all of the phone calls so her partner could give dispatching the shooting/pursuit all of her attention. She was able to prioritize the phone calls by placing non-emergency calls on hold until they could get to them, along with contacting surrounding agencies for assistance. At the same time Dispatcher Perry also handled the secondary radio channels and an additional channel for units at the crime scene. The incident lasted over three hours.

While both dispatchers did an outstanding job that day, Dispatcher Perry demonstrated a prime example of what it means to support your partner. Dispatcher Hughes said there was no way she could have done her job that day without the excellent display of teamwork.



# 2016 SOLID GOLD AWARD

OHIO STATE HIGHWAY PATROL CAMBRIDGE  
DISPATCH CENTER

DISPATCHER **THERESA MOORE**

NOMINATED BY  
DISPATCHER SUPERVISOR JENNIFER D. MORAN  
- OSP CAMBRIDGE DISPATCH CENTER

I would like to nominate Dispatcher Theresa Moore for her flawless abilities and quick reactions during a pursuit, crash, K9 deploy (bite) and apprehension of a felon on May 16, 2016.

Sergeant Joel Smith and Trooper Scott Bayless, Cambridge District Criminal Patrol, attempted to stop a Subaru Outback bearing West Virginia registration on Interstate 77 northbound near exit 54. The vehicle failed to stop, and a pursuit ensued traveling eastbound on State Route 541 and onto County Road 831. The suspect turned around and was traveling westbound on County Road 831 when he approached Trooper Bayless, who deployed stop sticks near the intersection of County Road 35. The vehicle subsequently crashed into the guardrail and the driver fled on foot towards Interstate 77. Sergeant Smith stayed with the female passenger, and Trooper Bayless deployed K-9 Alex, who subsequently apprehended the suspect at the bottom of a steep ravine. Dispatcher Theresa Moore had back up units and a squad en route to assist. Once the suspect was in custody and identified, Dispatcher Moore found there were several felony charges entered and he was known to have gang affiliation with the Heartless Felons. He was also in possession of a small amount of methamphetamine and drug paraphernalia, a 99D was entered. Dispatcher Moore did a great job of making all the notifications, logging all information into the incident and continuing to dispatch for both the Cambridge Post and the Marietta Post.

Dispatcher Moore's abilities are unmistakable in her everyday tasks as well as during serious incidents. She takes on many responsibilities at the Post.



2016

SOLID GOLD

AWARD FINALIST

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MENTOR SAFETY FORCES  
COMMUNICATIONS CENTER

DISPATCHER **VICTORIA HENDRICKS**

NOMINATED BY  
MENTOR SAFETY FORCES COMMUNICATIONS  
SUPERVISOR NINA LOMBARDO-MYLOTT

At 2031 on January 31, 2016, Dispatch Victoria "Tori" Hendricks saved a life. Dispatcher Hendricks was assigned to fire radio dispatch when she answered a 9-1-1 call from a female who stated her address, followed by "I don't know if my husband is having a heart attack or what." With clear and direct questioning, Tori was able to quickly obtain that her husband was a 48 year-old male with no history of heart trouble and that he was unconscious. While keeping the caller on the line, Tori assured her that she was sending help while simultaneously dispatching fire units. These actions were all completed within just 22 seconds.

Dispatcher Hendricks immediately returned to questioning the caller after dispatching units in order to determine if the victim was breathing. The caller replied "I don't know, don't know," and began to lose control. Tori wasted no time and immediately regained the caller's attention and began following EMD protocol. She asked the caller if she could get her husband onto the floor and explained to the caller why she was directing her to do so. Tori explained "it works better if we can get him onto a hard surface." The caller replied that she was unable to move her husband to the floor and began to become hysterical. Once again, Tori immediately regained the caller's focus by telling her, "That's okay, we're going to do whatever we can then. I'm going to tell you what to do," and began giving very clear instructions on how to give rescue breathing. After the caller gave two rescue breaths, she began to panic again and started to become frantic. Tori reassured her, regained her focus and jumped right back into EMD instructions, all the while encouraging her with phrases such as "You're doing great, that sounded good, I can hear the air going in." She continued instructing the caller and switching back and forth between compressions, ventilations and radio transmissions until medics arrived. Upon medics arriving at the door and prior to making patient contact, the caller began to become distracted and stopped CPR. Tori brought her right back in to focus by telling her "They're there, but I need you to keep going. Count with me. You're doing great." Paramedics made patient contact four minutes and 58 seconds after the initial 9-1-1 call answer.

Dispatcher Hendricks demonstrated superior multi-tasking skills in acting as both call taker and dispatcher. The speed in which she dispatched the call was exceptional and did not adversely impact being actively engaged in the 9-1-1 call. Likewise, the caller never felt abandoned while Tori transmitted on the radio. Dispatcher Hendricks managed both tasks seamlessly. Even more exceptional is the way she handled the actual caller. This call was a textbook example of a caller "repanicking" over and over again. Each time the caller completed the task Tori had given her, she began to unravel again. Tori anticipated this and expertly regained the focus of the caller each and every time. As a result, EMD was effectively given and this male received a second chance at life. This 48 year old male had a pulse and was breathing on his own upon arrival at the hospital.



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**GOLD RIBBON**

**AWARD**

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2016 KNOX COUNTY 9-1-1 DISPATCHERS

**DONNA DURBIN, SHERRY BEATTY, STACY MONROE, KATHY TROWBRIDGE, JOHN YOUNG, TRYSTIN CAMPBELL, LISA SMITH, STACI RIEMAN, KATIE LLOYD, HEATHER CANTER, ANDY THORNTON, LISA PAY, PATTY STEWARD, BAILEY REED, BETHANI NEIGHBARGER, NICOLE CRABTREE, LINDSEY CREAGER, JENNY SHERIFF, MARK HAVER, JANET MONROE, BECKY MILLS**

NOMINATED BY  
OPERATIONS DIRECTOR LAURA WEBSTER

On January 17, 2016, Knox County Ohio suffered the loss of an officer killed in the line of duty. The Knox County 9-1-1 Dispatch Center received a call from a female in the village of Danville stating her boyfriend left with a gun and made threats to shoot and kill a police officer.

Danville is a small village with a population around 1,025 and has its own police department. Dispatch immediately started marking the Danville patrolman on the radio, No answer. Cell phone, no answer. Station phone, no answer.

Knox County Sheriff Deputies were dispatched to Danville and found the officer deceased at his station and his cruiser missing. Dispatch called and coordinated SWAT, BCI, OSP helicopter, Fire/EMS, and surrounding agencies to assist in locating the suspect. A trace was requested through Verizon to try and locate the suspect. The Danville Police Chief received a call from a citizen advising the location of the suspect. Units were dispatched, and after a foot chase the suspect was apprehended. The cruiser was located shortly after.

Of course, calls for service do not stop coming in during and after a tragic event. The dispatchers of Knox County 9-1-1 were deeply saddened, but were able to keep their composure and work through the pain of their loss and provided the usual exemplary service to the citizens and first responders of Knox County. Knox County 9-1-1 was also very grateful for the dispatchers from the Northwest Regional Communications Center in Dublin, who worked our center so we all could attend the funeral of Officer Thomas Cottrell.



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**GOLD RIBBON**

**AWARD**

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**NORTHWEST REGIONAL EMERGENCY  
COMMUNICATIONS CENTER**

NOMINATED BY  
TECHNICAL SERVICES BUREAU DIRECTOR,  
JAY SOMERVILLE

On July 19, 2016, Northwest Regional Emergency Communications Center was forced to evacuate their communications center due to a failed generator, resulting in a total loss of power. Due to the quick actions of team members working during the initial power outage, the relocation of dispatch services to NRECC's backup center went flawless without significant delay. Several off-duty team members responded in to assist where needed. Necessary resources were deployed, including the back filling of staff for the 16-hour outage.

Westerville Communications was instrumental in handling NRECC'S 9-1-1 calls during this downtime. Communication between Westerville and NRECC was exceptional, resulting in no delays of dispatch services. Due to NRECC team members demonstrating the highest level of customer service, commitment and teamwork during the 16-hour outage, dispatch services continued as normal at the backup center. NRECC performed without jeopardizing our customers, citizens, first responders and partnering agencies safety and or interruption of services.

It is my recommendation that the Northwest Regional Emergency Communication Center be recognized for the 2016 Gold Ribbon Award.

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**GOLD RIBBON**

**AWARD**



OHIO STATE HIGHWAY PATROL CLEVELAND  
DISPATCH CENTER

DISPATCHER SUPERVISOR **JENNIFER PAKISH**,  
DISPATCHER **RHONDA TYREE**, COMM TECH  
**DENISE DOMONKOS**, DISPATCHER **LISE  
MICHAELS**



NOMINATED BY POST COMMANDER TRAVIS  
HUGHES, OHIO STATE HIGHWAY PATROL  
BROOKPARK POST



On September 15, 2016, the Cleveland Dispatch Center received a call on their radio frequency from an off-duty police officer letting them know an OSP unit was down.

The officer provided the dispatch center with the car number and units quickly responded to the scene. The dispatchers on-duty at the time of the incident were Dispatcher Supervisor Jennifer Pakish, Dispatchers Denise Domonkos, Rhonda Tyree and Lise Michaels. During this critical event, all dispatch personnel remained calm and focused on providing assistance to everyone responding or at the scene. They assisted each other with radio traffic, telephone calls and assisting subjects on post.

Sadly, the trooper involved in the incident succumbed to his injuries. This tragic event impacted the entire Division. The dispatchers not only lost a co-worker, but a close friend. The teamwork displayed by this dispatch center was remarkable.



The guidance and leadership provided by Dispatcher Supervisor Pakish played a huge role in assisting the dispatchers with the tragic loss of a great individual, not only that day but in the difficult days they had ahead of them.



# 2016 DOUBLE GOLD AWARD WINNER

DELAWARE COUNTY SHERIFF'S OFFICE

DISPATCHERS **SCOTT LILL, BRITTANY DOWLER,  
& ALISA SMITH**

NOMINATED BY  
OPERATIONS MANAGER STEPHANIE BURNS -  
DELAWARE COUNTY SHERIFF'S OFFICE



On Sunday December 4, 2016, Dispatcher Scott Lill took a phone call from a female requesting a well-being check on her brother. She told Dispatcher Lill she received multiple calls from her brother requesting she go to his house to take care of his children. He also stated his wife was not good. She was afraid he may hurt himself, so she drove two hours to the house and found her two nieces, ages two and four, at home by themselves. Because the caller did not want to say much in front of the children Dispatcher Lill had some difficulty getting the necessary information for responding units. The caller's spouse finally got on the phone to say the four year old just said she had heard a gunshot.



During this conversation Dispatcher Brittany Dowler searched the CAD system and LEADS for any information on the brother and his wife hoping to get a possible vehicle description or location. Additional checks in CAD revealed cell phone numbers for both the male and female. Dispatcher Dowler contacted the cell phone provider and requested a ping of their phones. Twenty-six minutes into the call a location was returned within a radius of 1180 meters, almost three-quarters of a mile.

While her partners were tied up in their different attempts to get vital information, Dispatcher Alisa Smith started units to the house to speak with the caller and children. Once the possible cell phone location was provided by the phone company, she had other units from the Delaware County Sheriff's Office and officers from four other agencies respond to the designated area of the county in hopes of finding the male and female. A deputy located a vehicle matching the description of the brother's car in a parking area at one of the state parks in the county. After waiting for back up units, the deputy found a female in the passenger seat, deceased from a gunshot wound. Not knowing the location of the male, a canine was deployed and found a male subject along a path just north of the vehicle, also deceased from a gunshot wound. The teamwork and synergy displayed in the radio room during this incident exemplify the professionalism of each dispatcher involved. They performed their duties exactly as trained and worked towards the goal of locating the missing persons while keeping the responding officers safe.



# 2016 TELECOMMUNICATOR



WOOSTER-ASHLAND REGIONAL DISPATCH

DISPATCHER **SARAH MILLER**

NOMINATED BY MICHAEL BANKS, DIRECTOR  
OF OPERATIONS - WOOSTER-ASHLAND  
REGIONAL DISPATCH

On September 13, 2016, Dispatcher Miller received a 9-1-1 call from a female advising she had been abducted and needed help. Her captor was in the room with her and asleep at the time. The caller whispered to the dispatcher that she did not know exactly where she was, other than she was in a yellow house near the 4th Street laundry in Ashland.

As units were being dispatched, Dispatcher Miller asked about the circumstances of the abduction and a description of the suspect. The caller said they were in an abandoned house, she had been tied up but managed to free herself. He was armed with a taser. Dispatcher Miller worked to keep the victim calm while keeping in mind she could not speak louder than a whisper without waking the suspect. There was no way for her to leave the room without waking the suspect. To make matters worse, arriving officers found two identical yellow abandoned houses next to each other in the location given by the caller.

As officers attempted to determine the correct residence and prepare for entry, Dispatcher Miller kept the victim on the line, asking her to stay calm, advising her that help was outside, and having the caller indicate when she saw officers outside her window informing them that they were surrounding the correct residence. With the correct location verified and the perimeter secured, the officers made a swift entry into the residence, rescuing the victim and apprehending the suspect who woke up as the officers came in. Without a doubt, the actions of Dispatcher Miller and the Ashland Police Division's officers saved the victim's life. Unknown to the responders and the victim, the remains of two deceased women were inside the vacant residence they occupied.

The suspect is charged with the murder of the two women found in their residence, and is suspected in several other homicides of females in the region over the previous years.

Dispatcher Miller's confident and cool demeanor throughout the call was key to the successful rescue of the victim and apprehension of an accused serial killer. The caller's fate would have been very different if she had not remained calm, if she had not been located quickly, or remained on the phone until officers made contact with her. Keeping the caller calm was key. Losing the element of surprise would have greatly increased the risk of further harm to the caller and responding officers. Without the successful conclusion of this call, the other victims, both missing persons, would have remained open cases and the accused serial killer would remain free to commit further crimes.

# NOTES

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## FROM THE CONFERENCE CHAIR

WELCOME



SUPERHEROES

On behalf of the Ohio Chapters of NENA (National Emergency Numbers Association) and APCO (Association of Public Safety Officials International), I would like to welcome you to the 2017 Conference—911:The REAL Superheroes! This conference is packed with a wide variety of sessions aimed at arming you with the tools you need to be the best communications officers and supervisors you can be. The largest dispatch center vendor show in Ohio is Tuesday, with exclusive hours for attendees. We have entertainment planned for Monday evening, plan to join us for some guaranteed good times! The 2017 Conference will conclude on Wednesday with the Gold Star Luncheon to honor telecommunications from across Ohio.

We owe a special thank you to the conference committee and all of the conference sponsors, without their support and commitment this conference would not be possible! If you need anything throughout the conference, please contact a committee member! Have fun and enjoy the conference!

Rose Chambers  
2017 Conference Chair



**“I’m a 9-1-1 Operator.**

.....  
I’m also a doctor, lawyer,  
therapist and a navigation  
device.”

# GOLD STAR

## the awards committee

would like to thank the following people for their support and participation in the program.

- Elizabeth Fahy, Thomas Page, Kadey Pinkston

CHRISTOPHER BLAKE CARVER  
CHAPLAIN JOHN ADAMS  
JAY SOMERVILLE  
SHERIFF PAUL SIGSWORTH  
CASSIE BATTISTE AND RACHEL  
STADLER

OHIO GOLD STAR SELECTION  
COMMITTEE MEMBERS:  
LIN MALOTT, SATORU PERSONS,  
KELLEY DAVIDSON, BRAD  
BRUBAKER, JANET BOLAND

CONGRATULATIONS AND THANK YOU FROM THE CITY OF  
WESTERVILLE EMERGENCY COMMUNICATIONS DIVISION



THE CITY OF WESTERVILLE EMERGENCY COMMUNICATIONS DIVISION WAS PLEASED TO BE INVOLVED IN THE DESIGN AND DISTRIBUTION OF THIS COMMEMORATIVE PROGRAM ON BEHALF OF THE 2015-2016 GOLD STAR COMMITTEE.

WE WISH TO CONGRATULATE ALL THE AWARD RECIPIENTS AND THE BRAVE MEN AND WOMEN WHO SERVE THEIR COMMUNITIES EACH DAY.

**HOLLY WAYT**, COMMUNICATIONS MANAGER  
**ALAN FISH**, COMMUNICATIONS SUPERVISOR  
**MIKE KUSCHE**, COMMUNICATIONS SUPERVISOR

#### COMMUNICATIONS TECHNICIANS

**CHRISTY BAILEY**  
**LAURA DAVISSON**  
**AMY DENT**  
**KIMBERLY DOUGLAS**  
**CLAUDIA ESTEPP\***  
**KATHY HURTT**  
**CHRISTOPHER KAPEL**  
**TARA KELLEY**  
**LESSA KERN**

**MARIA KING**  
**TAYLOR LOCKHART**  
**STEVE MORLAN**  
**JEFF MILLS**  
**CAROLYN PRESTON**  
**MARCY ROSS**  
**JULIE RUZICKA**  
**KIPPY SHURMAN**  
**SUSAN VARGO**

