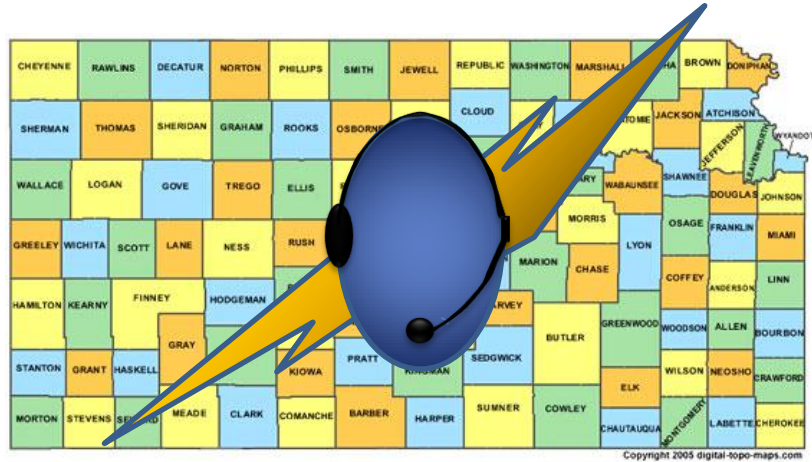




Kansas APCO Chapter



2010 Telecommunicator of the Year





- Each year, the Kansas Chapter of APCO selects an outstanding individual from the state to award them the prestigious Telecommunicator of the Year.
- Here are the finalists:



2nd Runner Up

- The second runner serves as a Communications Officer.
- She is a great team player and is always willing to help with phones, radio traffic, and CAD entries.



Work Ethic

- **Our candidate is described as the perfect example of what a telecommunicator should be:**
 - Dedicated
 - Motivated
 - Professional
 - Team worker
 - Leader
 - Passionate about officer safety



Professionalism:

- Earlier in the year our candidate took a 911 call from a man who stated that his wife was one of the county judge's assistant.
- He needed her contacted because the babysitter just called and said their son was not breathing.
- He was not able to give an address of the daycare but wanted his wife notified that he was on the way to the daycare.
- Our candidate had a deputy go the courthouse to contact the mother. During this time she notified EMS of the situation and started them to Paola while trying to get an address of the daycare.



Professionalism:

- A deputy transported the mother to the scene and provided the exact address.
- During the incident, our candidate displayed calmness and quick thinking. Though her skills were tested she was able to maintain her composure and professionalism.



Service

- Our 2nd Runner Up Candidate is a 21 year veteran of Emergency Services.
- Her PSAP receives approximately 1,000 911 calls per month.
- The center dispatches for Miami County, Louisberg Police Department, KHP units, Kansas Department of Wildlife and Parks as well as three fire districts.
- She previously worked for Pittsburg State and Linn County. For the last ten years she served and currently serves at the Miami County Sheriff's Office.



2nd Runner Up



Cindy Staton

Miami County Sheriff's Office



1st Runner Up

- She serves as a Shift Supervisor.
- She routinely rotated through all the public safety positions until her promotion to supervisor.



Work Ethics

- **She is described as:**
 - Exceedingly Quick and Thorough
 - Knowledgeable in all aspects of her job
 - Reliable
 - Unfailingly courteous to the public
 - Work ethic is commendable
 - Professional



Professional

- During her career she has handled two officer-involved shootings “which she conducted herself with composure and exemplified outstanding dispatching skills.”



Professionalism:

- April 24, 2010, our candidate answered a 911 call of a 19 year old female reporting her mother was being raped inside their home in the same room where the caller was located.
- During the 8 minute phone call our candidate was compassionate and professional.
- She calmly talked to the caller gathering as much information as she could. She reassured and comforted the caller in order to keep her focused and calm.
- All information was relayed in a timely manner resulting in the perpetrator being apprehended and arrested in a mere seven minutes.



Professionalism:

- Another example was on May 5, 2010 when our candidate was the primary dispatcher during a call at the boat ramp on the Kansas River at 8:59AM. Two subjects were burning the covering off the copper wire. One suspect was taken in to custody upon arrival of the officers. The other suspect jumped into the river to escape.
- The call evolved from a water rescue, into a pursuit down the river ending up in Jefferson County to the east of their county. The suspect was finally taken into custody at 12:11PM. Throughout the more-than-three-hour pursuit and search, our candidate, coordinated numerous resources, requests, notifications, and multiple first responders in an urgent time frame.



Service

- Our 1st Runner Up serves for a PSAP that takes over 187,570 911 calls, thousands of non-emergency calls and dispatches more than 200,000 calls for service for first responders.
- She began her career in 2002 as a Communications Specialist I.
- In 2005 she was promoted to Communications Specialist II and became essential to her agency's training program.
- In September 2010, she was promoted to a Shift Supervisor working on second shift with another supervisor and nine communication specialists per shift.



1st Runner Up



Sara Roberts

Shawnee County Emergency Communications Center



Our TCOY for 2010

- **Serves as a 911 Dispatcher/Call taker.**
- **Is the only dispatcher on duty during her shift.**
- **Works as an administrative assistant with case management and tracking civil process duties.**



Work Ethic

- Great example of a team player
- Ready to help at all times
- Goes the extra mile to ensure things run smoothly on her shift
- A stickler for policy and procedures
- If she doesn't have the answer she will find the answer
- Keeps safety foremost in her mind
- Go to person to train new hires



Professionalism:

- At 21:14 hrs. on September 2, 2010 Sheriff Robert Williams and Deputy Kevin Smith located a vehicle that was reportedly driving erratically in the north edge of Dighton.
- Deputy Smith viewed a shotgun in plain sight next to the driver in the vehicle and could smell intoxicants in the vehicle.
- The driver was acting very nervous.



Professionalism:

- The passenger complied with law enforcement officers. The driver had a revoked DL and active warrants out of Riley County.
- The driver refused to exit the vehicle when ordered to.
- The driver placed the car in drive and fled the scene.



Professionalism:

- The passenger bailed from the vehicle onto the highway.
- Our candidate notified Gove County and Oakley PD concerning the pursuit, as well as, coordinating law enforcement units in the county, on two different radio systems and logged all the information.
- The pursuit lasted 90 minutes until spike strips were deployed disabling the vehicle.



Professionalism:

- Approximately 22:54 shots were fired from the suspect vehicle.
- It was later learned the suspect was trying to harm himself.
- Our candidate was the only dispatcher to handle to the pursuit and shooting incident.
- She was able to keep up with all the radio traffic on both systems, give precise directions, relayed information to the units, answer phones, report the status of the pursuit to the units, as well as, keeping the safety of the responding units first.
- “Her professionalism, integrity and attention to detail were an integral part of the apprehension of the suspect.”



Service

- Our TCOY began her career in 1999. She started as a part-time dispatcher.
- In 2003 she became a county dispatcher when the city and county consolidated.
- She works in a PSAP with only one dispatcher on duty at a time assigned to a 12 hour shifts
- Lane County covers 717 square miles with a total population of 1,742. Their PSAP dispatches for all emergency services in the county.





**The Kansas Chapter of APCO
is proud to present the**





APCO

**2010 Kansas Telecommunicator
of the Year**



2010 Telecommunicator of the Year



Karen Barnett

Lane County Sheriff's Office



2010 Telecommunicator of the Year



Karen Barnett

Lane County Sheriff's Office

