

P.S.C.A.'s
17th Annual Dispatchers'
Recognition Banquet



April 15, 2006

**Sponsored by
Clovis Fire and Police
At the
Clovis Memorial Building**

Schedule of the Evening's Events

Social hour
6 p.m. to 7 p.m.

Welcome
Candy Sponhaltz
Clovis Fire/Police Communications

Invocation
Judy Hida
Senior Chaplain
Clovis Public Safety

Dinner
By
Moonlite Catering
Mike Robinson

Guest Speaker
Jim Zulim
Chief of Police
Clovis Police Department

Awards Program
Phil Caporale, Emcee

PSCA Award given by
Shiela Kirkorian
Fresno Sheriff's Department

Raffles and prizes

The P.S.C.A. Story

Public Safety Communications Association (PSCA) was formed in 1989 as a non-profit organization with the purpose of providing local training and recognition for area law enforcement, fire and EMS public safety dispatchers.

PSCA's membership includes agencies throughout the San Joaquin valley. The organization has been successful in sponsoring training that the smaller, rural agencies would not have been able to participate in due to budgetary concerns. The PSCA has also placed a high importance on recognition and has established an annual banquet to accomplish this purpose. The banquet is held each year during National Telecommunications Week, the second week of April.

Everyday millions of people depend on the skill, expertise and commitment of public safety telecommunications professionals who help save countless lives by responding to emergency calls, dispatching emergency professionals and equipment and providing moral support to citizens in distress.

The term "9-1-1" is associated with rapid emergency response, poise under pressure, aid and compassion in times of distress, and critical decision making within seconds. Many people do not stop to think about the seemingly nameless, faceless individuals who answer 9-1-1 calls until they experience actual emergencies themselves. In many instances, these professionals make the difference between life and death. By officially recognizing these public safety telecommunications professionals, we hope to foster public awareness and promote much needed education regarding important public safety issues and legislation.

While the public safety dispatcher is the caller's personal advocate during single call episodes, the dispatcher must also maintain the continuous role of advocate of the system. Dispatchers will have more comprehensive knowledge about the situation than anyone responding until emergency personnel arrive at the scene. A positive perception of emergency services is created when the public's initial

telephone interaction has a confident, helpful tone. There is a balance between becoming too emotionally invested in callers and not invested enough. Critical decision making requires that dispatchers be in command of their emotions.

Public safety dispatchers form a very close bond with the officers, firefighters, paramedics and EMTs who respond to emergencies. The relationship between the dispatch center and the field personnel is that of people on the same team who play different positions.

As Johann Wolfgang von Goethe said, "Thinking is easy, acting is difficult, and to put ones thought into action is the most difficult thing in the world." This is the job that the public safety dispatcher is tasked to accomplish. The PSCA is here to provide the necessary training to accomplish this goal and the well-deserved recognition to those individuals who master the task.

Shiela Kirkorian, PSCA Chairperson

American Ambulance *Therese Jack*

Since she was 5 years old, Teri has known that she wanted to be in a profession where she was able to help people and give something back. One day while driving, Teri saw an ambulance speed by and was immediately bitten by the EMS bug. Teri went back to school at Fresno City College and earned her EMT license in 1986. Teri came to American Ambulance in 1988 and was hired as a Dispatcher. Teri's original plan was to work in dispatch for a while and then move on to the field but found she had a knack for taking calls and dispatching ambulances so the "moving on" to the field part never really worked out. In 1991, Teri married her husband Curtis who was a Paramedic at American.

There are many reasons we are honoring Teri as our Dispatcher of the Year. As one of the more "seasoned" dispatchers, Teri is an invaluable part of the communications team. Teri can always be counted on to help new folks learn the ropes in a variety of areas and enjoys providing them with pearls of wisdom that help them to be better dispatchers. She's quick to pitch in with help or her ideas whenever needed (even on occasion if NOT needed!) and really enjoys the challenge of learning new things in the communications center until she excels at them. She really enjoys her job and is encouraging to her co-workers. It can be a lot of fun when Teri's on duty!



California Department of Forestry and Fire Protection
Fresno District

Jason Tompkins

Jason Tompkins has worked for CDF for about five and a half years. He started out as a season firefighter working at the Hurley fire station. He became permanently employed as a Fire Dispatcher in 2000. He went to CHP as a dispatcher for a short time and also worked as a dispatcher for Fresno PD, returning to CDF in July of 2003. Prior to employment with the State he served his community for ten years as a paid call firefighter (PCF) for Fresno County Fire District.

Jason is married to Stasha and they have a three year old son named Bryce. Bryce comes to visit in the Command Center often and is in training to be a dispatcher. Well, OK, he sits at the console and pretends, under close supervision of course.

Besides dispatching duties, Jason is responsible for the cell phone program for our department. He is constantly seeking the best phone service provider at the lowest cost available. He issues phones, answers questions makes or schedules repairs purchases phones and accessories and is responsible for keeping track of approximately 30 cell phones.



California Highway Patrol Teresa Bassett

Teresa's father was an Officer with the California Highway Patrol and as with many "CHP Brats", as we are fondly known, suggested she take the California Highway Patrol's Dispatcher examination. On May 5, 1981 she reported to the Ventura Communications Center to begin her career with the California Highway Patrol. Teresa worked for almost five years in Ventura before relocating to the Central Valley and transferring to the Fresno Communications Center on January 31, 1986. She has worked in the Fresno Communications Center since that time, except for the year 2001. Teresa was bitten by the adventure bug and transferred to the Merced Communications Center. Fortunately for us, after a year of commuting from Fresno to Merced, she decided to return to the Fresno Communications Center.

Teresa has two grown children, David and Jennifer. She has been blessed with three grandchildren. Teresa's son, David and his wife Nicki, have two children, Zach who is 3 $\frac{1}{2}$ years old and daughter Sydney, 10 months old. Her daughter, Jennifer and her husband, Jack, have one son, Brenden, who is 6 months old. Teresa wears her "Grandma Stripes" proudly and loves spending time playing with her grandkids as much as possible.

Thank you, Teresa, for providing California Highway Patrol and Fresno Communications with years of hard work and dedicated service.



Chowchilla Police Department

Lacey Davis

Lacey was hired by the Chowchilla Police Department on April 3, 2005 as a part-time Community Service Officer/Dispatcher. On June 20, 2005, Lacey was hired full-time by the police department as a Community Service Officer/Dispatcher. Lacey is currently a dispatcher and is also trained in animal control services. She is now attending classes to become the department's CPR and First Aid Training instructor.



***P.S.C.A. Honoree
2006***

**Clovis Fire and Police Dispatcher of the Year
*Sherri McClannan***

It's hard to believe Sherri has never been in a police department until 15 years ago. Now she's Acting Lead Dispatcher taking on a lot of responsibility, including training and scheduling.

Of her job, she says she loves this type of work. It's always different every day. She loves to be the first to know things, and people continue to surprise and amaze her. She recently remembers a man who called 9-1-1 for a job application. He didn't know the regular number and wanted to test for police officer!

Shift work can offer some rather strange hours, but Sherri says they really can work to your benefit. If a person can be adaptable with his or her schedule, Sherri says she would recommend this job to anyone. She's received a number of letters of commendation for her work, which includes being a tactical team dispatcher.

Sherri is inquisitive, wants to be a part of everything and enjoys detail work. It's a great shift when she can help catch "the bad guy who's lied to the officers" by doing some background research.

This is the third time Sherri's peers and officers have voted her the Dispatcher of the Year. Comments like, "great dispatcher," "always willing to go above and beyond," "great attitude" and "dedication to the department and division" are among the phrases they use to describe her.



Coalinga Police Department

Linda Vasquez

It is with great pleasure that the Coalinga Police Department announces Linda Vasquez as their Dispatcher of the Year. Linda came to the Coalinga Police Department from the Huron Police Department in July 2004. While at the Huron Police Department Linda had the opportunity to work in dispatch and spent six years in their records department.

Linda started with the Police Department as a Public Safety Dispatcher and then transferred to records where she was vital in the day-to-day task of inputting and dealing with the community at the front desk. Linda always helped out in dispatch in time of need (lunch breaks, vacations) and was recently promoted from Public Safety Dispatcher to Administrative Secretary, where she is now in charge of Records and administrative business. Linda works long hours and is dedicated to her job and the department.

Linda has been married to her husband, Raul, for 14 years and has two wonderful boys, Rico and Rudy Delavega. In her spare time, Linda enjoys cooking and spending time with her family.



Fresno County Sheriff's Department

Tina Ortiz

Tina Ortiz was hired by the Fresno County Sheriff's Department in August 1991. She came with public safety experience from Mendota Police Department. During her career with the Sheriff's Department she has promoted up to her current rank of Communications Dispatcher Specialist in 1999. Since then Tina has worked as a Lead Dispatcher and trainer.

Tina has expressed her readiness to get more involved in other aspects of the job, particularly training. She has arranged training with the Civil Division for her co-workers to give them a better understanding of the issues they are questioned about. She is involved in the Companion Officer Program, providing coordination to the program and gaining the trust and confidence of her peers and other department employees. She is involved in the development of and transition to the new Problem Based Learning program that will be used for training in the Communications Division. This will also be effective in the move to the new CAD systems anticipated by the county and in training the outlying agencies involved. Her co-workers are impressed with her telephone and life saving skills, demonstrated when she handled a call with a caller who could only communicate by tapping the phone or pressing buttons to answer her questions.



Fresno Police Department

Liz Hamilton

Elizabeth Hamilton became an ESD at Fresno PD June 1st, 1987. Liz married Rick Hamilton in a barn wedding in 1991. She has a daughter Megan now 23 and living in South Lake Tahoe. Hobbies center around The Crap Shop in her backyard, and include gift basket making, scrap booking, and rubber stamping. Liz would be a professional Saturday morning yard saler if not for the rotating days off at work. Habitually stops to pick up stray animals and Starbucks. She considers her sense of humor and compassion her best work tools.



Madera County Sheriff's Department

Armando Negrete

Armando was raised in Clovis and graduated from Clovis High School in 1996. He attended Cal State University, Fresno and competed with the Track and Field team for the University. From 2002 to 2004 he managed a rock climbing gym in Fresno. He was introduced to Law Enforcement by a friend who is an officer with Fresno PD. After doing numerous ride-alongs with his friend he determined he could get involved in law enforcement without the risk of being an officer, by being a dispatcher (and he adds that he has not been disappointed).

Armando married the love of his life, Susan in July 2003 and they make their home in Clovis.



North Central Fire District

Lori Salvador, Flora Bowles, Denise Rascon

Battalion Chief Storey wrote the following about their dispatchers:

"These three dispatchers are the only full-time dispatchers currently at North Central Fire District. They have worked an extensive amount of hours in dispatch and on other projects as needed by the district. Their level of dedication to the fire service exceeds the district's expectations and they are to be commended for the tremendous team effort that has been exhibited over the last year."

North Central asked that all their dispatchers be commended and chose not to recognize an individual, highlighting their teamwork instead.



Reedley Police Department

Kim Martinez

Kim has been employed with the Reedley Police Department for over seven years. She is extremely dedicated and takes pride in her job. She recently became a Communications Training Officer and has been very influential in the revision of the training program. Kim is a dependable employee and a great team player. She is always willing to help other dispatchers by covering their shifts or coming in to help on a busy shift. In her spare time Kim enjoys spending time with her daughters, Karina and Addy. She also spends time with friends and enjoys baking and spending time in her new home. She is a valuable and appreciated employee to the department and we are honored to recognize her hard work and achievements.



Sierra National Forest ECC

Nicole Danielle Diaz

Nicole is in her second year as a dispatcher for the Sierra National Forest Emergency Communications Center. She attends Fresno City College, carrying 17 units this semester and is planning on graduating in May with an Associate's Degree in Fire Science. Fire has always fascinated her, so after graduating from high school she worked as a paid-call firefighter for the California Department of Forestry, Merced-Mariposa-Merced Unit. Her employment with the Forest Service started through a student program where she was given the opportunity to work in Newport, Washington on a wildland firefighting hand crew. Firefighting was postponed when she found she was going to become a mother, so she joined another function of Fire and Aviation Management – Dispatch. Her experience in dispatched has proven both challenging and rewarding. The knowledge and skills that she has attained she feels will be useful in further career options.



Tulare County Sheriff's Department

Edna Perkins

Edna was hired by our agency in June of 1984. She was chosen for dispatcher of the year by her co-workers. This is a testimony of the respect she receives from both sworn and non-sworn personnel.

Edna is being recognized for developing and teaching our new dispatcher training program. This program entailed a lot of research, work time and effort on her part. Edna also teaches in our Explorer and volunteer academies. Her expertise and many years of experience are a valuable asset to our agency.

Edna has been married to Frank for twenty years and they have two children. Edna credits her work ethic to her parents and is very proud of their heritage and family history of hard workers. Edna and her husband enjoy fishing, camping and BINGO.



Visalia Police Department

Alaina Garcia

Alaina began work with the Visalia Police Department in June of 2004.

Alaina is an instrumental part of the Communications. She is a true team player and very pleasant to work with. Alaina is always more than willing to help out whenever needed. She is very reliable and works very hard at everything that she does. She demonstrates, on a daily basis, her dedication to her job and provides quality service to the community and other employees.

Alaina is an asset to law enforcement and she demonstrates loyalty and dedication to the profession.



P.S.C.A. Outstanding Individual Award

On Monday, March 21, 2005 at approximately 8:15 p.m. a third hand call was received on a non-emergency phone line regarding a man holding a gun to his wife's head in an apartment. Four members of the police department attempted to make contact at the residence and were fired upon multiple times from inside the residence. An adult female and a 5 year old female child exited the front door; however, the adult female refused to leave the apartment doorway or release the child and went back inside the apartment. At this time more shots were fired from inside the apartment in the direction of officers and neighboring apartments.

The same adult female again exited the apartment and this time released the 5 year old female child and returned inside the apartment. As officers attempted to move the child to a safe location additional shots were fired from inside the apartment. Moments later the adult female and an adult male exited the apartment and were taken into custody.

Currently the Chowchilla Police Department is staffed with only one dispatcher per shift. During this call Lacey Davis was not only responsible for taking the initial and any subsequent calls regarding this incident, dispatching officers, calling in off duty officers, calling for assistance from outside agencies and the SWAT team, but was also still responsible for answering all other incoming emergency and non-emergency calls, dispatching fire and ambulance and handling lobby traffic as the need arose.

At Chowchilla PD you are always required to perform all the above duties along with supervision of persons in custody, report processing and other assigned duties. Unfortunately, in instances like an officer involved shooting or other critical incidents our dispatchers do not have anyone readily available to them that can help handle the non-emergency traffic so that they can concentrate on the critical incident at hand.

CSO Lacey Davis brought great credit to herself and the department and above all maintained a high level of officer safety. She is highly deserving of recognition for the tremendous job that she did handling this incident.

It is with great pleasure and pride in the professionalism shown by Lacey that PSCA presents her the Certificate of Recognition for an outstanding job well done.



Thanks to all the agencies, their personnel and the citizens who support our banquet and our individual efforts throughout the year, without this type of support our organization would not be able to continue providing the training and recognition that is so richly deserved by the people who work in the Public Safety Communications profession.