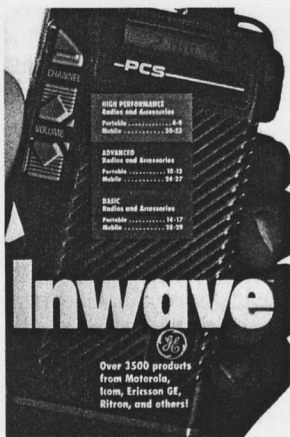


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APCO's CPRA Chapter Honors 12 Communications Professionals

Twelve public safety communications professionals were honored at the Sixth Annual Dispatchers Appreciation Banquet sponsored by the CPRA Chapter (Southern California) of APCO.

CPRA Chapter President Spence Leafdale of the Los Angeles Police Department told the gathering the event "not only honors our peers but also ourselves. Nowhere else in this country has an entire region been so dramatically impacted by the events of the day. We deserve a pat on the back. I invite you to take a moment to consider and recognize the contribution each of you has made to ensure the safety of the citizens of Southern California."

Robert Stoffel, chairman of the CPRA Operations Committee which planned the banquet, introduced President Leafdale and local radio traffic reporter Mark Denis, master of ceremonies.

Barbara Delgado of the Anaheim Po-

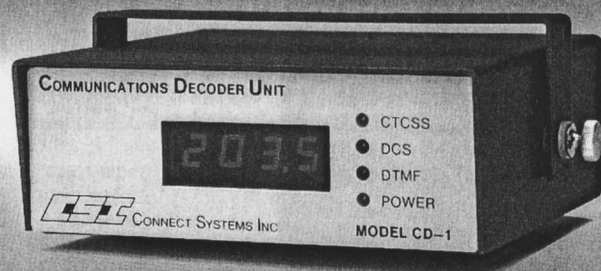
lice Department sang the National Anthem, and APCO Past President Gary David Gray of Orange County Communications gave the invocation. After dinner, the 12 awards were presented.

Rodie O'Keefe

Dispatcher of the Year honors went to **Rodie O'Keefe** of the San Bernardino County Sheriff's Department in Victorville. She's been a dispatcher more than 15 years, the first eight of which were strictly voluntary without any pay. Her consistent level of professionalism awarded her a promotion to the newly created position of civilian Communications Supervising Dispatcher last August.

She also is a reserve deputy sheriff. Her expertise has been used in the training of new dispatchers and also in the teaching of communications to new Sheriff's Academy recruits.

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COMPLETE	02	121	10:15:00 TRK01
COMPLETE	04	123	10:23:56 TRK04
COMPLETE	04	123	10:24:07 TRK01
COMPLETE	04	122	10:24:34 TRK05
COMPLETE	03	123	10:24:39 TRK04
COMPLETE	01	121	10:27:46 TAN3
COMPLETE	02	123	10:31:24 TRK0
COMPLETE	01	123	10:31:43 TRK0
COMPLETE	01	123	10:36:07 TRK
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Jackie Noel

Outstanding Performance Award winner Jackie Noel of the Ventura County Fire Department was honored for a call she handled. During the beginning stages of the Malibu fires, she received an enhanced 9-1-1 transfer from the California Highway Patrol. The reporting party was calling on a cellular phone and said he was trapped in the fire area and was in desperate need of emergency help. She remained on the phone with him while another county dispatcher contacted Los Angeles County Dispatch to have equipment respond to his location.

For more than 50 minutes, Jackie stayed on the line, instructing the caller what to do to save his life while the county was trying to get assistance to him. The fire had destroyed his home and he was told to find safety and refuge in his empty swimming pool. When the fire overran him, the cellular connection was terminated.

Due to Jackie's quick thinking early in the conversation, she had learned the



Honored by CPRA Chapter were, front row (from left): Johnna Carter, Sheila Haley, Nicole Bavis, Kelly Duncan, Suzanne Adams and Melissa Smith. Back row (from left) Shaune Ramirez, Linda Carter, Rodie O'Keefe, Jackie Noel, Cherry Teter and Mila Smith.

Photo by Rick Mouze

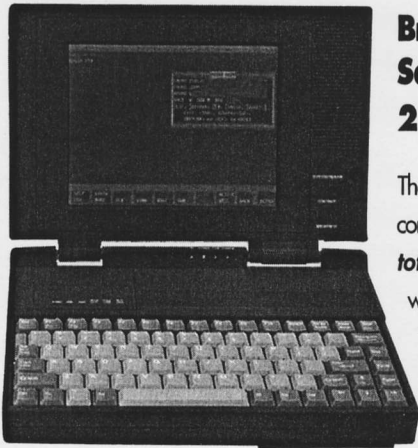
caller's phone number and pager. So, when the cellular connection was broken, she tried to call him back but was unable to get through. She then paged him and much to her relief he called her back hours later. His gratitude was immeasurable, and he attributed his life to her calm handling and decisive instructions.

Linda Carter

Linda Carter of the Desert Control Center of the San Bernardino County Sheriff's Department also received an **Outstanding Performance Award**. When a deputy requested she recall an informant for directions, the 3 a.m. phone call touched off a series of unfor-

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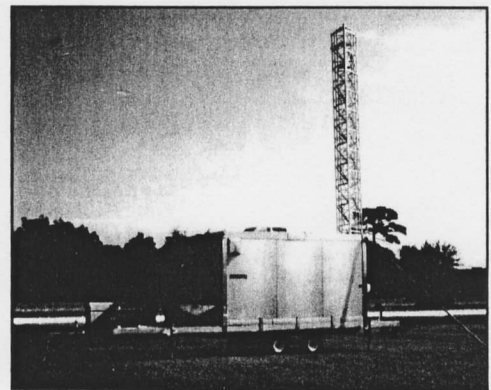
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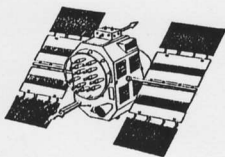


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CPRA Honorees

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gettable events, forever touching the lives of everyone involved.

Linda remained on the phone for more than 40 minutes with the reporting party, and all the while the husband could be heard firing shots in the background. At one point, he came to the phone. Extremely agitated and emotionally distraught, he told Linda he is "gonna kill his wife" and "I'm gonna get killed or I'm gonna kill tonight!" He refused to talk further. Upon the deputies' arrival, the open phone line revealed a single shot, then a series of gunshots. Linda's unfailing calmness contributed greatly to the ultimate success and low number of injuries of this incident.

Nicole Bavis

Nicole Bavis was honored as the **Supervisor of the Year**. During 1993 the Redondo Beach Emergency Communications Center was going through a process of selecting a new manager. One of the department's lieutenants acted as interim manager. Without time to prepare for a new manager, the department's preparations fell entirely on the supervisory staff, chiefly on Nicole, as the administrative supervisor.

She quickly familiarized herself with the manager's duties and then broke in the interim manager who had no communications background. When the new manager was named, she also broke in that person and assisted in implementing a new training program for communications operators. The overwhelming success of the training program resulted in a drop in the turnover rate from 35% to 10%.

Shaune Ramirez

Shaune Ramirez of the Oxnard Police-Fire Communications was honored as **Dispatcher of the Year - Runner Up**. She was honored for maintaining a good working relationship with all her peers, consistently taking on more than is required, successfully combining

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CPRA Honors 12 ... From Page 134

skills, knowledge, ability, dedication and true desire to professionalize the field of public safety telecommunications.

Melissa Smith

Melissa Smith of the Santa Ana Police Communications was honored as **Dispatcher of the Year – Runner Up**. She was honored for consistently performing at a level exceeding job standards and being a hard-working telecommunicator who always displays a professional and positive attitude.

Carol Advocate

Carol Advocate of San Bernardino County Sheriff's Department, Needles, was honored as **Dispatcher of the Year – Honorable Mention**. She joined the department 19 years ago and over the years had demonstrated the skills and personal qualities necessary to be an excellent telecommunicator. Carol's professional demeanor and confidence in the knowledge of her job let the deputies know that someone is there to help them.

Johnna Carter

Johnna Carter of Oxnard Police-Fire Communications was honored as **Outstanding Performance – Runner Up**. December 2 began as a routine morning until 11:39 a.m. when the first calls of a gunman in the Employment Development Department were received.

During the next 25 minutes, more than 100 calls were handled while listening to gunshots over the phone and victims pleading for help. By 12:05 p.m. three citizens had been injured; the suspect, three citizens and a police officer were dead. She continued to do her job in an outstanding manner and continued to be a professional in spite of having to deal with the personal grief and stress of losing a friend and co-worker.

Suzanne Adams

Kelly Duncan

Suzanne Adams and Kelly Duncan of Laguna Beach Police-Fire Communications were honored for **Outstanding Performance – Runner**

Up. On October 27, Laguna Beach experienced a fire that required no less than 61 strike teams of 2,000 firefighters and 313 police officers from surrounding agencies. Through the first hours of this incident, both Suzanne and Kelly exemplified the ultimate professionalism any agency could ask of its workers in assuming the arduous role of a telecommunicator.

Sheila Haley

Sheila Haley of Los Angeles Police Communications was honored for **Outstanding Performance – Honorable Mention**. Last August 20th, about 11:15 a.m., a patrol unit reported following a stolen UPS truck used earlier in an armed robbery. The officers cornered the truck in an alley and went in foot pursuit. The two officers became separated and were fired upon. Many other units responded. After setting up a perimeter, Sheila directed units to a tactical channel. Her quick actions and calm control of this incident contributed to the apprehension of both suspects.

Cherry Teter

Cherry Teter of the Los Angeles Police Department was honored as **Supervisor of the Year – Runner Up**. As officer in charge of the training unit for communications, she and her staff revised, published and initiated training for the division. She also revised the communications manual to be more user-friendly and efficient. Her motivation and leadership are reflected in the high quality and large amount of work being processed through the training unit.

Mila Smith

Mila Smith of the Los Angeles Police Department was honored as **Supervisor of the Year – Runner Up**. She supervises employees who answer emergency calls, dispatch and monitor patrol units, handle service requests and complete telephonic reports. Mila demonstrates a sincere interest in improving the working relationship between supervisors and subordinates by coordinating and participating in a special training day for employees under her supervision. ■