

NEWS RELEASE

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SUFFOLK DISPATCHER OF THE YEAR NAMED

SUFFOLK, VA (April 9, 2014) Emergency Communications Operator (ECO) Katie Gray has been named the 2013 Suffolk Dispatcher of the Year. Gray will be recognized at the upcoming Suffolk Police Department Awards Ceremony and Banquet on Monday, April 14, 2014 at 6 p.m. at the Planter's Club. The timing of this award is also tied to National Telecommunicator Week which runs April 13th through April 19, 2014.

ECO Gray began her employment with the Suffolk Police Department on August 16, 2010. Her nomination credited Gray for her overall work and dedication to the Emergency Communications Center. She expressed an interest in becoming a Certified Training Operation (CTO) and completed the training in May of 2013. Shortly after the completion of training, Gray took on her first trainee and has shown a willingness to work with other training operators to help them train their trainees.

Gray was also highlighted for working with others to share her knowledge and experience. It was noted that ECO Gray maintains a calm demeanor while taking 911 calls no matter the situation on the other end of the phone. All of her customer service surveys return with "meets expectations" or "exceeds expectations". In 2013, ECO Gray answered over 2,000 911 calls.

Gray is also continuing to work on obtaining her bachelor's degree in Criminal Justice while working fulltime for the Suffolk Police Department.

The week of April 13th through April 19, 2014 has been designated National Telecommunicator Week. In 1991, a Congressional resolution designated the second full week in April each year as National Telecommunicator Week. Since this time, public safety agencies nationwide have recognized Telecommunicators, dispatchers, communication operators and radio control personnel for the pivotal role they play in public safety.

Public safety dispatchers provide a critical service to the community and all emergency personnel while performing their duties with integrity, quality, accountability and respect. As the first person on the scene of nearly every crime, fire and medical emergency, the 9-1-1 dispatcher continues to be an invaluable resource for agencies of all sizes.

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