



2013 Awards Luncheon Program

April 18th, 2013

Kent Island, Maryland

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TEAM OF THE YEAR WINNER

Award Nominee

DIVCOMM Rebanding Team – Kevin Daugherty, Jorel Deleon, Thomas Shorts, John Healy

Nominator

Bill Carrow – Deputy Director

Agency

Delaware Department of Safety & Homeland Security, Division of Communications

Since the 800 MHz system was unveiled in 1997, this is the single largest, most demanding project the Division of Communications has ever undertaken. Put into perspective, the radio system was phased-in over a three year period. The rebanding project has two phases, with the first phase involving the actual rebanding and programming of nearly 13,000 radios in a one year period. In a project of this magnitude each piece is a building block on the other, as the failure of one could not only affect the schedule but could spell failure of the overall project. Knowing this, the agency assembled the right team of senior communications specialists and a project manager to ensure success.

The rebanding team blended their individual talents and skill sets into a flawless team effort. Their system knowledge made the user meetings go very smoothly, as they could answer questions from first-hand experience. They had to deal with hundreds of public safety agencies in Delaware, guiding the end users to make educated decisions that would be right for their agency and for their personnel. The actual programming involved contracted vendors, and the team was also instrumental in clearing up problems between the users and the vendors that would pop up occasionally. Personalities would sometimes get in the way on the part of the customer, but the team members always acted professionally, interacting with the user agencies, educating the end users on the functionality of the radios and constantly being the subject matter experts on the scene.

It is for the previously described items that I recommend Mr. Healy, Mr. Shorts, Mr. Daugherty and Mr. Deleon as the Team of the Year for 2013.



TEAM OF THE YEAR WINNER

Award Nominee

Suscomm Team – Brian Dickerson, Brian Peterson, Jamie Tipton, Brett Morris and Ed McGinness

Nominator

Dennis Swain

Agency

Sussex County

On 01/30/2013, at 2313 hrs, Suscom received a telephone call from a despondent citizen with terminal cancer, a broken family and no reason to live any longer that he was ending his life by shooting himself with a shotgun on a boat dock at the Cedar Creek Marina.

Dispatcher Ed McGinness took the call and was able to ascertain critical details necessary for responding officers. Most importantly, he learned that the subject was armed. Dispatcher Jamie Tipton controlled the SCMD channel while effectively communicating facts with responding officers providing vital details and being responsive to responding officers' requests via radio. Dispatcher Brian

Dickerson showed strong leadership by effectively communicating with officers on scene dealing with a potentially lethal incident. As communications between Suscom and the despondent individual ended several times Dispatcher Brian Peterson called the subject back doing an admirable job talking the subject down. This effective communication played a crucial role in keeping the subject calm and engaged while allowing patrol units to develop tactical plans. Lastly, Dispatcher Brett Morris provided technical support transferring the 911 call to the supervisor of the Conflict Management Team and providing logistical and administrative support with continuous inbound 911 calls. Collectively, all Suscom operators performed exceptionally well under stressful conditions.

As responding officers arrived on scene, Cpl/3 Teryl Carlisle identified himself as the on-scene Incident Commander and took command of operations. Using his binoculars, Cpl/3 Carlisle observed the shotgun on the subject's lap and made all officers on scene aware of the immediate hazard. Cpl/3 Carlisle stationed Cpl/1 Roland Mills and Tpr Wilson behind a patrol vehicle using them as cover assets with a patrol rifle and shotgun each.

Many times throughout the negotiations Suscom was asked to relay various messages when the subject could not hear Cpl/3 Carlisle. Even when negotiations were strong, Suscom was able to listen through the open telephone line and gain valuable insight as to the subject's demeanor, intentions, and credibility in taking his life or responding officers lives. The valuable intelligence gained via telephone allowed Cpl/3 Carlisle to negotiate through this fluid situation. Eventually, the subject requested a lighter for his cigarette. Cpl/3 Carlisle was in possession of a lighter and informed the subject that he could supply one. Since Cpl/3 Carlisle had established trust with the subject, he walked to shore on the dock to retrieve the lighter. As the subject neared Cpl/3 Carlisle, he quickly apprehended the subject and placed him into custody without incident. Other officers on-scene secured the loaded shotgun and cleared the scene of any additional hazards. Due to the team oriented compassionate services provided, with the highest level of professionalism, the suicidal subject did not harm himself and was safely taken to a medical facility where his depression could be addressed by medical personnel.



TELECOMMUNICATOR OF THE YEAR WINNER

Award Nominee
Jayne Wright

Nominator
**Robert J. Coyle, Jr - A/
Asst. Chief and Training
Coordinator**

Agency
**New Castle County Dept.
of Public Safety, Emergency
Communications Division**

PCS Jayme Wright is what we look for in a Telecommunicator. She is a true professional. She is courteous and helpful to the officers who call in on the telephone and is clear, concise and calm when handling difficult incident and always has great command and control over the radio. She is highly respected the officers from all the departments we serve.

Jayne also trains new hires and provides them with the skills and knowledge necessary to be an effective Telecommunicator. She goes the extra mile for the citizens of New Castle County as well as the Police officers. In Jayme's daily work routine, there is no detail left unanswered. Her leadership and strong sense of Officer Safety make her a valuable asset to this department. There's nothing asked of her that she won't do. Her involvement in committees, such as training new hires, has made a profound difference in their abilities and their confidence level once they reach the milestone of becoming a Public Safety Operator. Her role in the awards committee has also made a tremendous difference in making sure her co-workers are recognized for their outstanding contributions to the Department. Jayme is also the assistant supervisor and when she's in charge she manages to do a tremendous job fulfilling all her responsibilities.

New Castle County Communication Center is honored to have an employee like Jayme Wright working and providing the citizens of New Castle County with great customer service.



LINE SUPERVISOR OF THE YEAR WINNER

Award Nominee
Thomas Kadunce

Nominator
**Bill Carrow –
Deputy Director**

Agency
**Delaware Department
of Safety & Homeland
Security, Division of
Communications**

Mr. Kadunce is a multi-faceted manager. He manages the State's 700 & 800 MHz emergency communications systems, ensuring they remain in service 24/7, and are secure. He performs trend analysis of system communications traffic, malfunctions, alarms and overall usage. He provides second level supervision over the Division's radio maintenance shops through 3 Communications Systems Supervisors. He also provides second level quality assurance review on Delaware State Police vehicle installs.

As part of the management team, Mr. Kadunce provides budgetary assistance by requesting and evaluating vendor proposals, making purchase recommendations and providing first level invoice approval. He provides technical expertise with external agencies by reviewing proposals, making equipment purchase recommendations and providing cost estimates.

Mr. Kadunce is also the State of Delaware Frequency Coordinator. He was instrumental in ensuring 100% of Delaware Public Safety licensees met the narrow-banding mandate in 2012, months ahead of the December 31 deadline.

He has also been heavily involved in the state's rebanding project, and his expertise has helped to ensure that we meet the first touch programming deadline in March, 2013.

Mr. Kadunce has a knack for handling multiple projects, is not shaken by changing priorities and always keeps upper management updated on project status. He interacts well with vendors, employees and associates alike. He is punctual and doesn't mind staying late to handle a project. If he presents a problem, he also comes with a proposed solution.

For the above reasons I feel Mr. Kadunce should receive the Supervisor of the Year award.



TEAM OF THE YEAR WINNER

Award Nominee

Brian Stevanus, Nicholas Kovach, Cindy Coker

Nominator

Kimberly Browning –
Division Chief

Agency

Dorchester County Department
of Emergency Services
Communications Division

On December 16, 2012 at approximately 2245 hours, the ECS personnel listed started taking 911 calls for an apartment fire. Callers were reporting that they were trapped in their apartments and had no exit. The team alerted the appropriate responders, while trying to calm the callers. During the 911 calls, the team learned that several people were jumping out of 2 and 3 story windows and from the roof top. The team dispatched 15 Fire Companies and 19 EMS units for this incident.

As the incident progressed, ECS Bonnie Phillips and Division Chief Kim Browning responded to the 911 Center to assist the team.

The calming techniques of the team with each caller were immeasurable. The fast actions with dispatching were essential in the preservation of life and property. No citizens perished in this fire.

With the exemplary call taking and dispatching skills, the team was able to calm the callers, dispatch the incident, and provide record management for the incident while taking other calls for incidents not related to the fire and dispatching/managing communications for the Police agencies that are our responsibility.

As a Community, we have never had an incident of this magnitude where persons were jumping from the building to safety.



TRAINER OF THE YEAR WINNER

Award Nominees

Sharonlyn Kaczynski

Nominator

Lisa N. Allen – Director of
Communications

Agency

City of Baltimore
Emergency Communications,
The Mayor's Office of
Information Technology

Sharonlyn has done an exceptional job throughout her career with Baltimore City. Despite changes that have taken place her work remains consistent and the mission is being accomplished as it relates to training and recertification. She continues to juggle multiple hats within the spectrum of Training and always goes above and beyond to ensure the requirements are being met and every operator has the training they need regardless of their shift.

Sharonlyn is committed to the overall mission and provides the department with consistent and clear training directives. She maintains clear and detailed records on each operator making sure they are scheduled for required training and will tailor training to meet the specific weaknesses of the operator while making sure the training is acceptable for the required topics needed.

Sharonlyn continues to be a team player and goes above and beyond to make sure Communications is reaching the goals outlined and always promotes quality and professionalism. Sharonlyn leads by example. Her dedication to her job and her co workers shines every day. She conducts classes and works directly on the floor for part of her work week available to answer questions and assist the operators in anyway.



TELECOMMUNICATOR OF THE YEAR WINNER

Award Nominee
Richard Horner

Nominator
Clarence E. "Chip" Jewell, III
– Director

Agency
Frederick County
Department of Emergency
Communications

There are always those individuals in our PSAP's that constantly smile and look at everything positive. They work hard, and are dedicated to the job. But, sometimes, even those individuals can face challenges that can be life altering or even life threatening. One such situation struck a member of our staff last year. When someone is told they have cancer, fear and panic take over. When a Telecommunicator is told they have stage 4 cancer of the throat, it is devastating.

But our nominee always has a positive attitude, and after the initial shock, was determined to defeat the villain and be able to return to work. Our personnel were very supportive. Cards, letters, calls and visitation were made. Co-workers and friends jumped in to help with transportation. There were days during the height of the treatment our nominee was in great pain. He was unable eat or speak. But, he never lost sight of his goal, get through the treatments and get back to the job he loves.

The many weeks, soon became months. But, eventually, he began to feel better. Little by little he could eat food. And though his throat was still sore, he began to speak. His doctors finally relented. His voice was his job. And even though his throat was still sore, even though he was a bit weak, he could TRY to come back to work part time.

After months of aggressive treatment for throat cancer, Richard "Mo" Horner was back on the job. His voice a little scratchy, and when he finished his partial shift he was really beat. But, his perseverance, tenacity and determination paid off. His voice continued to improve, his stamina returned, and in a month, "Mo" was back to full duty.

The positive attitude and determination of Richard "Mo" Horner is truly an inspiration for anyone that works in emergency communications. His love for the job far outweighed the tremendous pain and suffering by providing a goal, to be seated behind a console, under the headset, taking 911 calls, and dispatching incidents. It is a great honor and truly a pleasure to submit Richard "Mo" Horner as the Frederick County Department of Emergency Communications ECS of the Year.



TELECOMMUNICATOR OF THE YEAR WINNER

Award Nominee
Jennifer L. Shipe

Nominator
Charlynn Flaherty – Associate
Director

Agency
Prince George's
County Public Safety
Communications

On March 27, 2012, Emergency Dispatcher II Jennifer Shipe was assigned to one of the busier law dispatch talkgroups and had just acknowledged officers arriving on the scene of a report of shots fired when another 9-1-1 call was received reporting that a male had been shot in the same vicinity. She immediately ensured that the officers on the scene were aware of the latest information, she began to broadcast a partial description of suspect vehicle and advised the other officers on her channel to limit their transmissions until the scene of the shooting was secure.

Based on the partial description she had broadcast, one officer reported that he was possibly behind the suspect vehicle and provided a complete description including a tag number. She immediately checked to see if the vehicle was stolen and obtained the owner's information.

As officers on the scene confirmed that they had one shot and requested EMS, the officer following the suspect vehicle reported that the passenger threw a handgun and bailed out. The driver of the suspect vehicle then crashed but quickly backed up and sped away. Within a matter of seconds, Emergency Dispatcher II Shipe was getting EMS units dispatched to the shooting, she was checking on the safety of the officers that were attempting to apprehend the suspect that bailed out of the vehicle, trying to determine if there were any injuries from the suspect vehicle crash and tracking the whereabouts of the police officers now in pursuit of the suspect vehicle.

Shortly afterward, the officers reported that they had apprehended the driver of the fleeing suspect vehicle and found a child inside who also needed emergency medical care. Working very calmly and systematically, Emergency Dispatcher II Jennifer Shipe was able to verify that all officers were safe, that the weapon was recovered and that EMS units were able to locate and care for the injured civilians. She ensured that the entire incident was accurately recorded in the computer aided dispatch system so that responding officers and those in adjoining districts had the latest information while incident progressed. Emergency Dispatcher II Jennifer Shipe was faced with numerous challenges in a matter of seconds, she overcame every one of them, demonstrating exemplary performance under stressful conditions and making her worthy of recognition as Communications Telecommunicator of the Year.



LINE SUPERVISOR OF THE YEAR WINNER

Award Nominee
Kerri I. Kaplan

Nominator
**Charlynn Flaherty –
Associate Director**

Agency
**Prince George's
County Public Safety
Communications**

On July 4, 2012, Emergency Dispatcher II Kerri Kaplan was on-duty as the acting emergency dispatch supervisor in the Fire/EMS dispatch section with the responsibility for reviewing and approving all Fire/EMS calls for service prior to dispatch. At approximately 06:53 a.m. a 9-1-1 call was received and entered for two children in a house that were not moving. The caller said they were sleeping and not moving at all. After reading the text of the call, Emergency Dispatcher II Kaplan immediately upgraded it to a carbon monoxide leak with sick people. This involved changing the computer recommended assignment to include specialized units needed to handle a critical carbon monoxide incident.

As soon as she knew that the proper fire and EMS units were responding, she walked over to the 9-1-1 section to see if there was more information available and found that the 9-1-1 call taker was still on the phone with the children's parents who were trying to assess their children's breathing. Emergency Dispatcher II Kaplan told the call taker to find out if there was a generator running. One of the adults said yes but it was in the garage and the door was cracked open. Emergency Dispatcher II Kaplan told the adult to get the children out of the house immediately. The adult insisted that the generator was not the problem but after a short delay, he followed her instructions and carried the children away from the house. Within minutes, they began to regain consciousness even before the Fire/EMS units could arrive.

Because the residence is located in a rural section of the county, the response time of the Fire/EMS units to the scene was nearly twelve minutes. The entire family received immediate medical treatment before being transported to Baltimore Shock Trauma for further treatment in the hyperbaric chamber. Even though the carbon monoxide levels in the home were found to be in the lethal range, the entire family has since recovered from this ordeal.

It is very clear that Emergency Dispatcher II Kerri Kaplan was directly responsible for saving the lives of these two young adults. Her decisive actions, based on a keen assessment of the situation, dramatically altered the outcome of this incident and make her worthy of recognition as Communications Telecommunicator of the Year.



NON PSAP - TEAM OF THE YEAR WINNER

Award Nominee
**Michelle Webster,
Kristina Behr, Gary
Swanner, Tara Gore,
Kimberly Stiles**

Nominator
**Deborah Hartness
– Communications
Supervisor**

Agency
**Maryland State Police –
Easton Barrack "I"**

Easton Barrack handles all traffic and criminal calls for State Police services in Talbot, Caroline and Dorchester Counties on Maryland's Eastern Shore. The PCO's at the Easton Barrack handle all types of incidents and are able to make quick assessments of tense situations so appropriate police services are provided in a timely fashion.

While handling incoming telephone calls, 911 calls and cell phone calls, PCO's also work the police radio which requires expert multi-tasking as Troopers frequently ask for information from the National Crime Information Center, Motor Vehicle Administration, Warrant databases and other resources. They are the life-line for every Trooper working the road and obtain specific information to help a Trooper who is on a call for service. During the past year Barrack I Easton was primary dispatch for numerous incidents including armed robberies, domestics, assaults, homicides, thefts and suicides and other incidents too numerous to list. In many cases, the incident spanned two shifts requiring teamwork by each PCO involved. All five PCO's routinely display dedication and professionalism as they perform their daily duties.

During the past year Barrack I Easton was primary dispatch for numerous incidents including armed robberies, domestics, assaults, homicides, thefts and suicides and other incidents too numerous to list. In many cases, the incident spanned two shifts requiring teamwork by each PCO involved. All five PCO's routinely display dedication and professionalism as they performed their daily duties.

For the above reasons, I respectfully request that PCO II Michelle Webster, PCO II Kristina Behr, PCO II Gary Swanner, PCO II Tara Gore and PCO II Kimberly Stiles be nominated for the Team Award for APCO for an outstanding year. They each could be nominated individually for the dedication and professionalism they display daily concerning their main priorities: officer safety and the well-being of the citizenry. As a team they complement each other, utilizing their individual strengths in the interest of smooth daily operations. Each day they come to work to protect their troopers and the public. It has been a pleasure working with each member of this team.



NON PSAP - TELECOMMUNICATOR OF THE YEAR WINNER

Award Nominee
Bradley Laning

Nominator
**David Gordon,
Telecommunications
Supervisor**

Agency
**Maryland Transportation
Authority**

TCO Bradley Laning is assigned to the Bay Bridge on the midnight shift. While the midnight shift is usually considered a shift where there's not much activity, TCO Laning is debunking that myth. TCO Laning coordinated with MSP Centreville, Queen Anne's, Easton, and our own units to get a vehicle stopped that was crossing the Bay Bridge. The operator of this vehicle was wanted and carrying a handgun. TCO Laning's efforts with coordinating this activity assisted in the apprehension of two subjects in the vehicle. He assisted a coworker with a head-on collision involving a personal vehicle and a tractor trailer. The accident involved personal injury with an operator being transported to shock trauma. He did an excellent job with an overturned tractor trailer on the Bay Bridge due to high winds resulting in an extended bridge closure of both bridges. He handled several Fire/Rescue and other Emergency equipment responses including MDE. His multi tasking was again on display as he handled all phone calls, notifications, and radio transmissions independently, all while maintaining professionalism and excellent radio etiquette.

As a supervisor I am continuously receiving verbal accolades from the Bay Bridge Police supervision for a job well done. He also volunteers to work overtime to alleviate other personnel from mandatory status and he is always willing to detail his shift or leave days to accommodate manpower. The list can go on and on. He always goes above and beyond. This type of initiative, teamwork, and can do attitude is admirable.

He remains professional and efficient with all of his job duties and strives to do the best he can with every incident no matter how major or minor. He sets an example for other TCO's with his teamwork and work ethic. His dedication, teamwork, and initiative are always on display as he has a natural passion for his job. He's the type of TCO every supervisor wants working on their team. Your consideration for him being Telecommunicator of the Year is greatly appreciated.



NON PSAP - TELECOMMUNICATOR OF THE YEAR WINNER

Award Nominee
Lauren L. Powell

Nominator
**Janet Nadolny –
Communications
Supervisor L.E.**

Agency
Maryland State Police

PCO Lauren Powell has the knowledge, experience and capabilities of one of the best PCO'S at this barrack. She displays professionalism during chaotic times.

On August 22, 2012, the barrack received a call of an escape from the Eastern Pre-Release Center. A trooper was dispatched to respond, take the report and attempt to locate the escapee. While the trooper was taking the escapee report, the Queen Anne's County Sheriff's Office received a call of a burglary a few miles away from the Pre-Release Center. A gun was taken from that residence. The deputies and another trooper were trying to locate the suspect in the burglary. Their suspect in the burglary turned out to be the escapee. Troopers and deputies spotted the suspect running through fields and woods trying to evade arrest. PCO Powell made notification to aviation to respond. Numerous other units from other divisions in the area heard what was happening and responded to assist with the search. Telephone and radio communications became very busy. PCO Powell kept them all informed as to the suspect's last sighting. A perimeter was set up, the suspect was located and an exchange of gunfire occurred. The suspect was shot and succumbed to his injuries. Numerous other notifications now had to be made. During all this chaos, PCO Powell never lost her composure, made sure that everything was logged and assisted with all the notifications.

PCO Powell is very dedicated to her job and the citizens of Maryland. She is reliable, professional and an excellent Police Communications Operator very deserving of the Mid-Eastern Chapter APCO Telecommunicator Award.



NON PSAP - LINE SUPERVISOR OF THE YEAR WINNER

Award Nominee

Teresa Day

Nominator

Sgt. Michael McCullough
– Communications
Operations Officer/
Assistant Commander

Agency

Maryland Transportation
Authority Police

Telecommunications Supervisor II Day should receive the Line Supervisor of the Year award due to her many years of dedicated service to the improvement of not only the facility and equipment but the personnel, whether they be peers, subordinates, supervision and/or outside entities. She also provides a positive teamwork atmosphere by working in squad to alleviate the burden of overtime with subordinate personnel. She has worked closely with supervision in order to monitor subordinate supervisor performance in order to identify areas in need of improvement. TS Day has shown great teamwork in her interaction with other agencies. She has worked with MAA, BWI-TM Fire department, and Intergraph. Her interaction with these entities has been a positive experience, which shows in the near completion of a multi-year project such as the CDC upgrade as well as the CAD system. The necessary upgrades were completed with the assistance of subordinate personnel. The use of subordinate personnel helped to obtain input and ideas from the base level, which continues to move the unit in forward progress manner.

TS Day can always be counted on for assistance. She is always willing to provide assistance not only to her subordinates but the uniform officers as well as the Administrative staff. She has willingly changed her shift whenever needed. She has dedicated herself to the development of the new CAD and ensures all of her TCOs have input on the design. She assists with the recruitment, testing and training of new operators whenever needed. TS Day is extremely dedicated and dependable. She is a working supervisor who will pitch in and help whenever an incident requires it.

In closing, I would like to say that due to her efforts in managing the BWI-TM Communications Unit a large portion of the burden of managing a 24/7 operation has allowed management to put more effort and time into the needs of our other facilities.



HONORABLE MENTIONS

Delaware

New Castle County Emergency Communications – Ric Lindell, Richard Haas, Steve Debold, Rob Synder, Jay Richwine, Mark DiRusso, Ronald Hopkins, John Newman & Michael Williams

Delaware State Police & New Castle County Emergency Communications – Samantha Riale, Erika McCormick, Ashley Vernon, Miles Kosiorowski, Martina Koveleski, Saul Polish, Jacklyn Vernon, Lisa McDonough & Thomas Kermod

Maryland

Howard County – Amy Sanchez

Montgomery County – Danielle Prince

Howard County – Maureen Meister

Harford County – Jessica Larson

Montgomery County – Chanel Gary

Prince Georges County – Agnes Thompson

Washington County – Day Shift: Tina Bowers-Adams, Pamela Drenner, Keith Bowen, Marshall Maravelis, Dwayne Flook, Andrew Grosh, William King, Shelbie Powers-Hall, Warren Royce, Beth Carpegna, Amanda Thomas & Taylor Dilley

Howard County – B Squad: Michael Saunders, Maureen Meister, William Frey, Amy Sanchez, Maria Orlandi, Nicole Singley, Sara Singleton, Olivia McNish, Tammilyn Arnold, Ashley Williams, Jessie Vollmerhausen, Lillian Vaughan, Maya Kelly & Debbie Saunders

Calvert County – Rebecca Wathen, William Salmon, Richard Sewell, Sherwood Jones, Ashley Wood, Casey Haywood & Theresa Anderson

Maryland State Police – Jessica Wilson, Amber Oliverio, Schapeal Floyd, Nancy Trego, Erica Ringgold, Arlene Wallis, Kim Creamer & Brian Crawford





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