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TITLE

RECOGNIZE METRO-911 EMPLOYEES FOR 2022 STATE ACHIEVEMENTS

SPONSOR

Commissioner Kay Cashion

BACKGROUND

Guilford Metro 9-1-1 employees are being recognized for their 2022 State and local achievements.

Each year, in April, most Public Safety Answering Points (PSAP) across the state celebrate National Telecommunicator Week the second full week of April. Prior to this time, nominations are accepted statewide for awards in various categories relevant to the PSAP. Nominations are sent to other PSAP professionals across the state to be voted on, and the winners are announced prior to the celebratory week. The North Carolina Public Safety Communications Conference is held each year in May. Nominations for Statewide award categories are accepted for the NC chapters of the National Emergency Number Association (NENA) and the Association of Public Safety Communications Officials (APCO), and winners are selected from all nominations that come in from across the State. Guilford Metro 9-1-1 was honored to have received four state awards in May 2022.

Guilford Metro 9-1-1 also awards employees in their department every year who are nominated by their peers. This year, two employees have been awarded Support Person of the Year and Rookie of the Year.

Below is a list of all employees who have received state and departmental awards in 2022.

North Carolina APCO Awards

Radio Technician of the Year- Keith Hayes

Keith Hayes has always had a passion for radio technology and worked closely with our Technical Services Division (Radio Shop) in developing positional layouts on the MCC7500 screens. A few years ago, a position became available in the Radio Shop, and Keith applied. Keith was selected for the position, and made the transition to Radio Specialist Electronic Process, better known as Radio Technician. With Keith's knowledge of the workings on the Communications Center, he has been instrumental in streamlining processes, creating cleaner MCC7500 templates, and channel usage and assignments. Keith was also instrumental in the implementation of USDD Station Alerting for our Fire Dispatch. Keith is able to quickly assess an issue and correct it. He is our go-to guy for all things radio.

Craig Moser Award- Melanie Neal (Jones)

This award will be given to a dedicated, committed North Carolina APCO member in good standing, who in your opinion has shown exceptional contributions to the betterment of the Chapter and promoted improvements that benefit all members.

With over 33-years of service, Melanie is a long-time fixture in the North Carolina public safety and public safety communications community. She began her career serving as a deputy sheriff for 10 years, and then transitioned into working in the 911 communications center. Since then, she has served as a frontline Telecommunicator, a Shift Supervisor, an Operations Manager, and now she serves as the Executive Director of the second largest consolidated emergency communications center in the state.

North Carolina NENA Awards

Supervisor of the Year- Angela Mitchell

Angela is a working floor supervisor. She is able to work any, and all, positions within the Comm Center. She ensures all of her team members are relieved for bathroom breaks and meal breaks quickly and on time. She is always willing to step up for additional duties, such as: TC of the Year Banquet Committee, Elder Justice Committee, User Groups, a City of Greensboro Goodwill Ambassador, lead assessor for oral boards, etc. She has earned the Dedication to Attendance Award for the last few years, which means she has used no unscheduled leave time for the calendar year, which lessens the burden on her team. She leads by example.

Telecommunicator of the Year- Jeri Phillips (awarded state and local award in this category in 2022)

Jeri is deserving of the Telecommunicator of the Year award for her demonstration of leadership in 911, the community, her commitment to continued learning, and the positive attitude she

brings to each shift. Jeri is an example of what is true for many 911 professionals - it is in her heart to help others, and she does so with excellence and a selfless spirit.

Guilford Metro 9-1-1 Awards

Support Person of the Year- Camille Bosworth

Camille consistently goes far above and beyond to manage her duties as System Administrator and assisting other PSIT staff with their duties. She always balances multiple high-level projects and is always willing to be available under any circumstance. On numerous occasions, she has worked during off hours, sometimes going as far as pulling off on the side of the road to work from her vehicle. Camille's work ethic is truly commendable and her willingness to go the "extra mile" cannot be understated.

Rookie of the Year- Sunseray Wilson

We would like to nominate Sunseray Wilson (affectionately known around here as Sunny) for Rookie of the Year. Sunny has faithfully established residence in her corner of the room for over a year and has carried a large majority of the call take burden for D Squad. In the last year alone, she has fielded over 17,000 calls for service. Despite taking the brunt of calls for D Squad, Sunny maintains her composure and never complains about the high levels of stress or frustrations associated with her position. A higher percentage of the citizens of Guilford County speak with her than they do with any other dispatcher in the room; she carries her assignment well. Sunny constantly goes above and beyond, providing excellent customer service and representing the core values of the City of Greensboro and Guilford County to the highest degree.

REQUESTED ACTION

Recognize Metro-911 Employees for 2022 State and local Achievements.