

2016 DOUBLE GOLD WINNERS

Delaware County Sheriff's Office

On Sunday December 4, 2016 Dispatcher Scott Lill took a phone call from a female requesting a well being check on her brother. She told Dispatcher Lill she received multiple calls from her brother requesting her to go to his house to take care of his children. He also stated his wife was not good. She was afraid he may hurt himself so she drove two hours to the house and found her two nieces, ages two and four, at home by themselves. Because the caller did not want to say much in front of the children Dispatcher Lill had some difficulty getting the necessary information for responding units. The caller's spouse finally got on the phone to say the four year old heard a gunshot.

During this conversation Dispatcher Brittany Dowler searched the CAD system and LEADS for any information on the brother and his wife hoping to get a possible vehicle description or location where they might be. Additional checks in CAD revealed cellphone numbers for both the male and female. Dispatcher Dowler contacted the cell phone provider and requested a ping of their phones. Twenty-six minutes into the call a location was returned within a radius of 1180 meters, almost 3/4 of a mile.

While her partners were tied up in their different attempts to get vital information Dispatcher Alisa Smith started units to the house to speak with the caller and children. Once the possible cell phone location was provided by the phone company she had other units from the Delaware County Sheriff's Office and officers from four other agencies respond to the designated area of the county in hopes of finding the male and female. A deputy located a vehicle matching the description of the brother's car in a parking area at one of the state parks in the county. After waiting for back up units, the deputy found a female in the passenger seat, deceased from a gunshot wound. Not knowing the location of the male, a canine was deployed and found a male subject along a path just north of the vehicle, also deceased from a gunshot wound.

The teamwork and synergy displayed in the radio room during this incident exemplify the professionalism of each dispatcher involved. They performed their duties exactly as trained and worked towards the goal of locating the missing persons while keeping the responding officers safe.



2016 TELECOMMUNICATOR OF THE YEAR



SARAH MILLER - Wooster-Ashland Regional Dispatch

On September 13, 2016, Dispatcher Sarah Miller received a 9-1-1 call from a female advising she had been abducted and needed help. The captor was in the room with her and asleep at the time. The caller whispered to the dispatcher that she did not know exactly where she was other than she was in a yellow house near the 4th Street laundry in Ashland.

As units were being dispatched Dispatcher Miller asked about the circumstances of the abduction and a description of the suspect. The caller informed her they were in an abandoned house, she had been tied up but managed to free herself; he was armed with a taser. Dispatcher Miller worked to keep the victim calm and communicating, keeping in mind she could not speak louder than a whisper without waking up the suspect. There was no way for the caller to leave the room without waking the suspect. To make matters worse, arriving officers found two yellow abandoned houses next to each other in the location given by the caller.

As officers attempted to determine the correct location and prepare for entry, Dispatcher Miller did her best to keep the victim on the line and calm, advising her that help was outside. She told the caller to indicate when she saw officers outside the window so she could inform them they were surrounding the correct residence. Once the correct location was verified and the perimeter secured, officers made a swift entry into the house, rescuing the victim and apprehending the suspect who woke up as the officers made entry.

Without a doubt, the efforts of Dispatcher Miller and the Ashland Police Division's officers saved this victim's life. Unknown to the responders and victim, remains of two deceased women were discovered inside the vacant house. The suspect was charged with the murder of the two deceased women and is suspected in several other homicides of females in the region.

Dispatcher Miller's confident and cool demeanor throughout the call was key to the successful rescue of the victim and apprehension of an accused serial killer. The caller's fate would have been very different if she had not remained calm, if she could not be located quickly, and did not remain on the phone until officers made contact with her. Keeping the caller calm was key. Losing the element of surprise would have greatly increased the risk of further harm to the victim and potentially for the responding officers. With no successful conclusion to this call, the other victims, all of them missing persons, would have remained open cases and an undetected serial killer would remain free to commit further crimes.

SOLID GOLD NOMINEES 2016

Susan Wilson - Metropolitan Emergency Communications Center (MECC)

Kathleen Parker – Delaware County Emergency Communications

Cari Helling – Xenia-Greene Central Communications

Alexandra George – Montgomery County Sheriff's Office

Theresa Moore - OSHP Cambridge Dispatch Center

Shelley Town - OSHP Southington Dispatch Center

Victoria Hendricks – Mentor Safety Forces Communications Center

Brandy Laudermilt – OSHP Athens Dispatch Center

Patrick Kotar – Chagrin Valley Regional Dispatch Center

Brigitte Smalley – Willoughby Police Department

Keith Nottingham – Hamilton County Communications Center

Jamie Brown – Westcom Fire Dispatch

Karrie Houtz – Wood County Sheriff's Office

Jocelynn Alexander – Butler County Sheriff's Office

Sarah Miller - Ashland-Wooster Regional Dispatch

Tabitha Perry - Delaware County Sheriff's Office

DOUBLE GOLD NOMINEES 2016

Westerville Communications Center – Kippy Shurman, Kathy Hurtt, Claudia Estep

OSHP Cambridge Dispatch Center – Sarah May, John Ceculski

OSHP Bowling Green Dispatch Center – Tara Barnhart, Susan Downing

OSHP Delaware & Mansfield Dispatch Center – Clifford Phillips, Jacquelyn Martin, Jared Reagh, April Munoz

OSHP Batavia Dispatch Center – Jennifer Werring, Rebel Martin

OSHP Batavia & Wilmington Dispatch Center – Chris Phelps, Jennifer Werring, Samantha Wilson, Patty Downing, Aislinn Ainsworth, Jessica Shepherd

Westcom Fire Dispatch & Westlake Police Department – George Sulea, Kris Eich, Jack Sevier, Jean Ross, Dan Udrija

OSHP Columbus Communications Center – Jacqueline Miller, Megan Howard, Caitlin Waters, Lori Welsh-Arbogast

Chagrin Valley Regional Dispatch – Denise Soke, Candise Selvaggio, Michelle Rees, Lushonda Hall-Edmiston, Elizabeth Jennings

Lakewood Police Department – Janine Downs, Dawn Florjancic

Union County Sheriff's Office – Stephanie Wilhelm, Brittany Rausch

Northwest Regional Emergency Communications Center – Rita Distelhorst, Benjamin Karns, Jeremy Bantz, Amy Heger, Portia Algje

Butler County Sheriff's Office – Miranda Sheppard, Donna Root, Lindsay Partin, Kelli Flick, Katie Nethers, Tami Miller, Diamon Simpson, Whitney Grimes, Buddy Jackson

GOLD STAR CERTIFICATES 2016

OSHP Columbus Communications Center – Courtney Franklin

OSHP Sandusky Dispatch Center – Heidi Maloy

OSHP Columbus Communications Center – Clark Miller

Lucas County Sheriff's Office – Teena Baker

Lucas County Sheriff's Office – Pamela Holman

OSHP St Clairsville – Janice Miro

OSHP Ravenna – Josa Muir

OSHP Columbus Communications Center – Adrienne Sheffer

GOLD RIBBON AWARDS 2016

OSHP Brookpark Dispatch Center

Knox County 9-1-1

Northwest Regional Emergency Communications Center