

# Gold Ribbon Award

Doug Harrison, Genau Saxon, Peggy Burns,  
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Toni Morton, Elizabeth Johnson, Deshannon Barker,  
Damita Walker

## City of Akron Safety Communications

Our department did a CAD upgrade the morning of August 25, 2020. We were running off of our old CAD system for the first time instead of using cards. At approximately 07:38 hours, we were attempting to switch back over to the new CAD but there was an issue where no one could log in. The 911 board started to go off and the callers were reporting an accident on Route 8 NB where a car was hit and forced underneath a semi tanker filled with fuel. Everyone immediately flipped back over to "old CAD" and started putting the call in. Everyone in the center kicked into high gear: everyone had a job and they did it with professionalism and without asking. The tanker eventually exploded. Streets had to be shut down, houses had to be evacuated. Fire spread to houses, grass and the Cuyahoga River. Several outside agencies came to assist including the Ohio State Patrol, University of Akron PD, Summa Police, the sewer department, the highway department, metro RTA, the EPA, Red Cross, and every officer who was inside of the station who was ordered to go out in the area and knock on doors to evacuate residents within a half mile radius. All the while they were still taking calls and still dispatching runs, never missing a beat. (On a personal note, I walked around to every position and asked what I could do. And every technician said that they were good. It was like a symphony in the room, there was no shouting, no one "freaked out". Everyone had a job to do and chipped in to help where needed! This is truly one of my proudest moments I have had in the center.)

