

# Supervisor/Manager of the Year Nominee



Davius Reichelderfer  
Ohio State Highway Patrol - Bucyrus

**NOMINATED BY:**  
SCOTT RIKE

Please accept this as my nomination of Bucyrus Dispatch Supervisor Davius Reichelderfer, Unit 6272, for the 2020 Gold Star Supervisor/Manager of the Year. I have worked with Davius for the last twelve years, with five of them being her direct supervisor as the Bucyrus Post Commander. Upon reviewing the award criteria, this nomination was an easy choice. Davius is the epitome of the criteria; she demonstrates and exhibits it all daily. Davius has been a Dispatcher with the Ohio State Highway Patrol since 1996. In 2007/2008, the Division had a goal of going to consolidated dispatch centers. Upper-level supervision sought out Davius to assist with her high level of expertise with dispatching. Davius has been a dispatcher supervisor since 2008. During this time, she has established herself throughout the entire state as the model of what an Ohio State Highway Patrol Dispatch Supervisor should be. Her commitment to the Division and the Bucyrus Dispatch Center is unparalleled. Davius is one that genuinely cares and takes enormous pride in ensuring the Bucyrus Dispatch Center is operating effectively and efficiently. She understands her role and takes it personally when it comes to ensuring the safety of everyone that utilizes the Bucyrus Dispatch Center. Integrity and fairness come naturally to Davius. She is always known to do the right thing and has never put the Division in a bad light. The most important quality to me that Davius exhibits is that she takes care of her dispatchers. I can't count how many times she has come in on her days off to cover shifts for dispatchers that have schedule conflicts. She could easily just mandate a dispatcher to stay to cover, but she never does this. She understands family hardships occur. The level of morale at the Bucyrus Dispatch Center is at the highest level it has ever been. Davius treats everyone under her command as one of her family. She takes the time to mentor and has a firm but fair approach. Davius always takes the extra time to acknowledge and praise employees when warranted. Bucyrus Dispatch Center Supervisor Davius Reichelderfer has earned the respect of all levels of supervision. She is humble and deserving of this prestigious award.





# Supervisor/Manager of the Year Nominee

Heather Evans

Ohio State Highway Patrol - Lancaster

**NOMINATED BY:**

SHAD CAPLINGER

On behalf of the Ohio State Highway Patrol Lancaster Post I am proud to nominate Dispatcher Supervisor, Heather E. Evans for the Gold Star Supervisor/Manager of the Year for 2020. Heather possess many talents and abilities which make her an excellent manager. Heather displays her leadership by example and lives a life of service to others.

Dispatcher Supervisor Evans conducts herself professionally and works hard to promote a positive work environment. She is a servant leader who genuinely cares for her people both on and off duty. On countless occasions Heather has changed her schedule to help out someone in need. Dispatcher Supervisor Evans holds her subordinates accountable while displaying compassion and caring through her actions and words. Throughout 2020 Heather has helped others during their times of need and stepped in to cover their shift and handle work duties. Heather is often sought on her time off for her knowledge and friendship. Heather serves as an unofficial counselor to many and makes herself available to talk and listen to anyone's concerns and problems. She naturally leads others because she cares about them all the time not just when they arrive for work. She regularly visits those who are hurting and sends cards on behalf of the post to comfort those in times of grief.

Throughout 2020 Dispatcher Supervisor Evans has filled in as the supervisor for the Jackson District in addition to her responsibilities and duties at the Lancaster Post. Dispatcher Supervisor Evans always makes herself available to her subordinates and she has adopted all the employees at the Jackson District as her own as well.

Dispatcher Supervisor Evans has responsibilities of her own at work and home. She is a loving Mother to three grown children and has two Grandchildren. Heather cares for her family and loves to spend time with them. In spite of having her own busy schedule Heather still finds ways to share her talents with others. A special talent Heather has is she loves to cook. When she isn't cooking for her family she shares her gift with the post. She willingly gives her time and resources to serving meals to units working during Holiday Weekends, inspections at the post, retiree functions and celebrations throughout the year. She is a phenomenal chef and spoils her co-workers with only the best meal preparation. Heather is able to serve others because she cares about her subordinates' families and promotes a post family atmosphere. She has been instrumental in organizing post events and off-duty get togethers. Even though 2020 presented some challenges with gatherings Heather continued to share her cooking skills with the staff.

During the Christmas season Heather spearheaded a mission for the Lancaster Post. We adopted a family in need and focused the resources and efforts normally put towards our own post Christmas party to others in need. Heather was very genuine in her approach and helped raise \$565.00 for this family.

Dispatcher Supervisor Evans is a great supervisor and leader. She is a genuine person who legitimately cares for others. She takes pride in her work and shares a positive attitude with everyone she interacts with. She serves others by listening to their problems, demonstrating the Core Values, and even preparing a meal for them. She is a giving person who gives her family, co-workers, citizens of Ohio, and the Ohio State Highway Patrol her best at all times. Dispatcher Supervisor Evans is appreciated for who she is and what she does for everyone she works and interacts with.





# Supervisor/Manager of the Year Winner

Lisa Davet

Chagrin Valley Dispatch

**NOMINATED BY:**

NICK DICICCO

As many of us know, employees are not like they used to be in the 'old' days.

Our world has changed. Administrators take classes to learn how to deal with challenging employees, how to retain the new age millennials and lets not forget how to attract employees because nobody seems to want a career anymore!

As many know, when we started Chagrin Valley Dispatch, we were comprised of small wealthy Village municipalities. With the passage of HB 360, we had unprecedented growth. In 5-years, we have grown and now have three different locations, a new communications truck and serve 32 different municipalities. We cover municipalities from the very small all the way to some of the largest Cities in Cuyahoga County. One of our latest consolidations was the Cleveland Metroparks who cover territories in multiple Counties.

Part of the challenges of our growth was to have a management team in place where we could continue to maintain a high level of service to our members but achieve the basic daily tasks of this job.

My nomination for Manager of the Year is Lisa Davet. Lisa often jokes that I stole her job. Lisa worked for the Gates Mills Police Department as a telecommunicator and yes, they were our first consolidation and yes, I stole her job! She just purchased a home and didn't know what was going to happen or if she would be able to keep her job. One of her biggest concerns was having to move back in with her parents.

Instead of complaining and looking for another job, she dug her heels in and never looked back. She started on the night shift and soon was promoted to shift supervisor within a couple of years. Here she took new employees under her wings and showed them the way. As we continued to grow, I needed another layer of management. Lisa earned her next promotion and was promoted to the range of Manager. She got to learn what day shift was all about. One of her first areas of responsibility was to maintain and manage the schedule. It was done the old fashion way and we used Excel. She searched and searched and soon updated our technology and recommend the purchase of a new web based scheduling software that would make not only her job easier but make the lives of our employees easier.

While these tasks seem basic, this goes hand in hand to my statements mentioned above. Lisa was only 25. She had the work ethic of a 45 year old. She never complained and took every aspect of her job seriously. She is often introduced as my work wife as we spent more time at work together during the growth spurts that we did at home with our families.

Lisa's has two strong points. She has the ability to give me the 'other' viewpoint of things that we are trying to accomplish. While there is a significant age difference between the two of us, I tend to have 'old school' viewpoints that some times don't go over well with the staff. Lisa always takes the time to explain the other side. Her other strong point is having the ability to bring me down before I make a rash decision due to things that are happening on the dispatch floor. Whether its for excessive sick time abuse, a staff member face timing for an hour while working or something as simple as having someone ring the bell and not relieving their co worker on time. Her go to phrase is "Nick, your at an 8 and I need you at a 3". For these reason, I nominate is as Manager of the year.

