

Double Gold Award Nominee

Karen Hubbard, Tiffany Williams, Taylor Drauss,
Jennifer VanHorn, Cameron Marshall, Samantha
Kramer, Lori Harris



Hamilton County Communications Center

NOMINATED BY:

ANDREW KNAPP

Hamilton County Communications Center is pleased to nominate the THIRD SHIFT CREW on duty 11/15/2021. Please see the below text. They were nominated by their Supervisor, James Hembree.

"Double Gold Award: I would like to nominate Third Shift. The night watch.

Example: On Monday, November 15, 2021, around 2238 hours, CO Hubbard received a phone call reporting a person with a gun at Walmart North in Colerain Township. CO Williams quickly started dispatching Colerain Township units. While officers were still investigating Walmart North, CO Hubbard, Drauss, and VanHorn received additional calls about shots fired at Walmart South around 2256 hours. At 2257 hours the location was confirmed Walmart South, and CO Wall created a fire run to get FIRE&EMS started for a possible shooting. After receiving several reports of an active shooter situation, the incident was upgraded to an Active Threat at 2258 hours. CO Marshall started documenting the detail while CO Williams was communicating to the officers responding. CO Kramer jumped in and took charge of the area wide, while CO Harris was dispatching mutual aid units to assist. At 2308 hours, CO VanHorn and Drauss took phone calls reporting shots fired into a residence on Forest Ave in Mount Healthy believed to be the same subjects involved at the Walmart incident. Once again CO Williams, Kramer, Harris, and Marshall worked together to dispatch units to the second scene on both primary and area wide channels. At 2330 CO Hubbard, VanHorn and Drauss took calls for shots fired into a residence on Werner Av in Mount Healthy. At 2341 hours, CO Marshall and Harris dispatched Springdale units to Eider Dr for a check on the wellbeing on subjects possibly involved at Walmart.

This incident in total lasted approximately 4 hours, involved 5 different jurisdictions and over 30 police officers and firefighters. The call takers received approximately 100 calls from 2200 to 0000 hours. They did an outstanding job at gathering information quickly from frantic callers all the while attempting to calm them down and get everyone to safety. With every new call, the details were documented with pertinent information. Every radio operator did an amazing job at documenting traffic and helping each other as well. Everyone came together as a team and were able to manage multiple units over the span of 4 different locations involving multiple agencies."

These employees worked together to bring a safe and effective resolution to a high profile, dangerous and complicated incident. We are proud of their hard work and dedication to the citizens of Hamilton County.





Double Gold Award Nominee

Lyndsay Morton, Tara Odom

Ohio State Highway Patrol

NOMINATED BY:

CHERYL PRATT

On October 6, 2021 at 2305 Trooper Josef Brobst stopped a vehicle on I75. During the stop, Trooper Brobst was shot by the suspect on the side of the road. The suspect then fled the scene. Findlay Dispatcher Lyndsay Morton was working alone at the Findlay Dispatch Center and immediately jumped into action. She contacted the Hancock County Sheriff's Office to get Hanco, the local ambulance service, dispatched to the scene. Her next call was to Lieutenant Matthew Crow, the Findlay Post Commander, where she calmly gave him all of the pertinent information. For the next hour, Dispatcher Morton coordinated the communication between various law enforcement agencies in an effort to locate the suspect.

At approximately 0001 Dispatcher Tara Odom arrived at the Findlay Dispatch Center from the Bowling Green Dispatch Center. She promptly logged in to a CAD and began assisting with coordinating communication. Together they provided dispatch services to the units working to locate the suspect. Both Dispatcher Morton and Dispatcher Odom displayed the highest level of professionalism.

For their remarkable display of teamwork and professionalism, I would like to nominate both Dispatcher Lyndsay Morton and Dispatcher Tara Odom for the Double Gold Award.





Double Gold Award Nominee

Kayla Hilderbrand, Aislinn Ainsworth

Ohio State Highway Patrol

NOMINATED BY:

CHARLES O'BRYON

On October 1, 2021, Dispatcher Kayla Hilderbrand and Dispatcher Aislinn Ainsworth were working the afternoon shift at the Wilmington Dispatch Center for the Ohio State Highway Patrol. When they started their shift, the day-shift dispatch relayed information to them reference a carjacking where the owner had been fatally shot in Brown County. Unfortunately the suspect and suspect vehicle were not immediately located.

Later in the afternoon a pursuit with the suspect's vehicle ensued after it was spotted by units still canvassing the area. Several different pursuits were initiated as several different agencies would locate the suspect, but he would elude them. Dispatchers Hilderbrand and Ainsworth dispatched units from several different patrol posts to intercept the pursuit, or to the areas the suspect was last observed. They ultimately guided units to a location ahead of the pursuit so stop stick tire deflation devices could be deployed to end the pursuit. They communicated with multiple agencies reference the pursuit in addition to coordinating with troopers to ensure units were in the best possible positions.

Due to Dispatcher Hilderbrand and Dispatcher Ainsworths efforts troopers were able to successfully deploy spike strips causing the driver to stop the vehicle in the roadway. Unfortunately the murder suspect exited his vehicle upon stopping and used his firearm to shoot himself.

Dispatchers Hilderbrand and Ainsworth immediately transitioned from positioning units to capture the murder suspect, to ensuring emergency medical assets were dispatched to the scene. Dispatchers Hilderbrand and Ainsworth continued to monitor the incident and made sure the units on scene had the resources they needed to complete the investigation and the appropriate command staff was notified in a timely manner.

The entire incident lasted for nine hours and the entire shift for Dispatchers Hilderbrand and Ainsworth. The pursuit covered five counties and involved multiple law enforcement agencies. Unfortunately the incident ended with the death of the victim and suspect, but the dedication and team work displayed by Dispatchers Hilderbrand and Ainsworth prevented additional loss of life or injury to the law enforcement officers involved and the public as a whole. Their ability to work together and remain calm throughout the extended duration of this incident is a testament to their skills as dispatchers.





Double Gold Award Nominee

Kayley Stogsdill, Rebecca Wilson-Burch

Wood County Sheriff's Office

NOMINATED BY:

DOUG HOUTZ

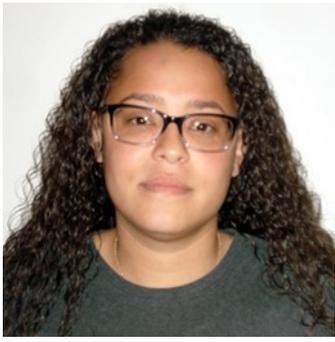
Kayley and Rebecca were working together in the communications center when Kayley received a 911 hang up call. Upon call back, it did not initially go to phase 2 and the male on the phone was talking bizarre. The caller then began screaming that someone is trying to kill him. They contacted a neighboring agency due to the initial ping location, still unable to get a phase 2. While Rebecca was on the phone with Northwood, Kayley received a second call at 0143. Kayley put the original caller on hold because he had stopped answering questions and then answered the second call. The second call came from the younger brother and victim of a stabbing. Using RAPIDSOS, Kayley was able to ping the call and verify the address.

Rebecca immediately dispatched Walbridge Police and Lake Twp. Police to the scene. During this time Kayley stayed on the line and listened to the younger brother being stabbed. Kayley maintained communication with Rebecca on what was occurring and Rebecca relayed the information to law, contacted NRPD for assistance, and dispatched FIRE and EMS to stage for an unknown stabbing incident.

Throughout the entire incident, Kayley remained extremely calm with her caller, advising him that he would not die and that help was coming. She kept him informed on what was occurring outside of his house with the PD. She also advised exact location information for the victim and provided medical instructions. Kayley stayed on the line with the victim until Lake Twp. Police made contact with him and was able to apply medical care to the victim's evisceration.

Kayley and Rebecca are the true definition of the "calm in the storm" during this call and continued to prove that they are exemplary dispatchers.





Double Gold Award Nominee

Nikita Aquino, Dawn Florjancic
Lakewood Police Department

NOMINATED BY:
GARY STONE

On December 23, 2021 at about 9:54 am while on duty, Dispatcher Nikki Aquino and Dispatcher Dawn Florjancic began taking a frenzy of 911 emergency calls. Callers were reporting a major disaster, a large underground parking garage attached to an apartment building located on Edgewater Drive in Lakewood, Ohio had collapsed. Both employees began recording this information and immediately dispatched fire, ambulance and police units to the scene. Units were on scene almost immediately. Dispatchers Aquino and Florjancic coordinated the arrival of emergency units giving as much information as they could about the collapse. The fire dept. assumed command and it was learned that there were no persons within the section of the garage that had collapsed. Dispatchers coordinated responding units to secure the area as safely and quickly as possible. It was a marvel that there were no injuries in one of the most densely populated areas of Lakewood. Through their excellent teamwork, they showed extraordinary professionalism with this 911 emergency and were key to the successful handling of this incident.



Double Gold Award Nominee



Tonya Graham, Christine Sykora
Lakewood Police Department

NOMINATED BY:
GARY STONE

On August 11, 2021 while working as a team, Dispatchers Tonya Graham and Christine Sykora took multiple 911 calls from many callers. It was learned that a piece of construction excavation equipment had toppled over and had trapped a worker underneath. This was located at 12816 Detroit Ave. at 12:28 pm. Both Dispatchers Graham and Florjancic acted immediately to obtain as much information as possible. Fire dept. and police units were immediately dispatched along with emergency notifications to neighboring agencies for assistance. In addition, a towing company provided a crane during the rescue. Through the hard work of these two employees and their life-saving efforts, a fatality was avoided and the person will make a complete recovery.





Double Gold Award Nominee

Sara Morgan, & Melissa Akers
Ohio State Highway Patrol - Cambridge

NOMINATED BY:
MELISSA AKERS

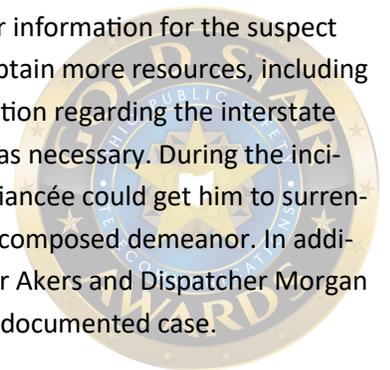
On January 20, 2021 at 22:512 hrs, Trooper Adam Masinelli stopped a vehicle for defective equipment on IR77 near MP46. As he was speaking with the driver, the driver stated that he knew he had warrants for his arrest. The driver was acting very agitated. Trooper Masinelli radioed for another unit to respond as backup and asked the driver to shut the vehicle off. The driver stated that Trooper Masinelli would have to shoot him. He then fled the scene. Trooper Masinelli advised dispatch of the situation and pursued the vehicle southbound on IR77.

As the pursuit traveled south on IR77, the suspect began videoing the pursuit on Facebook Live as he was driving. Speeds reached 90 MPH and the suspect was driving recklessly. Sergeant Drew Untied was able to get past the vehicle and set up road spikes to deflate the suspect's tires. He was successful in getting the spikes deployed and the suspect struck them near MP36. The suspect then lost control and went off of the roadway. A standoff resulted that lasted 2 hours and 40 minutes. OSHP Aviation provided assistance in surveying the scene to provide ground units with information as well as providing lighting. SRT members from Guernsey County assembled at the scene to deploy special tactics including less lethal weapons. At the conclusion of the standoff, the suspect exited his vehicle with two knives and went toward officers. As he was approaching the roadway, SRT members from the Guernsey County Sheriff's Offices were able to deploy a taser which was successful in temporarily immobilizing the suspect. He was taken into custody with no officers being injured and the suspect only having minor scratches.

The successful conclusion of the incident was the result of collaborative teamwork from all involved. Those involved in the incident were several OSHP units from the Cambridge Post, Marietta Post, Zanesville Post, Cambridge DHQ, and Aviation; the Guernsey County Sheriff's Office; the Noble County Sheriff's Office; the Cambridge Police Department; the Ohio Department of Transportation from Noble and Guernsey counties, and United Ambulance.

Dispatcher Melissa Akers was handling the Cambridge Post CAD and Dispatcher Sara Morgan was handling the Marietta Post CAD. The signal was put out for emergency radio traffic only. Marietta and Zanesville Post units were given the information on the incident. The two dispatchers then worked together seamlessly to gather information, dispatch units, and ensure officers had what they needed to be in the safest environment possible given the circumstances.

Dispatcher Akers found a previous incident involving the suspect while units were still in pursuit. She provided information from the incident as well as a physical description. As soon as the pursuit came to an end due to the crash she provided a phone number for the suspect so that officers could attempt to make contact with him and negotiate a peaceful surrender. Dispatcher Akers and Dispatcher Morgan communicated with OSHP Intel units to gather further information for the suspect and any family members; they contacted local agencies and worked with their dispatchers to obtain more resources, including SRT units and a drone; they contacted OSHP Aviation for aerial support; they conveyed information regarding the interstate being shut down; they made numerous contacts gathering, sharing, and providing information as necessary. During the incident, Dispatcher Morgan spoke with the suspect's fiancée to gather information and see if his fiancée could get him to surrender peacefully. All the while, both dispatchers were thinking ahead and maintained a calm and composed demeanor. In addition to their exemplary performance handling the dispatching of the critical incident, Dispatcher Akers and Dispatcher Morgan documented a great deal of information to enable officers the ability to complete a thoroughly documented case.





Double Gold Award Nominee

Elizabeth Bogue, Tyler Conmay

Ohio State Highway Patrol -

On December 15, 2021, Dispatcher Elizabeth Bogue and Dispatcher Tyler Conmay were on duty at the OSHP Columbus Communication Center. Around 3:10 am, Trooper Jarid Fitzpatrick was involved in a life-threatening injury crash on Interstate 70 in Columbus, Ohio. Trooper Fitzpatrick's patrol car struck the rear end of a commercial trailer. Trooper Fitzpatrick accessed his radio and advised the Communication Center that he had been involved in an injury crash. Due to his injuries, his radio traffic was heightened, and the location he was reporting was incorrect. Dispatcher Bogue maintained a calm demeanor on the radio and determined his exact location quickly. Dispatcher Conmay immediately notified the Columbus Fire Department and the Columbus Police Department. Within minutes officers were on scene and began rendering aid to Trooper Fitzpatrick. If it wasn't for the actions of Dispatcher Bogue and Dispatcher Conmay, the outcome might not have turned out the way it did. Trooper Fitzpatrick is currently recovering at home from his injuries.



Double Gold Award Nominee



Ian Marshall, Kellie Carter, Angela Collins

Montgomery County Sheriff's Office

NOMINATED BY:

BETH LAINHART

January 13, 2021 two 911 calls were received at the Regional Dispatch Center in regards to a male shooting a gun in the parking lot of Heroes and Legends bar in Harrison Township. One call was answered by Dispatcher Marshall from people inside the bar. Dispatcher Marshall was able to get pertinent information from the hysterical caller into CAD and quickly entered the call for service. Dispatcher Marshall sent various updates through CAD after getting additional information on the suspect and the whereabouts of the caller hiding from the suspect. Dispatcher Marshall performed well during this call, staying on the line with the caller and getting as much information from her as possible while trying to calm her down during a scary situation. Another 911 call was answered by Dispatcher Kellie Carter who quickly realized this call was already on the pending board for Harrison Township Deputies. Dispatcher Carter obtained necessary information on the location and description of the suspect who the caller said had fired two shots from a handgun in the lot and then went inside the bar. Dispatcher Angela Collins, who was assigned as the North primary dispatcher, quickly broadcasted the call as there were no crews available for the shots fired call. Crews quickly freed up and were enroute. Dispatcher Collins kept updating the crews via CAD and radio as updates were received. Dispatcher Collins without hesitation gave a channel restriction for crews on the scene on their arrival. While doing a checkup for on scene crews they did not answer up and she immediately broadcasted a 99. Crews from other jurisdictions came on the radio asking questions and Dispatcher Collins reminded them, firmly, that the channel was restricted for on scene personnel only to ensure they could broadcast from the scene if necessary.





Double Gold Award Nominee

Chrissy Hull, Charline Polk, Jackie Chappuies, Jessica Merkosky, Matt Reinke, Melanie McCavish, Lushonda Hall-Edmiston, Bryan Helwig, Ashley Welch, Jon Marche, John Schnell, Tyler Cantonwine, Bayyinah Brooks, Laura Zehner, and Amber Kirby

Chagrin Valley Dispatch - Bedford & Chagrin Valley Dispatch - Cleveland Heights

NOMINATED BY:

LISA DAVET

On Friday December 31 2021, at approximately 1800 hours, off-duty Cleveland Police Officer Shane Bartek was shot and killed in the attempt of a carjacking. While Officer Bartek laying on the pavement fighting for his life, the suspect left the scene in the officer's personal vehicle. Around 2000 hours, an all-points bulletin was sent out to the entire State of Ohio with description of Officer Shane Bartek's vehicle which was pushed out to all agencies dispatched by all three of the Chagrin Valley Dispatch Center.

At approximately 2215 hours, a North Randall Police Officer spotted the vehicle turning around in their Police Department parking lot. Immediately the North Randall Officer pursued the vehicle, believing that the driver was the one responsible for the murder of a Cleveland Police Officer. After a brief pursuit of speeds of up to 70 miles an hour, the officer ended up losing the vehicle but not before requesting his dispatcher notify the other area agencies. But as everyone here knows, good dispatchers are always ahead of the game, and the dispatchers of Platoon A Nightshift at the Chagrin Valley Dispatch Center – Bedford Location had already notified the neighboring jurisdictions – many of which are also dispatched from the same center.

Dispatcher Matt Reinke took it upon himself to patch two police radios together to make sure that officers were getting the information from the other departments in real time. Approximately 2 minutes after the North Randall Officer lost the vehicle, the license plate hit on the license plate reader in Solon which provided the location and time span. At that time Dispatcher Reinke notified his units on the road where they began to set up at various points throughout the city. Exactly 1 minute later, an Orange officer spotted the vehicle and began pursuing in excess of 90 miles per hour. After pursuing the vehicle for approximately 5 minutes while traveling through multiple cities at the average speed of 100 miles per hour, the officer's supervisor advised him to terminate the pursuit.

While the pursuit for that officer may have been over, dispatchers in the room that night worked tirelessly to get the information passed along to other area agencies. At one point all dispatchers on duty were on the phone calling neighboring jurisdictions trying to catch this suspect. Dispatcher Jessica Merkosky was on the phone with one of the Cleveland Police Detectives advising them of the situation, Dispatcher Jackie Chappuies and Dispatch Supervisor Charline Polk both were talking to Cleveland dispatchers who were relaying all information to their officers on the road, and Dispatcher Ashley Welch was on the phone with their sister center at Chagrin Valley Dispatch – Cleveland Heights when the pursuit which had entered Richmond Heights started going back into Euclid.

Meanwhile at the Chagrin Valley Dispatch – Cleveland Heights location, they were just as busy trying to catch this vehicle. Platoon 1 Nightshift Dispatcher Amber Kirby had been documenting the information regarding the pursuit while she monitored the radio. She continuously updated the location of the suspect vehicle, it's direction of travel, and the agencies involved in the pursuit into a CAD call.

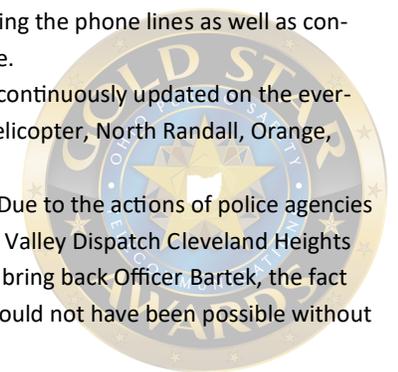
Simultaneously, Dispatch Supervisors John Schnell and Laura Zehner began monitoring the Cleveland Police radio channel as well as the vehicle pursuit through the in-house mapping system and kept their agencies updated with direction of travel and location.

At approximately 2225 hours, 20 minutes after the vehicle was first spotted in North Randall, the suspect vehicle entered Richmond Heights. At that time, Dispatcher Jon Marche began documenting and relaying all information provided to him, and continued to scribe for the incident during its entirety.

While this vehicle pursuit was given the highest priority, other calls did not stop coming into the center for the other agencies that are dispatched out of the Cleveland Heights Location, Dispatchers Tyler Cantonwine and Bayyinah Brooks took care of answering the phone lines as well as contacting any additional agencies that may be affected with the pursuit, such as Willoughby Hills and Euclid Police.

All police agencies dispatched out of both the Bedford location as well as the Cleveland Heights location were continuously updated on the ever-changing situation and ready to assist as needed. In all, Cleveland Police both units on the road and their PD helicopter, North Randall, Orange, Richmond Heights, and Euclid Police were involved.

30 minutes after the vehicle was first spotted in North Randall, the male was arrested and taken into custody. Due to the actions of police agencies involved, and the tremendous teamwork and multijurisdictional juggling displayed in and amongst the Chagrin Valley Dispatch Cleveland Heights and Bedford locations, the suspect was apprehended and all of the good guys went home. While this does not bring back Officer Bartek, the fact that those responsible are no longer on the streets is a true comfort to his family – both blood and blue. This could not have been possible without the outstanding teamwork and professionalism demonstrated between the two centers that night.





Double Gold Award Nominee

Emily Heverly, Megan Swanger, Jessica Hobson



Ohio Stat Highway Patrol

NOMINATED BY:

LEO SHIRKEY

On June 18, 2021 the Canton Dispatch Center received a call from Southwestern Penn Human Services Drug Rehab Facility in Pennsylvania. The caller was concerned about a patient who left their facility and was making threats to kill his e-girlfriend, her new boyfriend and then commit suicide. The suspect was also sending disturbing messages to his ex-girlfriend. With the assistance of OSHP Intel, the ex-girlfriend and her new boyfriend were contacted by phone to advise them of the situation and verify they were safe. The ex-girlfriend and her boyfriend advised they were safe and together in Painesville, which was verified by a Lake County Deputy. The suspect was later located by the Pennsylvania State Police at his parent's residence and was taken for psychiatric evaluation. This incident could have had the potential to bring harm to two unsuspecting individuals. As a result of everyone's effort, the girlfriend and her new boyfriend were located and assured they were not in danger





Double Gold Award Nominee

Megan Kramer, Erik Jones

City of Akron Safety Communications

NOMINATED BY:

STACEY STANAR

On December 23, 2021 at 0343 hours, Erik received a 911 call from a woman who stated that her estranged husband broke into her home, despite an active restraining order that was in place. She stated that her husband was armed with a bat and a knife, and that she and her boyfriend were locked in a bedroom upstairs. Her disabled adult brother was also upstairs. Erik kept the caller on the line, relaying everything to Megan who was dispatching, and Megan was relaying the information to the officers. He was able to let the officers know that the suspect threatened that they would have to take him out of the house dead, and was able to update officers as to what was going on while they gained entry throughout the house. When the officers reached the upstairs, they knew that he had locked himself in the room, that he had a knife and a bat, and they found him with the knife at the callers throat, threatening to kill her. I believe that Erik and Megan kept the officers safe that night with their quick work, especially when you watch the body worn camera footage and hear the radio traffic on their radios.



Double Gold Award Nominee

Louise Stastny, Dawn Sopkovich, Michele Auxier,
Andrew Thornton, Tracie Hooley, Erica Quallich,
Jeff Lipp,

City of Parma

NOMINATED BY:
WALTER SAMIJLENKO

On March 25, 2021 at approximately 14:05 hours Dispatcher Louise Stastny recieved a call from 4707 Russell Ave Parma OH from a male who was very calm who stated that he just killed his 6 year old son. This caller was well known to our agency as he frequently called or communications center. It was also know that he had some psychiatric issues and most times that he called there was no cause for his complaint. Dispatcher Stastny gathered the information from the caller and learned that the subject had killed his son with a baseball bat. Dispatcher Auxier immediately dispatched officers to the scene at which time the male was still on the phone with Stastny sitting on his front steps covered in blood. Dispatcher Thornton and Sopkovich then dispatched the fire department to the scene as officers took the male into custody after a small struggle causing officers to taser him. Officers then made entry into the residence and observed that the male did in fact kill his son. Dispatchers Hooley and Lipp then searched for family members and attempted to make contact. This all started near our shift change so it involved two crews from our agency to handle the incident. Even though this was a frequent caller dispatchers took the incident as if it was a valid complaint. There were aa total of 29 officers that responded and follow up on the incident.





COLUMBUS
REGIONAL AIRPORT AUTHORITY

Double Gold Award Winner

Columbus Regional Airport Authority
Communications Center

Columbus Regional Airport Authority

NOMINATED BY:

ERICA WALSH

We received a call regarding a female who was sleeping in the airport terminal, which ultimately ended up being a human trafficking case. As soon as the communications technicians received the call they sent an officer to investigate. Upon our officers arrival the female could not identify herself and was not aware of her surroundings. At this time the communications team paged our fire/EMS to respond to check the female out. The female was transported to the hospital as it was determined she was unable to care for herself. (We later found out that she had the highest level of a date rape drug that the hospital had seen). The communications team took the initiative to re-view CCTV footage to determine when the female entered the airport and they were able to follow her as she entered the airport and made her way to where she was discovered. From that point they went back on the video to find footage of the vehicle that dropped her off at the airport and they were able to provide a license plate to the officer. Shortly after she was transported our communications team started receiving phone calls from several males who wanted to know where the female had been transported and what her status was. The communications technician did not provide any information to the callers but instead contacted the OIC in the police department to advise of the ongoing phone calls. Ultimately all the information the communications team provided was turned over to the Columbus Human Trafficking Task Force for follow up. The communications team did an excellent job of communicating among all three shifts so that information was not provided to someone who could further harm the female.

