



# 2020 Solid Gold Award Nominee

Katie Renicker

Licking County Regional Communications Center

**NOMINATED BY:**

ROB TERRILL

Licking County Regional Communications Center (LCRCC) is a small to medium size Public Safety Answering Point (PSAP) located on the Appalachian Plateau in Heath, Ohio (Land of Legends). Our team dispatches for 22 Fire/ EMS Departments and 13 Law Enforcement Agencies.

On May 11, 2020 at 06:29:36 Katie was in the middle of her oncoming shift brief, when a call transfer came in from Franklin County at the call takers position she was getting ready to take over. Officially Katie wasn't even on the clock yet, but she told her team member that she would handle the call. The transfer was a cardiac arrest/ non-breather, and now Katie was in the mix. Katie put on the emergency dispatchers' hat, that thousands put on every day. This hat allows an emergency dispatcher to multi-task like no other. She started by using repetitive persistence to calm down Taya so she could get critical information in conjunction with several other task to start the life saving measures. Through the repetitive persistence Katie was able to get Taya calmed down so she could provide CPR instructions and start chest compressions until Fire and EMS would arrive. Katie provided guidance and motivation to Taya during this stressful time that produces a positive result. We very seldom get positive feedback from the field; however, we did on this call.

Just weeks later, Taya called into the 911 Center to thank our team for everything and to speak with Katie one on one and thank her for help saving her husband life. May 11th, started out a bad day but ended up a great day with a life saved.





# 2020 Solid Gold Award Nominee

Sara Morgan  
Ohio State Highway Patrol

**NOMINATED BY:**  
JENNIFER MORAN

On September 1, 2020 Dispatcher Sara Morgan received a COP entry and BOLO'd all information out to her units. It stated that the suspect was wanting to commit suicide by COP and would not cooperate if located. A couple hours later the vehicle was located in Guernsey County by one of her units and a traffic stop was attempted. The suspect stopped his vehicle but refused to exit the vehicle. Dispatcher Morgan sent back up units to assist and contacted the Guernsey County Sheriff's Office for additional units and the adjacent patrol post to also get units into position to assist. A pursuit and multiple stationary encounters occurred where the trooper attempted to coax the suspect into surrendering, but all attempts failed. Dispatcher Morgan had a cell phone number for the suspect and attempted to give him a call. He answered but did not speak and then hung up on her. He did call the post back where he spoke to Dispatcher Morgan. Dispatcher Morgan advised him several times that his safety is our main concern and that if he would just stop and exit the vehicle peacefully all we wanted to do was check on his wellbeing, The suspect was very belligerent to Dispatcher Morgan, but she remained calm and tried to reassure him we were only concerned about his safety. She asked him several times if he had any weapons in the vehicle and specifically a gun. He stated he did not have any weapons and didn't even own a gun. However, Dispatcher Morgan was already aware that he had a CCW permit issued to him. The suspect ended up hanging up on her and continued to pursue away from the troopers. Dispatcher Morgan repeated what the caller had told her, but also told the troopers about the reported gun in the car and the fact that he had an issued CCW permit. Dispatcher Morgan notified the duty officer and the HUB and had additional resources heading to her units.

The suspect's vehicle was now driving on flat tires due to running over the stop-sticks. They were still travelling on IR77 when the suspect hit a crossover driving into the oncoming traffic and attempted to hit another vehicle. A PIT maneuver was conducted by her trooper and the suspect vehicle came to rest in the median. The suspect exited the vehicle firing rounds at the troopers. The troopers returned fire striking the suspect. First Aid was provided on scene to the suspect and there were no injuries to the officers.

Dispatcher Morgan remained calm through the entire incident. She contacted other dispatch centers and advised them on items she needed done. Dispatcher Morgan had resources staged in areas close to ensure a quick response time if needed. By taking command of the situation and her forward thinking this incident had the best possible outcome!





# 2020 Solid Gold Award Nominee

Jeramey Knowlton  
Ohio State Highway Patrol

**NOMINATED BY:**  
HEATHER EVANS

Dispatcher Jeramey Knowlton received a call with a female that was attempting suicide in a rest area in Hocking County. When the female placed the phone call she had already placed a belt around her neck and was barely able to speak, it took several minutes to obtain any valuable information but Jeramey continued and was eventually able to obtain her location and the nature of the call. He immediately called the post that handles that area as well as all emergency services in that county. They located the female just as she was losing consciousness and removed the belt from around her neck, she was then transported to the hospital.





# 2020 Solid Gold Award Nominee

Megan Swanger  
Ohio State Highway Patrol - Canton

**NOMINATED BY:**  
BRETT CLAXON

On June 22nd 2020, the Canton Dispatch Center received a 911 transfer call of a suicidal male traveling on U.S. route 30 in Stark County. The caller warned that he wanted to be shot by an officer or he would wreck into oncoming traffic. Dispatcher Swanger was able to keep the caller on the line and calmly engaged him in conversation. After several minutes of conversation with the caller, Dispatcher Swanger was able to convince him to pull over onto the berm until units arrived.

The compassion shown by Dispatcher Swanger prevented a devastating situation from potentially occurring. Family members were called to the scene and took the suicidal individual to a local hospital for evaluation.





# 2020 Solid Gold Award Nominee

Cynthia Bloomfield  
Ohio State Highway Patrol

**NOMINATED BY:**  
DAVID STUART

This was a pursuit that involved working with multiple agencies in the local area as well as the Kentucky State Patrol. During the pursuit shots were fired at multiple law enforcement officers including one Ohio State Highway Patrol District 9 Criminal Patrol Trooper, Ohio State Highway Patrol Post 73 Sergeant and a Portsmouth Police Department Officer. Cindy coordinated with each individual agency dispatch center to ensure updates were given on status and location while also ensuring the safety of the units involved. Cindy was also sitting CAD and dispatching while acting as Field Training Dispatcher with a probationary dispatcher. The suspects were stopped, treated for their injuries, and later indicted as a result of the efforts given by all involved.





# 2020 Solid Gold Award Nominee

Matthew Smith

Ohio State Highway Patrol - Warren

**NOMINATED BY:**

AMY ZATYARNICKY

Dispatcher Matthew Smith, Warren Dispatch Center, is being nominated for the 2020 Solid Gold Award. On July 25, 2020, Dispatcher Matthew Smith received a phone call from a distraught female subject advising her spouse was suicidal and has made past threats of suicide by cop. She did not know his exact location; however, understood he was somewhere on State Route 11 in Ashtabula County. Dispatcher Smith immediately contacted his Ashtabula Troopers and the Ashtabula County Sheriff's Department to check all of State Route 11, all while requesting a ping on this subject's cellular phone.

Dispatcher Smith attempted to call the subject direct to no avail.

Approximately two hours later, the subject called the Warren Dispatch Center. Dispatcher Smith, a newer dispatcher for the Ohio State Highway Patrol, and who was working alone, used his training and his skills to assure the caller he had his full attention, as he continued dispatching updates to his troopers of the caller's location. Dispatcher Smith quickly established a great rapport with the caller and remained on the line with him as he walked out of his apartment, voluntarily to meet our troopers without further incident.

Dispatcher Smith's quick actions, patience, and empathy with this caller played a large role in the positive outcome of this highly stressful situation.





# 2020 Solid Gold Award Nominee

Shaina Reed

Ohio State Highway Patrol - Wooster

**NOMINATED BY:**

STEPHANIE NORMAN

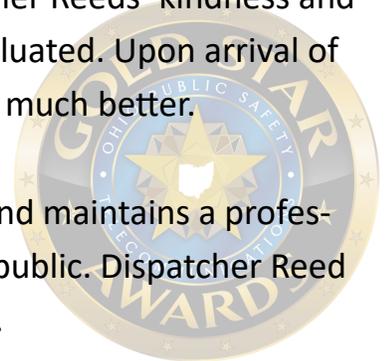
The Wooster Post would like to nominate Dispatcher Shaina A. Reed U-6126 for the Solid Gold Award for her exemplary handling of a suicidal male on September 6, 2020.

On 09/06/2020 at 18:26 hours, a young male arrived on post in distress. He spoke to Dispatcher Reed and explained he needed a safe place to stay until his parents arrived. Dispatcher Reed inquired as to what trouble the young man was having and he began to cry. The young man explained that he had suicidal thoughts and had considered driving off the roadway and killing himself, but didn't want to hurt anyone else. A trooper was dispatched to respond to the post.

Not having a uniformed officer on post, Dispatcher Reed elected to walk outside and talk to the young man. The young man explained that he has had these thoughts in the past and in addition to the occurrence today, his girlfriend had just broke up with him. Dispatcher Reed obtained his information and the information of his parents. The young man was identified as Caden Sauerbrey. Dispatcher Reed talked Mr. Sauerbrey into letting EMS check him out and an ambulance was called. Dispatcher Reed then contacted his parents and explained what was transpiring. The parents advised they would be on their way to the post.

While waiting for both the trooper and ambulance, Dispatcher Reed realized the importance of staying with Mr. Sauerbrey and providing support. Dispatcher Reed continued talking with him about the type of thoughts he has and what he does when he has the thoughts. She also talked to Mr. Sauerbrey about anxiety or panic attacks and things that might help him to overcome them. Mr. Sauerbrey was able to calm down and was very appreciative of Dispatcher Reed's kindness and compassion. The ambulance arrived and Mr. Sauerbrey was medically evaluated. Upon arrival of his parents, Mr. Sauerbrey was released to them and was feeling much better.

Dispatcher Reed represents the Division's Core Values in her operations and maintains a professional demeanor that compliments a compassionate attitude towards the public. Dispatcher Reed would be a natural selection for a Solid Gold Award.





# 2020 Solid Gold Award Nominee

Kelley Parton  
Heights Hillcrest Communications Center

**NOMINATED BY:**  
DENISE WOKE

On Sunday, June 14th, 2020 at 1905 hours, the Heights Hillcrest Communications Center received a 911 call from a 10-year-old female reporting that a brick pillar had fallen on top of her two sisters. Responding units were dispatched immediately and Dispatch Supervisor Kelley Parton remained on the phone with the terrified caller. During the 9 minute and 23 second call, Dispatch Supervisor Parton kept the child caller as calm as possible, reassured her that help was on the way, and continued to obtain any and all additional information that she could.

Having built a rapport with the child, Dispatch Supervisor Parton remained on the phone with the caller even after officers and fire personnel arrived on scene. While understanding the severity of the incident, Dispatch Supervisor Parton enlisted the assistance of a neighbor in getting the child away from the scene as to not traumatize her more as the two juveniles eventually succumbed to their injuries.

The way this call was handled is a perfect example of a true professional, the empathy and heart that Dispatch Supervisor Parton showed her caller that day is nothing short of amazing. Heights Hillcrest Communications Center COG Mayor Brennan was quoted in saying, "Ms. Parton is to be commended for how she kept it together and helped Cassidy through this call so that she could send help."

The Heights Hillcrest Communications Center is nominating Dispatch Supervisor Parton for the Ohio Solid Gold Star Award for her exemplary handling of this call. She did an outstanding job and is to be commended for her performance during this incident.





# 2020 Solid Gold Award Nominee

Jessica McClellan  
Van Wert County 9-1-1 Operations

**NOMINATED BY:**  
KIM BRANDT

On Feb 28th 2020 at 1900 Dispatcher McClellan took a 9-1-1 call in regard to a 1 year old not breathing.

at 1900 Female subject was screaming into the phone that her 1 year old is not breathing. after paging out the squad she directed the parents on how to do CPR. During that time she was transferred to the child's father who administered the CPR with her instructions. At approx. 1908 the child regained consciousness and began crying, Jessica stayed on the phone until all help arrived.





# 2020 Solid Gold Award Nominee

Jordan Feltoon  
Chagrin Valley Dispatch

**NOMINATED BY:**  
LISA DAVET

Thursday December 24th, 2020, Dispatch Supervisor Jordan Feltoon received a text-to-911 from a person who stated that they did not know where they were and that they were kidnapped and that someone was hitting them. After a search through the history in the CAD system and RapidSOS, an address was obtained and officers were sent to check for the caller.

Within minutes of receiving the text message officers were on scene. According to the investigation report, officers arrived on scene and knocked on the door, a male appeared in the window and officers advised him to open the door, after some time the male complied and exited the home. When the male opened the front door, officers were able to see a female sitting on a couch in the living room who mouthed the words “help me” to the officers. This male was subsequently placed in handcuffs while the female was being interviewed.

The female was found to have severe swelling to her face which was the result of being pistol whipped and held against her will by the male. The male was arrested and charged with kidnapping.

Without Dispatch Supervisor Feltoon’s “detective work”, it’s very possible that this female would not have been found, and the outcome could have been very different.





# 2020 Solid Gold Award Nominee

Thomas Donahue  
City of Akron Safety Communications

**NOMINATED BY:**  
STACEY STANAR

On the night of August 14, 2020 at 23:48 hours, we received numerous calls for shots fired at a party that was being held in the backyard of a home at 701 Roselle Av. Technician Donahue received a call from a boy who said that his eight year old sister was shot in the back. It was determined that she was not breathing, and despite efforts by the paramedics, they were unable to revive her. Despite absolute chaos in the background, Donahue was able to console her brother and kept him on the phone until the police arrived and he was safe. He hung up with the brother and his next call was from the little girl's mother, who was just notified at work that her daughter had been shot. Donahue helped her as well, making sure that she was not driving herself to the hospital and was a calming voice to a mother whose eight year old daughter was shot, when she thought that her kids were safe at home. Donahue was able to keep his cool, and make a difference in the lives of both the victim's brother and mother.  
different.





# 2020 Solid Gold Award Winner

Stephanie Snyder  
Eastlake Police Department

**NOMINATED BY:**  
LARRY REIK

On the On Aug 5th 2020 Stephanie took a call from a juvenile who was concerned for the safety of her mother after an estranged boyfriend left with her and something seemed "off." Stephanie noticed the tone and fear in the juveniles voice and recognized that this incident was different from others she has had with her..

Stephanie collected the information from the juvenile who was afraid to be caught by the male and put both her and her mom in danger. To guard against the male identifying who she was communicating with Stephanie had the juvenile contact a department issued cell phone.

Once Stephanie spoke to the juvenile at length she recognized numerous "red flags" and was able to question her further and then was able to ascertain that there were possible bombs at the home of the male. Instead of dispatching officers directly to the house in question Stephanie had the officers speak with the juvenile first at a separate location.

Once the officers had the complete story they were able to approach the house using additional safety and tactics than are usually deployed on a standard welfare check. During the time of the gathering of information and briefing it was learned that the male took his own life.

During a subsequent search of the house the officers discovered an AR rifle with numerous rounds situated behind several shooting positions at each upstairs window. Also located were a handgun and multiple pipe bombs with shrapnel taped to the devices at these same tactical points of observation.

The delayed police response due to the concerns and flags were a direct result of the experience of Stephanie. This tactical delay likely saved the department multiple casualties and possibly worse. There is no doubt that her instincts, professionalism, and communication skills prevented a tragedy.

