

2008 Public Safety Awards Program

Nomination Package

Award Category: Telecommunicator of the Year 2007

To: Virginia Chapter APCO/VENA

Date: March 14, 2008

Award Nomination Information

**Agency: Hanover County Department of Emergency Communications
7522 County Complex Road, Hanover, VA 23069
Phone: (804) 365-6311 Fax: (804) 365-6300**

Nominee Narrative

Hanover County Emergency Communications nominates Communications Officer Kimberly D. Martin for Telecommunicator of the Year for 2007. Officer Martin was born in Louisville, Kentucky in 1983. She attended Lee-Davis High School where she graduated in 2001 with an Advanced Studies Diploma.

Officer Martin previously worked as a Senior Vault Teller for Bank of America and part-time stable hand. One of her most positive attributes is her willingness to help others and to always give her best. Officer Martin's exemplary dedication to duty is most noteworthy and duly documented.

During the past year Officer Martin was either the luckiest or most unlucky communications officer within the department. She was the Fire Radio Operator when several major incidents occurred. In particular her knowledge, skills and abilities were put to the test on at least three separate occasions.

On June 11, 2007, Officer Martin was working we she received a call for a working residential fire in the Cedar Lea Park subdivision. Within a short time the fire had spread to at least two other homes. Multiple fire units were dispatched and numerous TAC channels were utilized in an attempt to quickly gain control of these fires and limit the loss of life and property. Officer Martin never wavered during this very hectic and trying incident.

On June 23, 2007 a call came in for a working commercial fire at the Richmond Times-Dispatch printing plant. A large piece of equipment within the structure had caught fire and was quickly spreading. Numerous employees had to be evacuated. The fire grew to a strength requiring a 3rd Alarm response, as well as, the need for mutual aid from an adjoining County. Officer Martin again handled this incident in a most

professional manner while at the same time dispatching several other Fire/EMS related calls – including a drowning in the Town of Ashland.

Finally on December 7, 2007 Officer Martin once again found herself at the controls of the Fire/EMS Radio when Hanover County experienced a major “black ice” situation. During this particular event Officer Martin handled over 150 combined Fire/EMS calls for service. On many occasions during these conditions there were no available Fire or EMS resources to assign to the calls that were coming in. Officer Martin ensured that her calls were prioritized and she assigned units as they became available. Many of the multiple motor vehicle dispatches that day resulted in fatalities. “Condition Red” was declared and the Fire/EMS Radio was split into an East / West Operation. Throughout this entire incident Officer Martin maintained a calm and professional demeanor and exemplified “true grace under fire.” She passed the above tests during some of the most stressful, hectic and extraordinary situations imaginable with flying colors.

Officer Martin was also one of the most productive members of the department. She consistently is among the highest in the number of calls answered each month. She also has been at or near the top in dispatching EMD calls with an average compliancy score of **94.29%** and customer service score of **99.8%**. In 2007 Communications Officer Martin was documented with the following performance statistics:

- Answered **1,544** emergency 911 calls (over **5%** of the total 911 calls received into our 911 Center) with an average time spent on 911 Emergency calls of **84 seconds** – below the **90 second** department standard
- Entered **5,484** calls for service into the Computer Aided Dispatch system
- Dispatched **4,021** calls for service – and entered **6,545** Quick Calls for service into the CAD
- Received **29** Peer Recognition Cards (second highest number for department)
- Selected as the Communications Officer of the Month for June 2007
- Last 2007 performance evaluation was well above average with score of **2.8** on a 3 point scale
- Received several commendations on performance from user agencies during 2007 Among them were the “black ice” incident, Times Dispatch Fire, and Cedar Lea Park Sub-Division Residential Fires.

The following statements were made by co-workers who nominated Officer Martin for this honor:

“It is my pleasure to nominate Kimberly Martin for Communications Officer of the Year for 2007. Although Kim has only been employed as a Communications Officer for just a little over 2 years, she has consistently shown that she can always be depended on. She has consistently shown that she can not only handle the day to day calls received in a dispatch center, but can maintain a calm and professional demeanor during very hectic and stressful situations. She is truly deserving of this award and recognition.”

“Kim shows a great deal of motivation at the Emergency Communications Center. She is always coming in to split a shift, always willing to help out another with scheduling issues and man can she burn a building with grace. She may not be the strongest on the Radio, but she gives it her all.”

Communications Officer Kim Martin has proven on more than one occasion just how valuable an asset she is to Hanover Emergency Communications and the citizens of Hanover County. Her compassion and service to others has proven invaluable to the department and her co-workers. Officer Martin’s performance has been second to none. She can be depended upon to accomplish any task assigned. She is a concerned and compassionate individual that has the willingness to assist others in any capacity, which instills the highest morale and a strong sense of esprit de corps among her co-workers. She has been and continues to be an example for all to follow.

Officer Martin’s professionalism, loyalty, personal dedication to duty and love of the emergency communication profession reflect great credit upon herself, emergency communications and Hanover County - and are in keeping with the highest traditions of the public safety emergency communications profession.

It is a sincere pleasure to submit this nomination on Communications Officer II Kimberly D. Martin for Telecommunicator of the Year for 2007 - she is most deserving of this distinguished and high honor.

Respectfully Submitted,

Charles W. Udriet
Deputy Director
Hanover County Emergency Communications