



## NEWS RELEASE

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## **2<sup>nd</sup> Shift 911 Communication Dispatchers honored with STARS Award**

**FOR IMMEDIATE RELEASE:** July 28, 2016

**MURFREESBORO, Tenn.** – The entire 2<sup>nd</sup> Shift team of 911 Communication Supervisors and Dispatchers for the Murfreesboro Police Department’s Communication Center have been named STARS award recipients for July 2016.

Mayor Shane McFarland recognized the team of 911 telecommunicators during the July 28, 2016, meeting of the Murfreesboro City Council. The 2<sup>nd</sup> Shift Communication Supervisors and Dispatchers received the STARS award for Outstanding Performance: “Succeeding Through Attitudes Reflecting Service Excellence.”

The nomination stemmed from the team’s on-duty response to an incident on May 18, 2016 in which a Murfreesboro woman threatened to commit suicide during a live webcast. In the execution of their duty, the team “demonstrated exemplary service (e.g., cooperation, courtesy, responsiveness, support empathy, etc.)” and “represented the city in a positive light, exhibiting the core values and creating a better quality of life.”

In the nomination, the following narrative explanation was provided from a memo written by MPD Lieutenant Jimmy Puckett to Murfreesboro Police and Fire Command, May 24, 2016:

“On May 16, 2016, at approximately 20:09 Dispatcher Bri Dunn received a call from a party in Texas stating that [a woman] who resides in the Murfreesboro area, was chatting on a live webcast threatening to commit suicide. The caller was only able to provide [the woman’s] name, [and] approximate age, [and that she was] armed with two handguns, and . . . was staying at a local hotel. Dispatcher Dunn was able to query the female’s name through the Driver’s License File of NCIC and locate a possible address. Dispatcher Dunn then promptly entered a CAD card with the information provided by the complainant. Dispatcher Michelle Rowland then dispatched patrol units to the scene. After units were dispatched, communication staff were able to obtain the name of the website and [her] user name. They were then able to access the website and locate the live feed. Our staff listened tirelessly to [her] suicidal cry for help. Staff attempted to make contact via chat but to the sheer volume of messages from those pleading with [her] . . . was overwhelming and their efforts fell short. Officers arrived on the scene at the only address communication staff was able to obtain, but were unsuccessful in locating [the woman]. Communication staff never gave up in the attempt to locate

[her]. Dispatchers Cassandra Scott, CTA Jessica Christian and Trainee James Ray with Guidance of Supervisor Callahan and Sgt. Chad Hershman, began calling local hotels in hopes of locating [her]. This also reached a dead-end. Communication staff made contact again with the original complainant from Texas in an attempt to obtain any additional information that might give them a better chance to locate [the woman]. Fortunately, the complainant was able to contact a friend who was able to provide a cell phone number for [the woman]. CTO Jessica Christian began efforts to ping the [woman's] phone belonging to [her] and at 20:58 communication staff had an approximate location. From information provided by the phone company, Dispatches once again began calling hotels in the surrounding area. Dispatcher Tim Juneau made contact with the clerk at [a local hotel] who was able to confirm that [the woman] was checked into the hotel. Officers were immediately sent to the location. Communications staff continued to observe the webcast. Supervisor Callahan advised that it was apparent that [the woman] was becoming extremely lethargic. EMS was then notified by Dispatcher Michelle Rowland and advised to stage. Officers confirmed that [the woman] was at . . . [the local hotel] and she was located. Communication Supervisor Lindsay Callahan, Dispatchers Cassandra Scott, CTO Jessica Christian, James Ray, Bri Dunn, Tim Juneau and Michelle Rowland did an outstanding job and never gave up. If it had not been for their efforts, locating [the woman] saving her life would have not been accomplished. This group always takes pride and goes the extra mile. I am very thankful for each of them and the job they do every day. I am requesting that a copy of the letter be placed in their file for a job well done. Sincerely, Lt. Jimmy W. Puckett #0265.

**Recipients of STARS Award:** Communication Supervisor Lindsay Callahan, Dispatchers Cassandra Scott, CTO Jessica Christian, James Ray, Bri Dunn, Tim Juneau and Michelle Rowland.

The Communication Center answered over 44,000 9-1-1 calls in 2015, making it the busiest Public Safety Answering Point (PSAP) in Rutherford County.

The STARS Service Excellence program is intended to recognize outstanding employees who embody the city's standards for service excellence and exemplify the city's core service values. The purpose of the STARS award is to recognize and reward those employees who go above and beyond their normal job duties in providing outstanding customer service to internal and external customers.

Congratulations to the entire 2<sup>nd</sup> shift 911 Communication team for being named the recipient of the STARS Award for Outstanding Performance.

For City News online, visit [www.Murfreesborotn.gov](http://www.Murfreesborotn.gov).

**Photos attached caption: Photos by Jim Davis.**

*2<sup>nd</sup> Shift 911 Communication Supervisors receive STARS Award from Mayor Shane McFarland, July 28, 2016.*

1. ***Pictured L/R*** Dispatcher Cassandra Scott, Michelle Rowland. Tim Juneau, Communication Supervisor Lindsay Callahan, Dispatcher Bri Dunn, [not pictured, CTO Jessica Christian, James Ray].jpeg
2. ***Pictured L/R*** Dispatcher Tim Juneau, Michelle Rowland, MPD Assistant Chief Michael Bowen, Communication Supervisor Lindsay Callahan, Dispatchers Bri Dunn, Cassandra Scott, MFRD Chief Mark Foulks, Mayor Shane McFarland [not pictured, CTO Jessica Christian, James Ray].jpeg
3. STARS Logo.jpeg.

