

TCO of the Year – 2019

TCC Melanie Junkin, Charleston TCC:

TCO Melanie Junkin has been with the Charleston Telecommunications Center since 2013.

TCO Junkin's husband, Thomas, is an officer with Charleston County. They have a one-year-old daughter Mykenzie. TCO Junkin consistently proves her dedication in all that she does.

TCO Junkin was working the Charleston radio the afternoon of September 17, 2019, when she answered a phone call from a citizen advising of a medical complaint. The caller advised TCO Junkin that he believed he was having a heart attack and needed help. TCO Junkin immediately conferenced the call in with Berkeley County to get EMS en route to the caller. TCO Junkin relayed all the information she had and stayed on the phone trying to assist EMS in getting further information from the caller.

The caller was unable to provide much information, and the county, when unable to obtain any further information from the caller, disconnected. Although the caller was not responding to her, TCO Junkin remained on the line until fire department personnel on scene picked up the phone and advised they were with the patient and checking him out.

Although TCO Junkin's hours are limited as a part-time employee, she is a dedicated employee and an invaluable asset to the Charleston Telecommunications Center.

TCO April Wooten, Greenville TCC

Telecommunications Operator III April Wooten has been with the Greenville Telecommunications Center since August 2013.

TCO Wooten is always willing to help out in the Greenville TCC in any way she can, volunteering to assist on her days off when the TCC needs additional help; helping out and swapping days with other TCOs when they need; and training new employees. TCO Wooten is always willing to help answer questions, call wreckers,

or run tag information if another operator is busy and needs assistance and ensures that all of her calls and paperwork are as detailed as she can make them.

On October 6, 2019, TCO Wooten took a call from someone who stated there was a subject in the parking lot of a gas station in Simpsonville that appeared to be intoxicated. TCO Wooten remained on the line with the caller after the subject got in a vehicle and left the gas station, and kept the information updated in the call until an officer was able to get behind this possible drunk driver. An e-mail was received from the caller expressing his appreciation for April's assistance during this call and advised that she was so helpful "not only keeping up with what we were saying, but helping us with roads, and coordinating with the Trooper."

TCO Wooten also is the primary caregiver for her brother, who was struck by a drunk driver at a young age and has a closed head injury that caused him to be a paraplegic. As his primary caregiver, TCO Wooten generally works at night so that she is able to care for him and take him to appointments during the day.

April is able to juggle all of her responsibilities and still maintains her strong work ethic and quality of work, and for all of these reasons, she is the nominee for TCO of the Year from the Greenville TCC.

Assistant Telecommunications Supervisor Daryl Ford, Blythewood TCC

Assistant Telecommunications Supervisor Daryl Ford has been with the Blythewood TCC since December 17, 2001. ATCS Ford has a calm demeanor with everyone he works with, whether on the phone, radio, or in person, ATCS Ford handles every situation professionally and courteously.

ATCS Ford is always willing to adjust his schedule to make sure the Blythewood TCC is fully staffed. ATCS Ford has on many occasions been working when he received a call out for the next shift. He does not hesitate to go home, rest and come back to work on night shift or day shift when needed.

ATCS Ford has also been vital in training new TCOs this past year and regularly takes on training more than one TCO at a time. ATCS Ford is very thorough with his training and takes the time to explain to all new TCOs how to do the job at hand. ATCS Ford excels in this area of training and is often requested to train when a TCO is struggling to catch on. ATCS Ford is the ultimate team player and is always willing to help out his fellow TCO, ATCS or manager when called upon.

TCO Janecia Garner, Florence TCC

TCO Janecia R. Garner joined the Department of Public Safety in August 17, 2019.

She came to us with no prior dispatch experience but quickly excelled in the TCO training program, attaining all required certifications. She gained high praise from her trainer and other dispatchers in the center. Her co-workers find her to be team-minded and a person who will help other TCOs when they have a busy radio. She has true passion for her position as a telecommunications operator.

TCO Garner performs her duties in a professional and caring manner. She displays sincere care for each caller in the Florence Telecommunications Center and makes extra effort to multi-task by promptly answering the telephone and entering calls for service in the CAD System. TCO Garner maintains professional support in DPS by providing effective and efficient information essential for ensuring the safety of field personnel and the motoring public. She ensures officer safety by properly documenting traffic stops and updating the status of the troopers on her shift in the CAD System.

TCO Garner earned a Master of Science degree in Criminal Justice from Coker University in December 2019 while employed with the Florence Telecommunications Center.