

2022 Telecommunications Operator of the Year

TCO II Jessica Kinzie, Blythewood TCC

The Blythewood TCC would like to nominate TCO II Jessica Kinzie for TCO of the Year 2022.

TCO Kinzie received a reckless driver call on September 9, 2022 at 22:37 hours. The citizen calling this reckless driver in was still in the city of Columbia, and advised that the driver of a red Toyota Rav4 had already tried to run into his vehicle several times. The caller also advised the vehicle was all over the road and driving very erratically. The caller was frustrated already by the lack of help he felt he had received before being transferred to Highway Patrol. TCO Kinzie put out a BOLO for the reckless driver over the Richland radio, and Trooper S. A. Jenkins advised she would be en route to the caller. TCO Kinzie advised the caller to keep her updated with his location and any landmarks he was passing.

TCO Kinzie was able to calm the caller down once she told him there was a trooper en route to try to catch up with him. She kept the caller on the phone line and continued to give out updated locations. TCO Kinzie stayed on the phone with the caller for a total of 21 minutes until Trooper Jenkins was able to catch up and pull the vehicle over.

The complainant later called and requested to speak with TCO Kinzie's supervisor. The caller spoke with ATCS John Watts and said he wanted to commend TCO Kinzie for the way she handled the call and the amount of time she devoted to keeping him on the line. The caller advised ATCS Watts that he was a Major with the United States Army and that TCO Kinzie professionalism parallels his officers in the Army. He also said TCO Kinzie was his family's hero that night for her efforts in helping them get assistance to get the reckless driver off the road.

For TCO Kinzie's professional and service to the citizens of South Carolina, the Blythewood TCC nominates TCO Jessica Kinzie for Employee of the Year 2022 for the Blythewood TCC.

TCO III Anthony Rowell, Charleston TCC

The Charleston TCC nominee for TCO of the year 2022 is TCO Anthony J. Rowell. TCO Rowell joined the Charleston TCC in March of 2018. In addition to being a dedicated SCDPS employee, TCO Rowell is a military reservist, husband and father.

On October 13, 2022, just after midnight, TCO Rowell received a call from a motorist who had hydroplaned off the interstate. The call was transferred with no details provided. The caller was extremely upset, having a panic attack, and scared to be on the side of the road. She advised it was raining too hard for her to get back on to the interstate and drive.

TCO Rowell was on the phone with the caller for nearly 30 minutes until law enforcement reached her. During this time, he tried to keep her calm by interacting and distracting her with conversation. TCO Rowell showed extreme empathy and patience, asking about her school, field of study, her family, and the dog she

had with her. TCO Rowell managed to calm the caller down and reassure her that assistance was on the way.

For exhibiting dedication, care, and a willingness to go above and beyond to assist the citizens traveling the roadways in our state, TCO Anthony Rowell is the Charleston TCC nominee for TCO of the year.

ATCS Flissa McEachern, Florence TCC

The Florence TCC recognizes ATCS Flissa S. McEachern as 2022 TCO of the Year.

ATCS McEachern began her career as a TCO with the department in June of 2005. On January 17, 2021, she was promoted to Assistant Telecommunications Supervisor. Since then, she continues to perform her duties in a professional manner and she properly documents entries into the CAD system.

On November 25, 2022, a Troop 5 field unit attempted to initiate a traffic stop in Williamsburg County. The vehicle did not stop and continued at a high rate of speed. It was later determined that the suspect was wanted for a shooting incident in Williamsburg County. ATCS McEachern's CAD notes clearly and completely documented each detail of the chase. She kept all Highway Patrol units apprised of the situation as it unfolded, maximizing all available resources to render assistance to the field units. Her duties were performed in a competent and calm manner.

ATCS McEachern is attentive and determined when faced with challenges, both professional and personal. She has a thorough knowledge and understanding of her position, and applies the skills she has obtained over the years to ensure the safety of all sworn personnel. She willingly accepts challenges as they are presented to her. As a supervisor, she makes certain her team has a clear understanding of their responsibilities and that they follow department rules and regulations. She also volunteers to work additional shifts to ensure the Florence TCC is adequately staffed.

TCO IV Andrea Smith, Greenville TCC

Telecommunications Operator IV Andrea Smith has been with SCDPS since August 1997, and is a valuable employee for this agency. In her 25 years of service, TCO Smith has held many roles and has been a valuable asset to the Telecommunications Unit.

TCO Smith is a knowledgeable employee with the Greenville TCC who has volunteered to assist many times while the Greenville TCC has faced staffing issues, working at least one extra shift a week and often more. She has also volunteered to stay late to fortify staffing or to assist during inclement weather.

TCO Smith is always willing to assist other TCOs in the TCC by pulling phone calls or adding information to calls for other TCOs when they are busy, and calling other agencies as needed. She is always willing to answer questions for any TCOs and provide guidance for new employees. TCO Smith understands the importance of working as a team to accomplish the mission of our agency, and shows that in her daily interactions with the other TCOs in the Greenville TCC.

TCO Smith has a nurturing soul. She takes care of her mother and assists her other family members whenever she can. With the hours TCO Smith puts in, she still finds the time to cook, bake and spend time with her new nephew.

TCO Smith is a consistently reliable employee who seldom is out sick or late and is a valuable employee for the Greenville TCC. TCO Smith has an admirable work ethic, which sets an example for others, and she should be commended for it.