

# **2024 Telecommunications Operator of the Year Narratives**

## **Assistant Telecommunications Supervisor Aviana McMahan,**

### **Blythewood TCC**

The Blythewood TCC would like to nominate Aviana McMahan for TCO of the Year 2024. ATCS McMahan has been with the Telecommunications Unit since 2017, and was promoted to her current supervisory position in October 2021.

Each day, ATCS McMahan shows a strong dedication to serving the community and ensuring the TCO job duties are completed effectively and professionally. Without hesitating, she offers assistance to her teammates and the troopers on the road. Along with being a tenured TCO and supervisor, ATCS McMahan is extremely detail-oriented when completing her administrative duties. This was evident on July 24, 2024, when an attempted traffic stop turned into a pursuit.

ATCS McMahan was working the Greenwood radio when Corporal J.A. Ackerman initiated a traffic stop in Saluda County. The vehicle initially pulled over, but the driver then sped off. At that time, Corporal Ackerman advised her that he was involved in a pursuit. ATCS McMahan immediately cleared the channel, set the emergency tone, and announced an emergency to Greenwood radio to ensure other units were aware of the incident in progress. Corporal Ackerman advised ATCS McMahan to contact local police to see if they had any units in the area with stop-sticks. ATCS McMahan coordinated with her team while keeping her focus on updating the pursuit locations as they were being relayed. Due to ATCS McMahan's quick instructions, stop-sticks were coordinated, and Corporal Ackerman was able to stop the vehicle. The driver was arrested just nine minutes after the chase began, minimizing and stopping the threat to other drivers on the road.

From this dedication of service to the citizens, the Blythewood TCC nominates ATCS McMahan for TCO of the year 2024.

## **Telecommunications Operator IV Anthony Rowell, Charleston TCC**

The nominee for Charleston TCC TCO of the Year 2024 is Anthony Rowell. Rowell is a TCO and actively serves in the U.S. Air Force.

Telecommunications Operator Anthony Rowell has been with the SC Highway Patrol since March 2018, and since then has proven to be a dependable, dedicated employee, and an invaluable asset to the Charleston TCC. He works well with his colleagues and tries to promote a positive work environment. Courtesy, care, and professionalism are hallmarks of his interactions with callers, and his commitment to

assisting travelers on our roadways is commendable, as he consistently goes above and beyond to ensure callers receive the help they need.

TCO Rowell collaborates well with troopers and other units in the field to keep officer safety a top priority. His level of work ethic and service to others are further highlighted by his ability to balance a full-time schedule with our agency while serving active duty military with the U.S. Air Force. TCO Rowell's dedication, despite the challenges of a long commute and dual responsibilities, speaks volumes about his commitment to the department's success. His dedication, professionalism, and willingness to support his team are commendable.

For these reasons, TCO Anthony Rowell is the Charleston Telecommunications Center's nominee for the 2024 TCO of the Year award.

## **Telecommunications Operator IV Lanette Beasley, Florence TCC**

The Florence recognizes TCO Lanette Beasley as 2024 TCO of the Year 2024.

TCO Beasley came to the South Carolina Highway Patrol in 2022 after working with Darlington County 9-1-1. TCO Beasley hit the ground running, quickly completing all required training and obtaining all certifications for the TCO position. In carrying out her duties, she exhibits dedication and genuine enthusiasm for her job, and often agrees to schedule changes or adjustments to ensure the Florence TCC has proper coverage.

TCO Beasley constantly strives to grow professionally through preparation and study. She recently became the Florence TCC's first certified Communications Training Operator, a revamped on-the-job training program similar to the FTO program our troopers go through when they are first starting out. She embraces the challenge of training new hires by leaning on her knowledge and commitment, and ensures that the training phases provide constructive feedback for the trainee. This has led to an increase in the number of employees in the Florence TCC. In addition to helping grow the Florence TCC's workforce, TCO Beasley also helps nurture it. If an employee has a question regarding an incident, TCO Beasley is the first to volunteer and assist. She supports her teammates by helping them with daily shift duties and keeps a cool head under stressful situations. Whether interacting with her teammates or the public, she is always polite. She also fully documents her CAD incidents with accurate and timely information, and enters traffic stops at peak times of radio traffic.

TCO Beasley takes the added step of checking her own work for validity, and her records are always in compliance with NCIC guidelines. TCO Beasley's communication skills, demeanor, and professionalism have a positive impact not just on her teammates, but the TCC and the Highway Patrol. She clearly understands the importance of her duties, and the impact TCOs have on the agency and the state. She exhibits what it means to efficiently and effectively assist in ensuring the safety of Highway Patrol personnel and the motoring public in South Carolina.

## **Telecommunications Operator April Wooten, Greenville TCC**

The Greenville TCC nominee for TCO of the year 2024 is April Wooten. After being with the Greenville TCC for 12 years, not only does she excel in her daily tasks, but often volunteers to assist when the Greenville TCC faces staffing issues, working at least one extra shift each week and staying late to assist with staffing as needs arise, including during inclement weather.

Whether she is pulling phone calls, adding information to calls for other TCOs, or calling other agencies if a TCO is busy, TCO Wooten understands the importance of working as a team, and never hesitates to assist others. This is evident in her daily interactions with other TCOs, and in her training of new operators to be successful in this profession.

Along with being self-disciplined and able to work independently, TCO Wooten has demonstrated her ability to stay cool when stressful situations arise. This was clear on January 11, 2024, when a pursuit began on Interstate 385. She maintained her composure and effectively communicated with the road units while coordinating assistance from other agencies, all while keeping detailed notes in the CAD as the pursuit continued. Her calm demeanor and attention to detail played a critical role in the pursuit ending without incident on Interstate 85.

From this work ethic and dedication, TCO April Wooten is the Greenville TCC nominee for TCO of the year.