

## Telecommunications Operator of the Year 2020

### **Aviana McMahan**

#### **Blythewood Telecommunications Center**

The supervisors of the Blythewood TCC would like to nominate TCO Aviana McMahan for TCO of the Year 2020.

TCO McMahan has been with the Blythewood TCC since December 4, 2017. TCO McMahan is described by her direct supervisor as a "no-nonsense" dispatcher. TCO McMahan is very good at her job and takes pride in having work that exceeds expectations. TCO McMahan is always quick to help her fellow shift mates out whether entering warrants, running tags, helping trainees or running criminal histories.

One of TCO McMahan's best qualities is how dependable she is on a regular basis. TCO McMahan is a huge help to the center with her willingness to help with everything that is asked of her. Just recently, the Blythewood TCC needed a DATAMAXX user to cover a night shift at the last minute. TCO McMahan was called upon and changed her schedule without hesitation to ensure there was DATAMAXX coverage for our center that night. She is the type of TCO that all new trainees should watch and strive to be like.

### **Bradley Kennedy**

#### **Florence Telecommunications Center**

The Florence Telecommunications Center's nominee for TCO of the Year 2020 is Assistant Telecommunications Supervisor Bradley J. Kennedy.

ATCS Kennedy began his career with the Telecommunications Unit on June 17, 2006. He was promoted to Assistant Telecommunications Supervisor July 17, 2020. ATCS Kennedy has a true passion for his position as assistant telecommunications supervisor and for dispatch as a whole. Upon receiving his promotion to ATCS, he immediately began building and encouraging his team. ATCS Kennedy often sends his team words of encouragement and thanks for their hard work and dedication, and keeps them apprised of policy updates and changes, both verbally and in writing.

ATCS Kennedy provides information, insight and training to newly hired TCOs. He maintains accurate and complete CAD, NCIC and fatality records as they are

packed with information to ensure compliance with established protocol. He willingly assists other TCOs by answering telephones, calling wreckers, running driver's licenses or motor vehicle tags, completing hit confirmations and relieving them for breaks. He is constantly seeking to build on his skills and seeks to gain knowledge regarding the ATCS position. ATCS Kennedy is the first in the Florence TCC to volunteer for additional shifts. He is a team player and will quickly come in to assist his coworkers during a time when additional staff is needed. ATCS Kennedy realizes and understands the need to keep the center fully staffed.

ATCS Kennedy's politeness, professionalism and business etiquette help him to positively impact working relationships with uniformed staff, the general public and his coworkers. He works effectively and efficiently to ensure the safety of field units and the motoring public. He smiles while possessing the passion and seriousness about his job that demonstrates sincere enthusiasm for the work of Assistant Telecommunications Supervisor.

### **Laveetra Grant**

#### **Charleston Telecommunications Center**

The Charleston TCC nominee for the TCO of the Year is Assistant Telecommunications Supervisor Laveetra Grant. ATCS Laveetra Grant was the Charleston TCO for the 4<sup>th</sup> quarter in 2020. Ms. Grant has been with the Highway Patrol's Telecommunications Center since June 2002. Ms. Grant has chosen to move up the ranks from TCO to ATCS in the Charleston Center, achieving the rank of ATCS in June 2019.

Ms. Grant is a very thorough, conscientious employee and supervisor. She is always friendly, outgoing and warm to all in the center, on the road, and those she deals with on the phone. Her manager said: "In all the years that I have worked with her, I have never heard her be anything less than polite and courteous to fellow employees and citizen callers."

Managers can count on ATCS Laveetra Grant to be understanding and patient when training some of the new Telecommunications employees.

ATCS Laveetra Grant will stay over on her shift to make sure all her paperwork is completed and all her tasks are up to date so as to not leave additional work for other TCOs.

She has the ability to get along with everyone, always having an upbeat manner, and is a courteous and dedicated employee.

## **Stephanie Morgan**

### **Greenville Telecommunications Center**

Telecommunications Operator III Stephanie Morgan originally started working with Highway Patrol Telecommunications in November 2005 and has worked both full-time and part-time with us through the years. She most recently has been working full time with us since February of 2020, and has quickly reminded us all what a dedicated, detailed, and dependable TCO she is.

TCO Morgan is detailed in all calls that she enters, and a good example is a pursuit on April 9, 2020. The pursuit started in Spartanburg and continued into Laurens County. The notes within the call are very clear and detailed, showing that the unit advised from the beginning that he was behind a vehicle showing that it was stolen. The notes show other units trying to catch up before the traffic stop is attempted, and that TCO Morgan went ahead and notified Spartanburg County of this information. The notes then show that within 30 seconds of advising he was attempting the traffic stop, the unit advised they were in pursuit. TCO Morgan continued to add notes to the call even after the pursuit went into Laurens County and the units had switched to the Laurens County/Troop 2 Channel. TCO Morgan ensured that all information was added to the call and that all vehicle information and subject information were also added to the notes of the call.

TCO Morgan has also shown her dedication to the Greenville TCC and to her co-workers by consistently volunteering to assist with staffing in the Greenville TCC when there are staffing needs to help other TCOs who need a day off, or when there are special enforcement initiatives. She is always willing to help out other TCOs in the office when she is working, either by calling other agencies, calling wreckers, or helping to ensure all information is in the calls before they are closed.