

2021 Telecommunications Operator of the Year

TCO III Taurean D. Kinard, Blythewood TCC

TCO Kinard has been with the Blythewood TCC since November 2, 2018. TCO Kinard is a hard worker, and in addition to becoming one of Blythewood's most dependable TCOs, is one of the most polite people you will ever meet. TCO Kinard is always smiling or laughing with his fellow TCOs, and is courteous not just with his co-workers and troopers, but also with the public and other agencies he deals with daily on the telephone.

TCO Kinard has recently started training new TCOs in the Blythewood Center. He has done a great job so far with this new task. He is very patient and helpful to all new employees with their questions. TCO Taurean Kinard is also one of Blythewood's Datamaxx users, and on more than one occasion has been willing to adjust his schedule to help out another shift for coverage with Datamaxx. TCO Kinard has also switched shifts with several TCOs to help them take off work on certain days. TCO Kinard is someone that all new TCOs and veterans should strive to be like.

TCO IV Chelsie Cribb and TCO IV Jessica Wiebalk, Charleston TCC

The Charleston TCC nominees for TCO of the Year are Chelsie Cribb and TCO Jessica Wiebalk. TCOs Cribb and Wiebalk were recognized as our Employee of the Quarter for the third quarter for their handling of a incident in August 2021. On August 31 near the beginning of their shifts, TCO Wiebalk answered a phone call about a stolen vehicle. OnStar was reporting the vehicle was stolen and that they were tracking the vehicle. TCO Wiebalk took the information and entered the call, while also alerting her units of the information. TCO Wiebalk stayed on the phone with OnStar updating locations as they became available. TCO Wiebalk verified the vehicle information and that the vehicle had not been entered into NCIC as the report had just been taken. She obtained the Officer's name, agency and contact information regarding the stolen report.

TCO Cribb alerted her units to the call and provided them with vehicle information as they were quickly passing through Troop 6 into Troop 7. TCO Wiebalk continued to gather information from OnStar and TCO Cribb updated her units as information was available. The vehicle stopped at a gas station in Orangeburg County, just off of Interstate 26. TCO Cribb notified Orangeburg County for back-up assistance for the units she had en route to that area. As a trooper approached the area, a subject fled, leading to a foot pursuit. While TCO Cribb was handling the foot pursuit, TCO Wiebalk received a call from the reporting officer that a second vehicle was also involved and stolen. Units on scene were able to locate the second vehicle and confirmed that it was showing as stolen. A citizen approached units on scene advising his truck had been stolen that morning. Unfortunately the subject that fled and the truck were not located.

Due to the efficient and thorough work of TCO Wiebalk and TCO Cribb, troopers were able to recover two separate stolen vehicles and detained several passengers. With incidents such as these, it's very easy for a call to have unfavorable outcomes. Thanks to the professionalism of these TCOs, the situation ended safely for the road units and the public as a whole.

ATCS Carl F. DeVault, Florence Telecommunications Center

ATCS Carl F. DeVault began his career with the department on August 2, 2007. He was promoted to the position of Assistant Tele-Communications Supervisor in November 2012. He performs his duties in a professional manner, making every effort to multi-task by promptly answering the telephones and entering calls for service into the CAD system. He is very knowledgeable of the CAD system and maintains proper documentation in the CAD notes. He ensures officer safety by properly documenting traffic stops and updating the status of the troopers on his shift.

ATCS DeVault guides his subordinates to the proper resources whenever help is needed, and responds promptly to his subordinates when answering questions that they may have. He completed training of a new employee in 2021. All training documents were in order. He frequently volunteers to cover shift shortages by volunteering to work extra days. He has volunteered to work extra shifts even during periods when he is scheduled for leave.

ATCS DeVault has a devotion to law enforcement. He volunteers, on his days off, as a reserve deputy with the Florence County Sheriff's Office.

TCO IV April Smith, Greenville TCC

Telecommunications Operator IV April Smith has been with the Greenville Telecommunications Center since January 2015. Prior to joining SCHP, TCO Smith worked for the Pickens County Sheriff's Office and often uses the knowledge she gained there to assist other TCOs who are not as familiar with Pickens County.

TCO Smith is a team player who helps other TCOs in the office when they are busy by pulling phone calls, updating information in the CAD system, and filling out tow logs. She also assists with staffing in the office by volunteering to come in and work extra on days that would normally be her day off.

TCO Smith helps to maintain a pleasant working environment in the office by assisting other TCOs and showing appreciation when she receives assistance from someone else. She maintains a calm demeanor at all times while in the TCC, whether she is talking on the phone with a subject who is upset, talking on the radio with an officer who is involved in a chase, or talking with other TCOs in the office.

TCO Smith has been on the radio during several chases in 2021 and has maintained her calm demeanor through each of them while using her attention to detail to ensure all information is in the notes of the call and that she is relaying all of the information to other agencies for assistance. She specifically handled a chase on January 3rd of 2021 that really showed her attention to detail and her ability to remain calm. Although this chase only lasted five minutes, TCO Smith stayed calm and entered 17 notes in the call to provide the details of everything that occurred during that time.