

Telecommunications Operator Of the Year Award Winner

The Telecommunications Operator of the Year for the Blythewood Telecommunications Center is TCO Stephen B. "Brad" Carrigg: **Also overall Telecommunications Operator of the Year Award Winner****

TCO Carrigg began his service with the Highway Patrol on October 2, 2013. During his shift on February 10, 2017, the Blythewood Telecommunications Center received a "Be On the Lookout" message regarding an armed robbery in North Carolina. TCO Carrigg carefully gathered information about the suspects and their vehicle and forwarded this information to responding Highway Patrol troopers. He eventually provided responding units with a vehicle description and the location of the suspects, which led troopers to identify the suspects and begin a vehicle pursuit on Interstate 77 in Chester County.

During the pursuit, the lead trooper advised TCO Carrigg that shots were fired at him from the suspect vehicle and the pursuit was heading towards Columbia at a high rate of speed. TCO Carrigg confirmed that the trooper was unharmed and continued to document all information regarding the pursuit. The suspects left Interstate 77 in the Columbia area and the lead trooper stopped them by using the PIT maneuver. The suspects then fled on foot.

Throughout the pursuit, TCO Carrigg followed all emergency procedures, recorded all relevant radio traffic, and ensured that other TCOs were given information to share with assisting agencies. TCO Carrigg exhibited the calm and professionalism of a veteran Telecommunications Officer. His attention to detail and careful sharing of information were vital to the safe handling of this very dangerous situation.

The Telecommunications Operator of the Year for the Charleston Telecommunications Center is TCO Jessica Wiebalk:

TCO Wiebalk began her service with the Highway Patrol in December 2015 and consistently demonstrates a willingness to learn her job and to assist her co-workers. On March 8, 2017, TCO Wiebalk was assigned radio duties for the Aiken area of Troop 7 (Orangeburg) when a trooper reported a car stop that subsequently involved a wanted suspect.

After TCO Wiebalk completed a records check on the vehicle license and returned the information, the trooper informed TCO Wiebalk that he was attempting to stop the vehicle at a gas station. The suspect refused to stop and the trooper initiated a vehicle pursuit. During the pursuit, the suspect attempted to escape capture by intentionally colliding with other vehicles as well as driving on railroad tracks, through fields, and in ditches. Throughout the pursuit, TCO Wiebalk remained calm, updated assisting TCOs, and maintained detailed incident notes in the computer aided dispatch system. Her professional demeanor, under very stressful conditions, contributed to the safe conclusion of this dangerous incident.

TCO Jessica Wiebalk lives in Goose Creek with her husband Virgil and 4-year-old daughter

Lilly.

The Telecommunications Operator of the Year for the Florence Telecommunications Center is TCO Brittany C. Dial:

TCO Dial began her career with the Highway Patrol on May 2, 2014. She sets an example for her co-workers by promptly beginning her assigned shifts with the proper debriefing from her counterparts, making timely and accurate CAD entries, assisting her fellow TCOs by calling wreckers and maintaining wrecker logs, demonstrating professionalism and courtesy in handling phone calls, and working additional shifts to ensure proper staffing.

TCO Dial's commitment to excellence was especially demonstrated during Hurricane Irma. In September 2017, the Florence TCC was inundated with both telephone calls from motorists and radio traffic from troopers. TCO Dial remained calm, cool, and collected throughout the storm and provided careful and professional assistance to the general public, to Highway Patrol personnel, and to other law enforcement agencies. TCO Dial consistently advised motorists to use caution while driving in hazardous conditions and demonstrated true care and compassion for the public she serves.

The Telecommunications Operator of the Year for the Greenville Telecommunications Center is TCO April Wooten:

TCO April Wooten began her service with the Highway Patrol in August 2013. She is a dedicated employee who consistently works her assigned shifts and often volunteers to work additional shifts to ensure proper staffing. TCO Wooten consistently demonstrates her commitment to professional service by assisting her co-workers, completing detailed and accurate paperwork, and training new employees.

In addition to her dedicated service to the Highway Patrol, TCO Wooten is the primary caregiver for her brother who was left disabled from a vehicle collision involving a drunk driver. She is truly committed to providing for the safety of the public and the members of the Highway Patrol.