

2023 Telecommunications Operators (TCO) of the Year Narratives

Blythewood TCC- Destany Hodgkins

The Blythewood Telecommunications Center nominates Telecommunications Operator Destany Hodgkins for the 2023 Telecommunications Operator of the Year.

At around 1:30 a.m. on September 6, 2023, Corporal B.E. Compton inquired about a possible shooting incident involving the Lexington County Sheriff's Department. TCO Hodgkins immediately contacted the Lexington County dispatch and obtained the information and location of the incident. She relayed the information to the shift supervisor and the units working via radio. The first unit on the scene was Trooper First Class S.D. Ham, who told TCO Hodgkins that a deputy had been shot. TCO Hodgkins activated the emergency tone on the Lexington radio channel, and began coordinating resources with Lexington to ensure the safety of SChP units and deputies on the scene. At 1:41 a.m., TFC Ham reported the suspect had fled the scene in a vehicle, and a pursuit began.

During the vehicle pursuit, the suspect continued shooting at law enforcement. TCO Hodgkins, who had only recently begun her career with the agency remained calm and professional during the fast-paced incident. She relied on her training and performed her duties exceptionally well, updating the Computer-Aided Dispatch (CAD) call with notes throughout the incident, keeping units informed, and coordinating resources as necessary. As a result, Highway Patrol units were able to stop the suspect vehicle using stop sticks and assisted sheriff's deputies in arresting the suspect. The role TCO Hodgkins played in this incident was critical to its resolution.

It is for this reason the Blythewood TCC nominates TCO Hodgkins for the statewide TCO of the Year for 2023.

Charleston TCC - Kimeko White

The Charleston Telecommunications Center nominates Telecommunications Operator Kimeko White for the 2023 Telecommunications Operator of the Year award.

With over 18 years of dedicated service as a Telecommunications Operator at the Charleston Telecommunications Center, Kimeko White has consistently demonstrated a commitment to public safety and a willingness to go above and beyond. Her impressive work ethic is evident as she frequently volunteers for extra shifts to ensure adequate coverage for the center. Furthermore, she works seamlessly with her colleagues and is always ready to extend a helping hand.

In addition to these qualities, TCO White is nominated for the 2023 TCO of the Year for her exceptional handling of a critical incident on April 16, 2023. At approximately 3:26 a.m., Lance Corporal B.A. Frazier, of Troop 7, conducted a traffic stop in Bamberg County on US-78. Shortly after, he notified dispatch that he had been shot and requested immediate assistance. TCO White sprang into action, demonstrating remarkable composure and professionalism throughout the entire ordeal.

Without hesitation, she relayed critical information on the radio to local law enforcement agencies and other units, ensuring swift response and support. Moments later, when Corporal Bradley J. Tarter advised he was pursuing the suspect, TCO White continued documenting essential details while simultaneously providing timely updates to the multiple units involved. The pursuit lasted approximately 10 minutes until the suspect crashed, leading to his arrest.

Recognizing her exceptional performance during this incident, TCO White is nominated as 2023 TCO of the Year. Her ability to remain composed, effectively communicate vital information, and prioritize the safety of the responding units displays her outstanding dedication to her role as a telecommunications operator.

For these reasons, TCO Kimeko White is the Charleston Telecommunications Center's 2023 nominee for the statewide TCO of the year.

Florence TCC - Dawn Peacock

The Florence Telecommunications Center nominates Telecommunications Operator Dawn Peacock for the 2023 Telecommunications Operator of the Year.

Dawn Peacock has been employed with the SC Highway Patrol since August 2009, joining the agency with several years of dispatch experience. TCO Peacock is an exceptional telecommunications operator, and has a true passion for what she does. TCO Peacock utilizes her dispatch experience in a caring manner, ensuring officer safety by properly documenting traffic stops and updating the status of the troopers' Computer-Aided Dispatch or CAD calls. Her detailed documentation is clear, concise, and accurate and is often used as examples in the training of new staff members.

TCO Peacock is one of the first operators on her shift to answer incoming calls, gather the appropriate information, and then dispatch the calls to the field units. Her multi-tasking skills are top-notch. She has extensive knowledge of National Crime Information Center (NCIC) policy and procedure and often assists her teammates with questions regarding NCIC queries.

TCO Peacock has been called upon numerous times to train new hires. She agrees to shift changes to ensure the Florence TCC is adequately staffed and she is well-liked by her teammates. Dawn consistently demonstrates a strong work ethic, resilience, and commitment to the department. Her dispatch experience and expertise make her a valuable asset to the Florence TCC, the agency, and the community she serves.

For these reasons, TCO Dawn Peacock is the Florence Telecommunications Center's 2023 nominee for the statewide TCO of the Year award.

Greenville TCC - Rosemarie Holland

The Greenville Telecommunications Center nominates Telecommunications Operator Rosemarie Holland for the 2023 Telecommunications Operator of the Year award.

Telecommunications Operator Rosemarie Holland has been with SCDPS since August 2022 and has become a vital employee with the Greenville Telecommunications Center (TCC). TCO Holland works at least one extra shift a week to ensure the Greenville TCC has full coverage. She has also volunteered and stayed late to assist when needed, especially during inclement weather.

She is always willing to assist other TCOs on her team by pulling phone calls when another TCO is busy, adding information to calls for other TCOs, and calling other agencies as needed. TCO Holland understands the importance of working as a team to accomplish our agency's mission. It shows in her daily interactions with the other TCOs.

On September 19, 2023, at 9:07 p.m., while running the Greenville radio, Lance Corporal J.C. Owens initiated a traffic stop on US-25 in Greenville County. The situation quickly escalated into a pursuit that crossed the county lines into Pickens County. As the pursuit progressed, L/Cpl. Owens advised that shots were fired, and assistance was needed immediately.

TCO Holland handled the situation across two counties and exemplified her professional commitment throughout the incident. She coordinated in real-time with the surrounding county agencies to ensure they gave updates on the incident.

In handling one of the most stressful situations a TCO could be asked to handle, TCO Holland maintained her composure, demonstrating effective communication and excellent teamwork. She represented herself, the unit, and the agency extremely well.

It's for the many reasons expressed, that TCO Holland is nominated for this year's statewide TCO of the Year award.