

# EMPLOYEE OF THE QUARTER

## NOMINATION FORM

Instructions: Please complete each of the below fields to explain how the employee demonstrates the exemplary performance of both an Employee of the Quarter nominee and an Employee of the Year candidate. Additional information regarding the nomination may be attached to a *completed* nomination form, as needed.

Employee Name	Department	Field Service or Support Staff?
Hannah Edwards	Police Dispatch	Support Staff

1. **Customer Service** - Please explain how the nominee provides a high level of service to internal customers (employees) and/or citizens.

Please see attached.

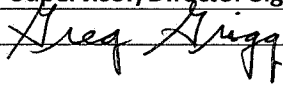
2. **Responsibility** - Please explain how the nominee takes responsibility for attitude, actions, resources, duties, communications and results.

3. **Innovation** - Please explain how the nominee looks for opportunities to do the job better, learns from setbacks, thinks outside of the box, demonstrates willingness to try a new approach and shows openness to ideas from others.

4. **Teamwork** - Please explain how the nominee cooperates with others, focuses on common goals, understands his or her role and responsibilities, achieves end results over personal agendas and participates as part of a team.

5. **Initiative** - Please explain how the nominee takes the lead, goes above and beyond what is expected, takes calculated risks, pro-actively improves skills, and is a self-starter.

6. **Excellence / Quality** - Please explain how the nominee strives to get duties right the first time, how pride is demonstrated in work product and service, gives citizens the impression their tax dollars are well spent, is not satisfied by being average, and evaluates the quality of their work product and the satisfaction of their customers.

Submitted By	Date	Supervisor/Director Signature
Kellie Bass	02/23/21	

Human Resources Use Only	
Received "meets expectations" or higher for each category on last performance review?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Received written discipline in the past 12 months?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Years of Service:	Won employee of the year last year? <input type="checkbox"/> YES <input type="checkbox"/> NO

Hannah is a 7-year employee with the Police Department's Communications Unit. She has worked on the busiest shift with the most officers and often with the most rookie employees for the duration of her tenure. She is consistently one of the most punctual members of the unit, often arriving 30 minutes or more early, assisting with exceptional call volume as needed and without being asked to do so. She budgets vacation, comp and sick leave carefully, rarely asks for last minute time off accommodations and is flexible when working out time off with shift partners. She often tells the supervisor she can be called in if needed, even when she has time off scheduled, to assist with overtime, schedule shortfalls and exigent circumstances.

Hannah accepts added assignments with little complaint. She has maintained pipeline materials and emergency response plans at the direction of the supervisor and voluntarily asks to pull CALEA proofs each year, which assists with the amount of work the supervisor can delegate to others. Hannah is willing to be delegated acting supervisor tasks and train, despite not actively seeking to mentor for supervision.

Hannah remains calm during emergencies and exigent circumstances. She does not act out loudly when angered or stressed. She sees herself as a mentor to new employees and generally maintains a laid-back attitude despite the stressful nature of her job. Hannah was commended on three separate occasions in January and February:

- A citizen called to speak to the Communications Supervisor about Hannah's handling of an EMS call. Hannah was commended remaining calm when the caller was upset by a family member's sudden onset medical issue, for sending an officer to check welfare when the caller cancelled EMS at the patient's request, and for ultimately reassuring the caller that EMS may be needed when the caller was uncertain about re-sending EMS to evaluate the patient's condition. Hannah's following of procedure by sending an officer, re-assuring an uncertain caller, and sending resources when the caller and patient were uncertain, helped to successfully resolve a citizen's medical issue.
- Hannah's shift received a teletype from a local law enforcement agency requesting assistance with locating suspect information and a missing or abducted female. The teletype had limited information available including the age of the victim, a suspect's first name and limited vehicle information. Hannah and her peers determined the circumstances in the teletype vaguely resembled a missing juvenile case occurring recently in Deer Park. The teletype was forwarded to detectives who determined that the suspect from the teletype was the same suspect involved in the Deer Park case. The neighboring agency was able to compile missing suspect information from our case files. While the female from their case had already been recovered, the suspect information was valuable to the other agency's investigation and to Deer Park's case. Had the female still been missing, the information linked to our case from the teletype could have played a critical part in locating a victim. Hannah's diligence in checking local records against the information in the teletype proved helpful to both agencies and could have proved critical to locating the victim.
- Hannah and her peers were commended by a citizen on social media for assisting with locating a missing person. Citizens who received frantic calls from a friend who was in trouble responded to the police department to pick up the friend, only to discover the friend was not at the police department. Hannah assisted with determining the actual location of the friend who continued to call and insist that she was at the police department. Hannah and her peers were able to assist the citizen with locating her friend with altered mental status and determining that she was safe.

*Approved for consideration, Greg King 2-24-21  
Police Chief*