



An attentive dispatcher must recognize events that have the potential to develop into dangerous situations without sacrificing any attention given to routine events. Mrs. Cherisa Tolbert demonstrated this pre-cognizance as officers responded to a call involving a male acting irrational. Mrs. Tolbert checked on the officers shortly after their arrival, seeking confirmation that the situation was well in hand. The response – “we’re giving him verbal instructions to drop the knife” set Mrs. Tolbert into motion. She quickly broadcast for units to respond priority, anticipating the necessary step and minimizing her use of air time. Mrs. Tolbert kept effective and consistent communications between responding officers, officers on scene, and affected supervisors. Her attention to officer safety proved exceptionally timely and ensured back up officers were responding as the situation developed instead of after the fact. Mrs. Tolbert did an exceptional job during one of the most adverse events a dispatcher may face.

Mrs. Tolbert is a well-rounded employee, demonstrating this outstanding dispatching ability while showing an equal amount of compassion on phone positions and attention to detail at the Pick Up Desk. These contributions have enabled her to effectively help her peers during peak work load. She offers guidance to newer employees to ensure work is completed at the highest level.

Mrs. Tolbert performed commendably *before* and during a critical situation, earning a commendation from the scene commander and Chief. This situation embodies the benefit of an attentive dispatcher focused on safety. Though undoubtedly affected by the danger of the situation, Mrs. Tolbert kept her cool and did her job exceptionally well. For this, she is recognized as the Communications Bureau Employee of the Month for January 2012.

