

# *Cherisa Tolbert*

A short staffed shift, inundated with calls, is often banding together to ensure all required work is completed timely and with proper attention to detail; no matter what hours they work. This was exactly the case on April 30<sup>th</sup> when Cherisa Tolbert recognized a 911 call holding and used her down time at the Pick Up Desk to help her co-workers out. Though not expecting to take an in-progress home invasion, Cherisa immediately adapted to the situation and with no hesitation began gathering essential information.

By sending the call as a quick-dispatch, calmly and professional questioning an upset and scared victim, and immediately routing key information, Cherisa ensured responding officers were fully informed of the situation without delay. With an attentive dispatcher in Kim Lee immediately dispatching multiple units and broadcasting the information given, the officers knew who and what they were tracking. With the tag ascertained, ran, and attached the officers spotted the suspects and pulled them over within 3 minutes of the call coming in to Communications. Three fully identified and described suspects were arrested on scene.

This level of performance is simply exceptional. Cherisa showed initiative, quick thinking, outstanding questioning, and superior information entry and routing. Three violent felons are off the street because the calltaker and dispatcher hit all of their marks and handled the call exactly right. This is not the only time Cherisa has shown this initiative, frequently helping out her co-workers by taking calls, handling Pick Up Desk duties from various phone positions, or volunteering to work any position needed. She is an experienced team player, honest and forthright will all of her co-workers. For this exceptional performance and level of sustained commitment, Cherisa Tolbert is recognized as the Communications Bureau Employee of the Month for April 2011.

*Communications Bureau  
Employee of the Month  
April 2011*