

Keisha Guthrie

As a 24/7 environment, the Communications Bureau has no shortage of hard-working calltakers and dispatchers, gathering and relaying key information tirelessly around the clock. Ms. Keisha Guthrie exemplifies this commitment, whether processing calls for service or dispatching multiple squads of officers. When processing a burglary in progress, Ms. Guthrie adheres to all fundamentals of calltaking – calms the complainant, gets a solid description, and stays on the line updating locations and specific details (379373). Even with emotionally charged complainants, Ms. Guthrie uses calming techniques to focus on key details that assist responding officers in looking for suspects (397625). When dispatching, Ms. Guthrie expertly relays information and ensures key details such as weapons or updated clothing descriptions are thoroughly understood (401302). She consistently broadcasts hot calls from nearby sectors, spearheading a pro-information approach to ensuring officers are aware of hot calls throughout the city. Ms. Guthrie is committed to hard work and helping officers successfully apprehend suspects.

This level of sustained performance is only one aspect of Ms. Guthrie's commitment to Communications. She volunteers her down time to any available project, actively looking for ways to contribute to her work environment. Just recently Ms. Guthrie has attended classes, instructed probationary officers on the duties of a dispatcher, offered written assessments, and reviewed state level certification documents for content and grammar. Ms. Guthrie maintains a positive disposition and consistently seeks to improve herself and her peers. Because of this, Keisha Guthrie is recognized as the Communications Bureau Employee of the Month for July, 2011.

*Communications Bureau
Employee of the Month
July 2011*