

Dispatcher Recognition for An Outstanding Job

On 12/16/20100 Theresa Tryon took a 9-1-1 call from a frantic mother who lives in Southlake. The mother was reporting that her daughter was just in a car accident in the state of Virginia and she didn't know where she was to get help, the daughter did call 9-1-1, then called her mother saying they couldn't find her. Theresa tried to calm the mother to get any information that would help in locating her, but all the mother knew was her daughter was traveling from Washington DC back to Duke University. Theresa obtained the daughters cell number, called AT&T mobility who triangulated the cell and gave her the Lat and Long from the cell, Theresa then called Careflite and they used the information from AT&T to give her street, Highway, and City location of her daughter, she then called Fredericksburg police who transferred her to the right agency. The daughter was already treated and released by EMS and was talking with the patrol officer, Theresa then tried to contact the mother to let her know that her daughter was ok and was speaking with police, when the mother didn't answer Theresa then contacted the father who thanked her for her work and was speaking to his wife at that time.

Theresa could of very easily told this caller that there is not a lot we can do since her daughter is in another state and has contacted 9-1-1 already, but she went above and beyond by using all her knowledge and tools to track and verify that her daughter was indeed OK and was being taken care of. Thank you for above and beyond to serve our customers!

Theresa's teammates (Barbara Law, Jennifer Martinez, and Renee Dreyfus) also deserve some recognition for taking on Theresa's assignments while she was making all the calls to help her caller. Thank you for the outstanding team work!

Great Job and Thank You,

Travis L. Treviño | Regional Communications Supervisor
Serving Keller, Southlake, Colleyville and Westlake