



COUNTY OF MONTEREY CAO Weekly Report

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SPECIALREPORT



Celebrating Dispatcher of the Year award winners are (l-r) Olivia Madrigal-Gaona, 911 Center Manager, Dispatcher honorees Shelley Ankney, Tabatha Chaffin, Anna Helms and Bill Harry, Director of Emergency Communications. Honorees not pictured: Shaun Eddings and Rita Burke.

County Notes

- > Check out [these tips to safeguard your pet during 4th of July fireworks fervor](#)

Emergency Communications Honors 911 Dispatchers

They are just three numbers away any time of the day or night and are the unsung heroes of public safety, working behind the scenes to get law and emergency responders to you when you need it.

911 Emergency Communications recently gave its annual honors to dispatchers who have done outstanding work in a job that demands excellence on a regular basis.

Approximately 60 dispatchers work at the Emergency Communications Center, answering more than 650,000 calls a year from 14 police agencies and 17 fire districts. A dispatcher's weekly schedule typically includes three 12-hour and one 8 hour days, but are often called on for mandatory overtime.

Here are this year's honorees:

Dispatcher of the Year: Anna Helms

Anna has worked for more than 27 years as a Communications Dispatcher and was selected for this award for her overall outstanding performance, her knowledge about agency procedures and jurisdictions and her ability to identify needed improvements such as new procedures for assigning telephone answer assignments.

"What I do every day matters," says Helms about her work. "How I do my job matters to so many people, the citizens of the county, the officers and the deputies."

Supervisor of the Year: Rita Burke

Rita has worked in Emergency Communications for more than 16 years and was selected for this award for her overall outstanding performance as well as ability to improve service to the public. When noticing a downslope in call answer times, she found a way to quantify the radio workload versus telephone calls which significantly improved telephone answer times.

"We deal with a lot of people and on most cases it's the worst day of their lives," says Burke, whose father was a Greenfield Fire Department volunteer who encouraged her to look into dispatch as a career. "The wait is the hardest part of the job: not knowing the outcome of a call, staying on the line with a caller waiting for assistance trying to keep them calm or waiting for an officer to update his status after yelling for help."

Customer Service Award: Shaun Eddings

Shaun was selected for this award for his overall outstanding performance, continued contribution and dedication, but singled out for his consistent and excellent customer service to the citizens and agencies of Monterey County.

Shaun has worked for Emergency Communications for more than three years. He was hired as a Communications Dispatcher Trainee then promoted to the journey level Communications Dispatcher II.

Rookie of the Year: Tabatha Chaffin

Tabatha was selected for this award for her ability to learn quickly. Tabatha progressed rapidly through her training, she was eager to learn and showed great dedication which helped her get through the training program quickly.

Tabitha has worked for Emergency Communications for more than two years, as a Communications Dispatcher Trainee then journey level Communications Dispatcher II.

CTO of the Year: Shelley Ankney

Shelley was selected for this award for her overall outstanding performance as a Training Officer.

Shelley has worked for Emergency Communications for more than 14 years and is a valuable asset to our training program. She consistently displays compassion and patience, having to work a radio channel, answer phones and train new employees. She plays a key role in the department's in-house academies and created new training material about Monterey County geography.

Congratulations to these honorees!

NMC Farmers' Market Back in Season

Swing by for lunch or fixings for dinner - the Natividad Medical Center's Certified Farmers' Market is open for business and it's a short drive from most county offices in Salinas.



The market is open every Wednesday from 11:00 a.m. to 3:30 p.m. outside of building 200-Out Patient Services at the hospital which is located at 1441 Constitution Boulevard. You'll find a wide variety of fresh quality fruits and vegetables, beautiful flowers, unique gifts from small-scale family farmers and fun food vendors plus you'll feel good about supporting local growers. EBT cards are accepted.



If you are wondering what produce is in season, Natividad's website has a [handy produce availability page](#) which tells what to look for at different times of the growing season to make the most of your farmers' market experience.



Scenes from the market: (l-r) standing room only for fresh fruits, colorful cabbages and a beautiful array of certified organic vegetables on display for shoppers.

Opportunities to Serve: County Commissions

Monterey County has a variety of board, committees and commissions which provide important oversight and service to the public. County Supervisors make appointments to many of these commissions, and there are some vacancies they'd like to fill.

Perhaps one of these panels addresses a community need or issue that interests someone you know? Those interested in serving and live in the district with the vacancy, should contact the supervisorial office listed for more information. There is more information about the commissions with vacancies at the available links.

Monterey County District 4

Contact: 883-7570 or
district4@co.monterey.ca.us

Monterey County District 2

Contact: 755-5022 or
district2@co.monterey.ca.us

Monterey County District 5

Contact 755-5055 or
district5@co.monterey.ca.us

[Mental Health Commission](#)

[Area Agency on Aging](#)

[Mental Health Commission](#)

[Domestic Violence Coordinating Council](#)

Boronda Public Works Citizens
Advisory Committee

[Commission on Disabilities](#)

[Community Action Commission](#)

[Commission on the Status of Women](#)

[Domestic Violence Coordinating Council](#)

[Domestic Violence Coordinating Council](#)

[In-Home Support Services Public Authority Advisory Board](#)

[Equal Opportunity Advisory Commission](#)

[Historic Resources Review Board](#)

[In-Home Support Services Public Authority Advisory Board](#)

Monterey Bay Unified Air
Pollution Control District Advisory
Committee

[TAMC Bike & Pedestrian Advisory Committee](#)