The Board of Directors of the Utah Chapter of The National Emergency Number Association, is proud to present the award for Communications Training Officer of the Year to Brenda Johnson of the Springville Police Department during National Public Safety Telecommunicators Week 2021.

Brenda Johnson has been working for Springville Public Safety of 14 years. She began her career as a dispatcher and worked her way to CTO. Brenda was proactive to seek out and attended the necessary training to become a CTO.

As the lead CTO in charge of training, she has taken a very outdated training program that hadn’t been modernized since 1993, rewrote the entire training manual, policies and procedures, and daily tracking sheets. Brenda also takes care of all the weekly, monthly and yearly training for the Springville Communications Center.

Brenda was a driving force that helped move Springville from antiquated training system and processes to a new and very improved program. She has dedicated to creating a program that incorporates knowledgeable, yet friendly ways of learning. All while working full time on the console.

Thank you, Brenda, for your unmatched devotion to education within the communications center.

Sincerely,

The Utah NENA Board of Directors