The Board of Directors of the Utah Chapter of The National Emergency Number Association is proud to present the award for Director of the Year to Heather Perkins of the Provo Emergency Communications Center during National Public Safety Telecommunicators Week 2022.

In mid-2021, the Provo Emergency Communications Center went through a very rough transition in leadership with very little warning. At the time, Heather was the current Training & Administrative Supervisor. Heather stepped up and began fostering an environment open to change and made room for healing and growth. She helped the center survive and while taking on all her new interim duties, onboarded a group of four trainees and put the center on the path toremedying extremely low staffing. She assisted in providing new ways to implement remodeled vacation bids, coverage, procedural changes, and a schedule that allowed for less stress, as well as overtime, and provided her staff with an overall sense of caring that hadn’t been felt in a long time.

Heather was promoted to Communications Manager in late 2021 and there was no one else that Provo’s dispatchers could have hoped for. Someone who can take on the responsibilities of 2 vacant positions in addition to their own is truly a diamond in the rough.

As with all 911 Centers, high turnover, burnout, and inside drama are not uncommon. Heather has created an environment that everyone enjoys and a center that holds a bright future and endless possibilities. Provo is back on the fast track to being a destination workplace and one of the top-performing PSAPs in the state.

Thank you, Heather, for your outstanding performance and your continued professionalism and dedication to your community, first responders, and the 9-1-1 profession.

Sincerely,

The Utah NENA Board of Directors
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