The Board of Directors of the Utah Chapter of The National Emergency Number Association is proud to present the award for Dispatcher of the Year to Kaylie Thompson of the Weber Area 911 Dispatch & Emergency Services District during National Public Safety Telecommunicators Week 2022. Her nomination, including a letter from the Lt. Governor, are as follows:

“On 01/08/2022, Officer O’Doherty was involved in an incident that resulted in him being trapped in a suspect’s car as they drove away. No one from the police department was aware of where he was until the Ogden Dispatcher, Kaylie Thompson, could tell us where he was.

Officer O’Doherty’s radio had been switched to the service channel in the fight for control of the vehicle and subsequent fight after the vehicle wrecked. She learned he was calling for help at 3230 Lincoln and directed resources there.

Officers arriving on the scene stated they could not find him in the area, but Dispatcher Thompson forcefully and calmly reiterated where he was and the need to get officers to help him. She stayed calm throughout the incident and directed resources coming from all jurisdictions.

Once the suspect was in custody, without even being asked, she informed all of the officers they could slow their response, providing for the public’s safety.

Dispatcher Thompson should be commended for her clear thinking, concern for the officer’s safety, public safety, and her resolute attitude that resulted in Officer O’Doherty getting the help he needed. We appreciate what she has done and hope her supervisors realize the excellent employee they have in this individual.

Respectfully,
Lt John Cox”

Kaylie was working on Ogden Channel when 2FE4 was on a traffic stop for an extended period of time when suddenly 2FE4’s radio had switched to another channel by accident, and he yelled “10-33”.

Kaylie immediately turned the channel up and we all heard a broadcast of “Weber E-4 3230 Lincoln! 10-33!”.

The traffic was copied by the supervisor who happened to have that channel turned up, Kaylie wasted no time toning her channel and broadcasting that that 2FE4 had called 10-33 and was stuck in the suspect vehicle, fighting. She quickly copied his directions of travel until the vehicle crashed and she copied the address of the 10-50 as well. Incoming units were unable to locate 2FE4 and Kaylie again came across and commanded attention giving the correct address of 2FE4 and getting him the help he needed. I was amazed at how quickly and efficiently Kaylie handled the situation and I wasn’t the only one, she was also commended by many officers who appreciated how calm yet assertive she was over the radio.

Thank you, Kaylie, 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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