The Board of Directors of the Utah Chapter of The National Emergency Number Association is proud to present the award for Trainer of the Year to Tim Lewis of the Weber Area 911 Dispatch & Emergency Services District during National Public Safety Telecommunicators Week 2022. His nomination is as follows:

Tim Lewis currently serves as the 911 District’s Training Supervisor. Tim first began his career with Weber Area Dispatch 911 as a dispatcher in 2011. Tim’s entry into the world of 911 happened a bit later in his professional life, as he was 38 years old when he started here, having careers in several other fields before public safety.

Since his hiring, Tim has been a Dispatcher I, Dispatcher II (Trainer), Dispatcher III (Lead), QA Supervisor, and currently Training Specialist (Between Manager and Supervisor level.) As Training Supervisor, Tim oversees all District training, is a large part of recruitment and hiring, quality assurance, inter-agency liaison, public education, scheduling, CISM, and CISSD, and is an integral part of the Executive Team consisting of the Executive Director, IT Manager, and Operations Managers.

Tim’s regular duties include initial hiring and training, ensuring all dispatchers (new and existing) achieve and maintain their multiple certifications, hosting POST courses, hosting IAED EMD courses, teaching Citizens Academy, scheduling public events, organizing quarterly training, weekly training, CPR training and certification, coaching and counseling, PEER support, outside training opportunities, and discipline, when necessary. Tim also has the assignment of maintaining the District’s APCO Training Program Certification, one of only a couple in Utah. Tim works closely with POST as it pertains to background checks, training courses, and certifications.

Over the past two years, a raging pandemic and a shortage of qualified potential dispatchers have made the job of recruitment and training nearly impossible. Tim has taken on those challenges and has found ways to continue to hire exceptional people and to maintain effective training for new hires and existing personnel through technology, new training methods, testing, and huge amounts of patience.

In addition to the challenges brought on by COVID and a shallow job pool, Tim has dealt with one of the most challenging situations a parent can endure. His son, 10-year-old Levi, developed cancer in 2020. Tim and his wife are parents to four children, the two youngest sons being adopted. Tim has always been a great father and, with his wife, brought into their lives two young boys that needed a loving family and consistent attention from great parents. During the challenges of the past two years, one would never know what Tim was going through. He NEVER complained. He NEVER shirked any of his duties. He maintained complete dedication and loyalty to his family and his work family. Tim rarely was away from work while he was hospitalized for weeks at a time during treatment, as he was either here at the center physically or here electronically from the side of his son’s hospital bed.

In addition to his duties as a husband, father, and training specialist, Tim is a pastor at a local church. Tim’s responsibilities have been carried by one person, wherein in most situations, it would take three. I know he has relied a lot on his faith to help him endure these hard times, but he is a stronger, wiser, and more patient person because of his willingness to overcome.

There are a lot of people in our dispatch world that share some of the same responsibilities as Tim does regarding training. Training is a tough job, even in the best of circumstances. Weber 911 would not be where it is today with its dedicated and highly skilled employees without Tim Lewis.

Thank you, Chris, 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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