

Lead Dispatcher Jenna DiPlacido  
Distinguished Performance Award  
January 2011

In October 2010 Lead Dispatcher Jenna DiPlacido was asked to take the responsibility for three major initiatives: the first was to develop a training program for new dispatchers; in conjunction with the new training program, she was asked to develop a comprehensive communications training manual; her third initiative was to assume the position of communications accreditation manager for Communications accreditation from the Commission on Accreditation for Law Enforcement Agencies (CALEA). The purpose of the three initiatives is to improve the delivery of services through the Communications Center. Further complicating the initiatives was the fact that the training program and training manual had to be completed and operational in six weeks when the next group of communications trainees was scheduled to be hired.

In the six week period Lead Dispatcher DiPlacido worked tirelessly to complete the training program and the training manual to meet both goals. In nominating her for this award, her supervisor stated "Excellent is not a skill. It is an attitude and Jenna demonstrated this maxim. Her commitment to excellent and her desire to create an opportunity for new employees to succeed were consistently demonstrated."

The purpose of the Distinguished Performance Award is to "recognize an employee who, in the course of their assignment, has performed a specific duty, action, or assignment at a level that demonstrates exceptional professionalism and commitment to duty." Lead Dispatcher Jenna DiPlacido was recognized with the Distinguished Performance Award for her performance in completing a high quality training program that improved the Department in a manner that will help others succeed and provide a high level of service to the community.