



# CHICO POLICE DEPARTMENT

## PRESS RELEASE

530-897-4900

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### Local 9-1-1 Dispatcher Is a Finalist in the Smart Telecommunicator Awards

*Public Encouraged to Vote and Help Recognize 9-1-1 Telecommunicator Excellence*

**Chico California – Sheri Marshall**, a 9-1-1 telecommunicator for **Chico Police Department**, is among 40 national finalists in the Smart Telecommunicator Awards, a program which recognizes and rewards 9-1-1 telecommunicators for their contributions to their 9-1-1 agency and community.

For the past several weeks, 9-1-1 call-takers and dispatchers (telecommunicators) in the United States have been nominated by their colleagues and citizens. The annual awards program now in its' 4<sup>th</sup> year has received hundreds of nominations from all across the country, and today finalists were announced to kick off an online public vote to determine winners.

The public can now review the finalist submissions and vote online at [www.smart911.com/sta](http://www.smart911.com/sta) through April 3, 2015 at 5:00 pm EDT.

This year's nominees once again illustrate the crucial services that 9-1-1 telecommunicators provide, their dedication and the stressful situations they encounter. **Sheri Marshall** is a passionate dispatcher who has not lost her enthusiasm for the profession in almost 30 years. She has dedicated herself to being the best dispatcher she can possibly be, and she has committed to training those coming into the profession. She has a love for life-long learning and for instilling that in others. Her abilities have been recognized on a State level. Sheri is a member of the PSD Advisory Council with California POST (Peace Officer Standards and Training) to determine curriculum and core classes for training dispatchers statewide. She is responsible for coordinating the training of all new dispatchers for Chico Police Department. She also arranges all in-service training for current Chico PD dispatchers. Sheri is a POST master instructor and presents dispatch related training to other agencies throughout California. She has taught at police officer and dispatcher academies, imparting her expertise to hundreds of students over the years. At the same time, she is a hard-charger, front line supervisor, in a very busy university town, with a PSAP that handles over 100,000 calls for service annually!

The Smart Telecommunicator Award was created, and is sponsored, by Rave Mobile Safety's [Smart911](http://www.smart911.com), the acclaimed national public safety service, in order to highlight the critical public safety role telecommunicators play. Smart911 will name a national winner and four regional honorees during National Telecommunicators Week (April 13-19). The national winner will receive a donation of \$1000 to the charity of their choice, while regional honorees will receive a \$500 donation to the charity of their choosing.

SUPERVISOR:  
DATE:

CAPTAIN LORI MACPHAIL  
MARCH 31, 2013

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Smart911 allows citizens to create a Safety Profile online for their household that includes information they want 9-1-1 and response teams to have during an emergency. When a citizen makes an emergency call, their Safety Profile is automatically displayed to the 9-1-1 call taker, allowing them to send the right response teams to the right location with the right information. Introduced four years ago by Rave Mobile Safety, the most trusted software partner for campus and public safety, Smart911 is active in 38 states and more than 1,000 municipalities. It has been credited with positively impacting emergency situations across the U.S., including a missing child case in Arkansas, victims of heart attack and Epilepsy in Nashville, and saving the life of a man trapped in a house fire in Michigan.

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