

Silent Hero 2009
Brandy Rodgers

Brandy Rodgers is truly deserving of the Silent Hero award. She has been employed with Lubbock EMS since October 1, 2000. During this time, she has taken on many tasks which have required numerous hours and has done so without any complaints. She is the first to volunteer for any projects offered and takes it upon herself to do things for the betterment of the organization without any compensation.

A few years back, our PSAP suffered a flood and had to temporarily relocate while the damage was repaired. The flood caught us unprepared. Brandy has been instrumental in developing our "emergency" boxes of supplies and materials. These supply kits contain items needed for our PSAP to function while away from our usual surroundings. She developed this on her own without direction from anyone else. She purchased supplies with her own earnings and refused reimbursement. Currently, she maintains these boxes and keeps them updated with any new changes. Thanks to Brandy, we can now effectively & efficiently move our operations to a backup PSAP in a fraction of the time it would have taken before. This has proven its usefulness time and time again over the past year, as we have moved our entire PSAP to another location while participating in beta tests of software solutions.

Brandy is also one of the most knowledgeable dispatchers in our organization. She has a memory like no other and can be counted on to use this knowledge to help and encourage any new employee joining our organization. Recently, Brandy has taken the role of QA examiner with the implementation of the Priority Dispatch EMD program. She does this with passion and is helping us achieve accreditation for our communications center.

Brandy is very well respected by the entire department. She has a very caring and compassionate spirit and her dedication to the organization as a whole truly deserves recognition.