

Silent Hero 2009
Patricia Ramsey

Patricia Ramsey is a Silent Hero. She is a Public Safety Dispatcher II with the Lubbock Police Department Communications Center. Prior to coming to LPD, Patricia was working in the mental health field, having just completed her B.A. in Psychology. Not satisfied in that job, she looked for something different. Patricia started working for Lubbock PD on August 23, 2000, as a Public Safety Dispatcher I. She finished her training in record-time with no problems. In dispatching, she has found a career she feels good about and in which she excels.

Patricia was promoted to Public Safety Dispatcher II on November 15, 2003. With the new title, came additional responsibilities. A PSDII is trained to be a Lead Dispatcher. The Lead is in charge of the operation of the Shift in the absence of the Supervisor. As a Lead, Patricia is responsible for notifications of major incidents, reporting any equipment malfunctions, staffing of the following shift in the event of unexpected absences, making sure employees have breaks, writing shift summaries at the end of shifts, and taking care of any unexpected problems which arise. Patricia handles all these duties with ease. She is not afraid to make independent decisions on the spot and accept any responsibility for them. Any of our Supervisors feel confident in having Patricia as Lead on a shift.

Yet another responsibility of a PSDII is training new employees. Patricia is a Communications Training Officer (CTO) for our Department. She has the skills and experience to train every position in the Communications Center. She is very quick in all of her duties and types as fast as two people put together. Patricia will be the first to say she often lacks the patience necessary to train a new person. However, I have watched her over this past year as she has worked hard to become a more patient trainer. She can be very proud of her success in this area.

In 2003, Patricia was asked by her Supervisor to attend Critical Incident Stress Management (CISM) classes. She agreed, completing the Basic and Advanced courses. She then became part of LPD's CISM team and has been on the team since that date. As part of her commitment, Patricia carries a pager, having agreed to be available when she is needed. She attends refresher courses as required.

Patricia is a great employee in terms of attendance. In the past year, she has been tardy only once. She has missed only two days due to illness. She comes to work and does her job without complaining. She is dependable and consistent. She shows up for her scheduled overtime, is always available for her on-calls, and will help out when the Supervisor asks instead of looking for excuses.

Patricia's customer service skills are excellent. Regardless of how she is feeling or how stressed she might be, when Patricia answers the phone, she is polite, helpful, and professional. Whether she is speaking to that chronic caller, a first time caller, an Officer, or someone from another department or agency, she gives the caller her complete attention. When she is speaking to those callers in crisis, she is empathetic and sincere in her desire to help. Her voice is calming, her explanations clear. She anticipates needs and will make the extra effort to assist both citizens and Officers to the best of her ability. She is neither condescending nor patronizing. She makes our Department look good.

Computer skills are very important in the technology of the Communications Center. Patricia's knowledge of our CAD system is impressive. Many employees learn just enough to do their job, but Patricia has a thorough understanding of our system. She knows the shortcuts and ways to manipulate commands to be more efficient.

Patricia has a sense of humor. She can laugh at the small things or the big things. She can even laugh at herself. Most of her humor is not the obvious joke; quite often she is subtle and understated. Sometimes the way she looks at things makes us think outside the norm and that is a good thing.

Patricia is the perfect Silent Hero. She does not brag or draw attention to her accomplishments or her skills. She does not need to be the center of attention. She does not need to be part of the drama. Patricia does not demand constant reinforcement of her worth; she is confident in herself. She answers calls and makes a difference in the lives of people, but does not ask for praise. She handles her radio channels and knows she has done well, but does not fish for compliments. She is there when her co-workers need something, but does not push herself on them.

I am sure that Patricia would say she just does her job, that she does not do anything special. I **would disagree**. I believe Patricia's contributions to the Communications Center, the Police Department, and the Community are special. I believe Patricia deserves the nomination of Silent Hero and the recognition it brings to her.

Cindy Parker

Assistant Communications Center Manager

Lubbock Police Communications