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Bell County Team Awarded 911 Telecommunication Team of the Year

At the Bell County Communications Center (BCCC) professionalism, team work, and integrity are imperative on succeeding at processing and dispatching 911 emergency calls. The Texas Association of Public Safety Communications Officials (APCO) have recognized the combined efforts of Bell County Communications and Fort Hood 911 as the 2017 Telecommunicator Team of the Year.

Bell County Communication Center's winning team member, Nicole Maher has been with the Bell County Communication Center only since January 2017. During this short time she has displayed an outstanding dedication to serving the 911 callers ensuring that she is doing all she can for each individual caller she comes in contact with. Ms. Maher also serves as a dispatcher for our fire and emergency medical services.

Ms. Maher and the Fort Hood 911 team are being recognized for their teamwork to get immediate assistance to a medical emergency victim. Bell County Communications Center received a 911 call in July 2017 where the caller was clearly in distress, having difficulty speaking and only able to give Nicole, the BCCC calltaker, limited information on the emergency and his location. Recognizing that he was in the Fort Hood area she transferred the call to Fort Hood 911 giving them what information she had as to the location and nature of the emergency. Fort Hood immediately dispatched Fire, EMS, and Law Enforcement to the area as the caller became nonverbal. They were able to pinpoint his location in an area on Fort Hood that had limited access. They were also able to begin communicating with the caller with nonverbal communication by having the caller press one button push for yes and two button pushes for no. The Fort Hood team was able to lead first responders to the exact location. The caller was not breathing when first responders arrived, and they began life saving measures.

Michael Harmon, BCCC's Executive Director commented "Ultimately, the techniques and skills of all parties involved to locate and get first responders to the scene drastically reduced the response time of the first responders getting to the caller. Time was of the utmost importance for this patient. The team effort of all involved without a doubt helped save this caller's life".

Nicole and the Fort Hood team members Jean Watts and George Woods will be recognized at the Texas APCO Conference April 11 in Galveston, Texas. The Fort Hood Fire Department responders Jeffery Brinson, Kevin Frierson along with Medics Matthew McCullough, Dusty Atwood, Captain Griffin and Battalion Chief Brian Klosteroff will also be recognized for their successful resuscitation and rescue efforts.

Everyone at Bell County Communications congratulates Nicole and the Ft. Hood team for their outstanding efforts on this call and their award as Texas Telecommunicator Team of the Year.