



# Calhoun County Consolidated Dispatch Authority

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## Calhoun County 911 Announces Employee of the Year Kate Cole named recipient

MARSHALL, MI- Kate Cole has had a passion for emergency services for as long as she can remember. A criminal justice internship sparked her interest in emergency communications. That spark has led to a career as a Calhoun County Consolidated Dispatch Authority (CCCDA) Emergency Telecommunicator.

To honor her accomplishments, Cole has been named CCCDA Employee of the Year. She began her emergency career in November 2016. Cole was surprised with the recognition and says that she is beyond words. This distinction was bestowed at the agency's annual awards ceremony during National Telecommunicator's Week on Wednesday, April 13.

"Truly, I am not easily surprised," said Cole. "This honor caught me completely off guard. I work with a tremendously talented group of men and women who are so deserving of this honor. It is humbling. I don't expect an award or recognition for this job. That's not why I do this job. I come to work every day and do my job to the best of my ability hoping I can make a difference in someone's life that day."

During her tenure Cole has taken an active role in the dispatch center. She currently serves as a Communication Training Officer, training CCCDA's newest employees, providing a solid foundation of knowledge and experience.

CCCDA Executive Director Michael Armitage said it takes a very special person to be an Emergency Telecommunicator noting dispatchers work long hours and are exposed to stressful situations countless times during a shift.

"It is a committed job," Armitage said. "Emergency Telecommunicators are truly the first, first responders juggling the demands of life-threatening and dangerous situations. Kate has been an important and outstanding member of our dispatch team. She has had a positive impact in our dispatch center and in the community."

CCCDA Quality Assurance and Training Supervisor Erin Allwardt notes that Cole's humble nature is one of the reasons she was selected for the annual distinction.

“Kate is the first to say she isn’t deserving of the recognition,” said Allwardt. “Her hard work and dedication tells a different story. Kate does so much more than just her “job.” She puts a genuine effort into everything she does in the center.”

In addition to her roles in the dispatch center, Cole is a member of the Public Education and Relations Committee participating in several events for educational outreach.

“I am fortunate to have found a profession that I am truly passionate about,” said Cole. “I do not consider this a coincidence. From the moment I walked into the dispatch center, I felt at home.”

As recipient of the honor, Cole was presented a glass award and her name will be displayed in the dispatch center on a plaque.

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