J. Ryan McMahon, II
County Executive

County of Onondaga
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Julie K. Corn
Commissioner

November 7, 2019

TO: PSD Carol Boulais

FROM: Julie K. Corn, Commissioner

SUBJECT: Letter of Appreciation

This LETTER OF APPRECIATION is being presented to you in recognition of a performance that reflects credit upon you.

On September 23, 2019 you were assigned as the County West Zone dispatcher when a request for police assistance was received from a WAVES ambulance. The ambulance had picked up a male with chest pain at 109 Stockton Place in the Town of Camillus and was transporting the victim to the hospital when he became combative with the EMS crew. The crew radioed for help from law enforcement. You observed that the ambulance was not at the incident location and quickly obtained the unit designator and performed a WINU command to locate the ambulance. Simultaneously, a citizen called 911 to report the incident on the side of the highway. You ensured responding police units were directed to the proper location.

This incident was unusually challenging due to the multiple locations and multiple sources of information. In addition, you quickly and correctly identified the proper location and ensured resources were assigned to the scene. You maintained a professional composure and handled the issue with crisp assurance.

Your actions reflect well upon yourself and the Department of Emergency Communications, and I greatly appreciate your efforts in providing high-quality emergency dispatch services.

Thank you for a job well done.

Sincerely,

Julie K. Corn
Commissioner