



News Release

Alachua County Sheriff's Office

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ACSO Telecommunicator Selected as Finalist in the National Smart Telecommunicator Awards

Alachua County Sheriff's Office Advanced Telecommunicator Jeff Andress is among a select group of national finalists in the Smart Telecommunicator Awards, a program which recognizes and rewards 9-1-1 telecommunicators for their contributions to their 9-1-1 agency and community.

Over the past several weeks, colleagues and citizens have nominated 9-1-1 call-takers and dispatchers across the United States. The annual awards program, now in its 5th year, has received hundreds of nominations nationwide, and today finalists were announced to kick off an online public vote to determine winners.

The public can now review the finalist submissions and vote online at www.smart911.com/sta through April 1, 2016 at 5:00 pm EDT.

This year's deserving nominees once again illustrate the lifesaving services that 9-1-1 telecommunicators provide, their dedication, and the stressful situations they encounter. On January 16, 2016 Jeff was working the ACSO dispatch position when he received a hostage/abduction call for service. The caller reported that a 4 year old had been taken and was currently with the suspect. They were thought to be on a greyhound bus and Jeff immediately began to work at researching any information that was available to him. He contacted greyhound and was given their bus tracking website. Once on the site, Jeff realized the bus was in the state of Georgia. Jeff made contact with the Georgia State Police and remained in constant contact with them for over 30 minutes until local officers located the bus, arrested the suspect and took custody of the child.

The Smart Telecommunicator Award was created, and is sponsored, by Rave Mobile Safety's Smart911, the acclaimed national public safety service, in order to highlight the instrumental role telecommunicators play in public safety. Smart911 will name a national winner and four regional honorees during National Telecommunicators Week (April 11-15). The national winner will receive a donation of \$1,000 to the charity of their choice, while regional honorees will receive a \$500 donation to the charity of their choosing.

Citizens are encouraged to create their Safety Profile with Smart911 today to have their information immediately available to 9-1-1 and to receive emergency notifications. Smart911 is private and secure, is only used for emergency responses, and only made available to the 9-1-1 system in the event of an emergency call. Smart911 is currently available in 40 states and more than 1,500 municipalities across the country, including Alachua County, and has been credited with positively impacting emergency outcomes including a missing child in which the girl's photo and physical description were immediately available to 9-1-1 and responders, as well as a heart attack victim where an address and medical notes allowed responders to be dispatched to his location quickly.

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