

Date November 19, 2024

To: Ramsey County Board of Commissioners
Cc: Ling Becker, County Manager
Kristen Schultz, Interim Chief Human Resources Officer

From: Kenny Cutler, Diversity, Inclusion & Organizational Development Specialist
HR Liaison to RC Achievement Award Committee

Subject: Achievement Award for ECC Technical Team, Ramsey County Emergency Communications

The Ramsey County Employee Achievement Award Selection Committee has selected the following group to receive an Achievement Award. This is to advise you that in accordance with County Board Resolutions, **ECC Technical Team, Ramsey County Emergency Communications**, will receive an Employee Achievement Award. Presentation of the award will be made at the November 19, 2024, meeting of the County Board.

Nomination Summary

The Emergency Communications Center Tech Team has been approved by the Ramsey County Achievement Award Selection Committee for an Employee Achievement Award in the category of "Excellent Job Performance."

The Emergency Communications Center Tech Team oversees all the telephone and computer dispatch systems and makes sure the 911 center is operating properly.

After years of planning, staff at the Emergency Communications Center relocated to two temporary locations to complete renovations of the dispatch floor. The Tech Team's collaborative work allowed this transition to happen on a tight timeline without missing any calls or interrupting public safety service to the community.

The team of seven is always looking for ways to streamline processes and equip the broader team with the tools they need to do their job, never losing site of the important work that has to be done each day answering 911 calls. With the Emergency Communications Center being a 24/7 facility, the Tech Team goes consistently above and beyond and is on-call to provide needed tech support.

The team is always doing excellent work, attending trainings, beta testing new software and troubleshooting bugs. When the CrowdStrike issue happened – impacting businesses and governments around the world – the team did everything it could to make sure it didn't negatively affect the critical operations of the Emergency Communications Center.

In summary, the Achievement Award Selection Committee recommends that the Emergency Communications Center Tech Team be awarded an Employee Achievement Award in the category of "Excellent Job Performance."

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