

CITY OF HIGH POINT

AGENDA ITEM



TITLE: High Point 911 – Baker Team Recognition at NC APCO 2024	
FROM: Adam Ward, IT Services Director	MEETING DATE: June 3, 2024
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: n/a
ATTACHMENTS: none	

PURPOSE: To highlight High Point 911 Telecommunicators (Baker Team) for being awarded the 2024 Communications Team of the Year award at the North Carolina Association of Public-Safety Officials (APCO) conference.

BACKGROUND: On March 12th, 2024, High Point 911 (Baker Team) received a highly unusual but critical call from an individual in Florida. The individual was reporting a hostage situation in High Point being broadcast via Facetime. Our Telecommunicators responded immediately to the situation. To view the private real-time Facetime stream, Telecommunicators contacted another individual, who was with the caller in Florida, allowing them to view the Facetime broadcast. The High Point Police and Fire Department were contacted for hostage negotiation and medical response. As events unfolded, Telecommunicators provided real-time intelligence to all involved parties, handled other emergent events called into the dispatch center, and even ordered coffee for the negotiators. The situation concluded with the perpetrator being apprehended and the hostage being rescued with no major injuries to either party. Members of Baker team include Joe Meservey, Karen Shearer, David Wilson, Kate Bret, Ashley Garren, and Justin Grose.

In recognition of their professional and attentive response, the High Point 911 Baker Team was awarded the 2024 Communications Team of the Year award at the North Carolina Association of Public-Safety Officials (APCO) conference.

BUDGET IMPACT: None

RECOMENDATION /ACTION REQUESTED: This item is for recognition and information purposes only.

