

Spirit Award Nomination Form

Date: August 22, 2011

Employee's Name: Donald Taylor

Department: Police

Nominator's Name: Danny Payne and Jodi Whitfield

1. Service Excellence

Lt. Taylor is the supervisor for the "C" shift in communications. He is constantly striving to improve himself and his employees in order to maintain and improve the service that his workgroup provides to the citizens of Germantown. One of the ways that Lt. Taylor does this is by locating and attending pertinent training and bringing the principles learned back and teaching them to his staff. Lt. Taylor also serves as a reserve police officer for the city of Germantown, a position he has held for 16 years.

2. Produce A+ Results

Lt. Taylor is a Certified Subject Matter Expert in the Process Activated Training System and is developing 10 step processes for the Jail and Communications. This will ensure that the citizens of Germantown receive the best possible service every time that they come into contact with the communications staff.

3. Take the Initiative

Lt. Taylor has taken over the responsibility of the training program and is in the process of updating and computerizing it. This will improve the training that new hires in the dispatch center receive and make it easier to retrieve training records.

4. Responsible

Although Lt. Taylor has six Dispatcher/Jailers working for him, he is a working supervisor and holds himself to the highest standard whether he is dispatching a fire call, executing a query for monthly reports or giving Emergency Medical Dispatch instructions to a caregiver on the phone.

5. Innovative

Lt. Taylor is always looking for ways to do the job more efficiently. Last year he took it upon himself to call the surrounding agencies to look at their work schedule model to see if we could improve our coverage in the dispatch center. He also recently visited the Collierville Police Department's dispatch center to look at some of their headsets and see if they were a better option than what we are using.

6. Practice Teamwork

Lt. Taylor makes himself available to his employees at all time of the day and night whether he is on duty or off. He has genuine concern for the well being of the entire communications staff. He works well with the two other lieutenants in communications and strives for teamwork and continuity of supervision.