

COI Lashonda Byrd

COI Byrd is being nominated for Communications Officer of the month for her exemplary response to a high priority event. COI Byrd has been employed with the Department of Emergency Communications since July 23, 2018. During her short tenure with the department, she displays and maintains a positive and professional demeanor at all times. COI Byrd is always respectful and tactful in her delivery while communicating with citizens, coworkers or responders. When presented with any issues or mistakes she takes full responsibility for her actions and corrects the issues almost immediately.

On February 18, 2019, CO Byrd received a call from a suicide hotline informing that a person named Lacey was in need of emergency assistance and possibly in the Richmond area. Lacey had reportedly taken a large amount of Tylenol in an attempt to commit suicide. CO Byrd quickly jumped into action contacting the cellphone company to attempt to trace Lacey's phone. T-Mobile was able to provide CO Byrd the latitude and longitude coordinates of the cellphone. The



information was entered on Google maps and concluded that Lacey was in Bealeton, Virginia. CO Byrd continued to search the information and determined that the Fauquier Sheriff's Office was the law enforcement department for that area. CO Byrd gathered all the information that she'd obtained and requested that the Data Room operator send a teletype to Fauquier Sheriff's Office. A short time later, Lacey was located and taken to receive the treatment needed.

Communication Officers play a critical role in ensuring the safety and well-being of a suicidal person and any bystanders, especially when the situation escalates. When a suicide attempt has been announced or attempted, quick, decisive, and effective action is needed. CO Byrd's training prepared her to skillfully handle this incident resulting in a positive outcome.