



# Waukesha County

## Department of Emergency Preparedness

Contact: Nicole Armendariz  
Phone: (262) 548-7902  
Email: [narmendariz@waukeshacounty.gov](mailto:narmendariz@waukeshacounty.gov)

**FOR IMMEDIATE RELEASE**  
Date: Thursday, April 18, 2019

### **WAUKESHA COUNTY 911 DISPATCHER EARNS 2019 WISCONSIN TELECOMMUNICATOR OF THE YEAR AWARD**

**(WAUKESHA, WI)** – Today, Waukesha County 911 Dispatcher Philip Jacobs received the 2019 Wisconsin Telecommunicator of the Year Award. This award is issued each year during Public-Safety Telecommunicator week, which is designed to recognize Wisconsin’s dispatchers and communicators for their dedication to helping citizens in need and supporting law enforcement, fire, and EMS. 2019’s National Public Safety Telecommunicator week is April 14 – 20.

“Philip exemplifies the skills and values that make a great Telecommunicator,” said Waukesha County Director of Emergency Preparedness Gary Bell. “Not only is he a compassionate dispatcher who cares about people in times of crisis, he tries to improve his skillset every day while using strong leadership skills to empower co-workers to provide the best emergency communications possible in Waukesha County.”

Philip Jacobs is WCC’s Communications Training Officer. He joined Waukesha County Communications on April 14, 2017. He brings a passion for helping others, a belief in customer service, and compassion towards his fellow man as he applies training and unique skills to the wide range of situations that 911 dispatchers deal with every day with sheer professionalism.

Currently, Wisconsin has approximately 109 public safety answer points (PSAPs) or 9-1-1 dispatch centers that receive more than 2.9 million emergency and non-emergency calls each year. Public Safety Telecommunicators not only assist the public but also provide support to public safety agencies utilizing telephones, radios, computers and other communications devices.

#### **About the Waukesha County Communications Center**

The Waukesha County Communications Center (WCC) is the largest Public Service Answering Point (PSAP) in Waukesha County. WCC answers all wireless 911 calls and Text to 911 for the County, most non-emergency calls, and provides dispatch services for 32 of Waukesha County’s 37 municipalities. More information about WCC is available at [www.waukeshacounty.gov/WCC](http://www.waukeshacounty.gov/WCC). Follow us on Facebook at [www.facebook.com/WaukCO911](http://www.facebook.com/WaukCO911) or on Twitter at [twitter.com/WaukCo911](http://twitter.com/WaukCo911).

###