



**TEMPLE TERRACE
COMMUNICATIONS CENTER
NEWS RELEASE**

11250 N. 56th St.
Temple Terrace, Florida 33617
813.989.7110
www.templeterrace.com



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FOR MORE INFORMATION, CONTACT:

Michael Dunn, City of Temple Terrace PIO @ (813) 506-6406

FOR IMMEDIATE RELEASE

TEMPLE TERRACE HONORS 'FIRE DISPATCHER OF THE YEAR'

(TEMPLE TERRACE, FL. – 4/15/10) – Monica Bateman, a seasoned veteran of the Temple Terrace Communications Center, was named Temple Terrace's 2009 *Fire Dispatcher of the Year* during an awards ceremony Tuesday at City Hall.

Bateman, 35, received the award from Fire Chief Keith Chapman, who praised her outstanding skills and service to the community. To be named "Fire Dispatcher of the Year," Bateman had to exceed the emergency protocol requirements of the National Academies of Emergency Dispatch, which set rigorous standards for telecommunications professionals in fire, police and emergency medical services.

Bateman, a senior communications officer with more than a decade of service, earned a 97-percent rating in handling emergency calls, officials said. Bateman also earned the award for 2007.

Bateman said the job can be stressful: "It's busy all day long," she said. But she enjoys "the different scenarios. I don't like the same routine. I like the variety – and helping people."

Bateman is the mother of four children (and a fifth on the way).

The Temple Terrace Communications Center is a primary 9-1-1 call center for Hillsborough County, handling nearly 10,000 emergency calls per year and more than 30,000 annual calls for service. With a staff of 13 full-time communications officers, the Temple Terrace Communications Center consistently provides residents with quality service and outstanding response times.

This week, the communications center is celebrating *National Public Safety Telecommunicators Week* (April 11-17, 2010). The commemoration was established by Congress in 1992 at the behest of the Association of Public Safety Communications Officials. The week is dedicated to honoring the individuals who provide 9-1-1 assistance to callers across the country. ###