

Nathan Hale, Fresno Police Department

Nominated by Kathy DeBore for:

Improving the quality of life for individuals with disabilities

Advocacy for issues pertaining to individuals with disabilities

#### Nomination Statement

Nathan Hale has been a dispatcher with Fresno PD for over 16 years. He is also one of our trainers. A couple of years ago he noticed a need to strengthen our training process for TTY callers. He was instrumental in creating a bi-monthly TTY testing of our dispatchers. He submits his report after each testing identifying the areas in which we need to improve. He also provides TTY training to those who need it. He was also instrumental in contacting the city's disability liason, Shannon Mulhall to make sure we were in compliance. As Nathan's supervisor I have had total confidence that he is keeping us in compliance and has gained the confidence of the community with speech/hearing disabilities that utilize the TTY system when calling the police department.

Lt. David Newton

Fresno Police Department

Communications Bureau

June 1, 2016

Shannon M. Mulhall, Americans with Disabilities Act Coordinator

RE: 2016 ACHIEVEMENT A WARD

Dear Shannon,

I would like to acknowledge the contribution of Emergency Services Dispatcher III, Nathan Hale. As the 4th busiest Public Safety Answering Point (PSAP) in California, the Fresno Police Department Communication Center averages 3000 calls per day. In the current 911 system, deaf and hearing-impaired callers must use a teletypewriter (TTY) text telephone device or a telecommunications device for the deaf (TDD) to contact 911 in an emergency. These devices allow two users to type messages to each other.

It's important the Police Department is able to communicate directly and effectively with deaf or hard-of-hearing callers who are requesting police services. Nathan has taken it upon himself to conduct monthly testing to maintain the operator's skills when using a TTY/TDD device. Each test period consists of a series of anonymous calls to unsuspecting 911 operators. The calls are both silent and with TTY tones. He then publishes a report providing the results of the tests. I wish to recognize Nathan's efforts in serving our deaf or hard-of-hearing citizens. His diligence ensures FPD 911 operators are able to help hearing-impaired citizens.

Thank you for your time.

Sincerely

David Newton

Cedric Reese, MBA

Volunteer

Fresno Police Department

July 27, 2016

Re: 2016 Achievement Award

Dear Shannon,

Nominating Nathan Hale for a disabilities award is a great way to recognize the good work Nathan has done advocating for clearer communication pertaining to individuals with disabilities through his training for TTY use in dispatch. In the six or so years I've had contact with Nathan, one can see Nathan possesses strong empathy for others in the way he places himself in listening and responding situations. He maintains calm under stress and transfers that calm to those he interacts with.

This empathy results in Nathan being very pro-social greatly benefiting those with disabilities in their interaction with 911 call-takers. I'm confident Nathan will maintain this strong empathy when the NextGen 911 (much needed by the disabled) texting capability is enabled within dispatch.

Sincerely,

Cedric Reese