

SAN DIEGO ASSOCIATION OF PUBLIC SAFETY DISPATCHERS

5663 Balboa Avenue #387 • San Diego, CA • 92111
www.apsdonline.org 619.342.7344

2019 Award Nomination Form

Indicate one award category for this nomination:

- Dispatcher of the Year**
- Communications Center of the Year**
- Incident of the Year**
- Supervisory Leadership Award**

Nominee Information

Name: Scott Leard

Agency: San Diego Harbor Police

Title: Lead Public Safety Dispatcher

Work Address: 3380 North Harbor Dr.

City: San Diego

Zip: 92101

Telephone: 619 686-6272

Nominator Information

Name: Tiffany Walker

Address: 3380 North Harbor Dr.

City: San Diego

Zip: 92101

Telephone: 619 686-6278

Best time for contact: 0800 - 1800

Signature:

Date: 3/14/19

Prior to submitting a nomination, the award category criteria should be reviewed. The criteria can be obtained from any APSD Officer or Director at Large.

Nominations must be received by **5:00 PM Friday, March 15, 2019**. Nominations will be submitted via e-mail to:

nominations@sdapsd.org

For Association Use:

Category: _____

Nominee: _____

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Award Nomination Narrative

Please describe in 500 words or less why the nominee should receive this award:

Lead Public Safety Dispatcher Scott Leard has been an integral piece of the Communications Team for 25 years. He was a part of the second round of hiring for the first ever civilian dispatchers at the Harbor Police. He helped build HPD Communications from the ground up and his skill and resilience have stood the test of time. Scott can manage any situation that comes his way. He has a reputation for sounding calmer as incidents escalate. He maintains complete control and is always thinking ahead to ensure he is prepared for anything that may happen. He has built a solid foundation of trust and respect with his field partners. They have complete confidence that Scott will handle everything.

Scott has had a hand in training every dispatcher and the knowledge he has passed down is a benefit to all. His innate ability to act calmly and swiftly in an emergency sets him apart. He displays empathy and understanding with distraught callers. One example occurred at the end of 2018. A 9-1-1 transfer was received from an RP calling from Solana Beach trying to convey a medical emergency at the airport. The caller disconnected before the light duty officer who had answered the call could get an exact location. Scott recognized that the situation was out of the ordinary, so he cancelled his break, plugged in, and took over. He attempted to call back the RP with no answer. He then obtained the phone number for the patient. He was able to make contact and immediately built a rapport with him. Scott balanced complete control of the situation with a calm and empathetic tone. He asked clear and direct questions to find out the patient's exact location, physical description, and symptoms. He conveyed that help was on the way, remaining on the line until police officers arrived and made contact with the patient. It was later discovered that the original caller was transferred three times before reaching HPD. Without Scott's decisive action, beat knowledge, and calm control, help would have been delayed even more.

In addition to his regular duties, Scott is the facilities and technology Lead. He built and has maintained the current CAD system and is in the process of developing the new system. He has spent countless hours learning, planning, and executing the system configuration and build. He is focused on creating the best system possible with the entire workgroup in mind.

He is an innovative problem solver. He tackles issues with careful thought and decisive action. The Port of San Diego was the victim of a cyber-attack that took down all computer systems. Dispatchers were on a manual card system for ten days. Scott was instrumental in getting a stand-alone version of the CAD system up and running to bring some semblance of operational normalcy back to the comm center.

Scott Leard has helped to make Harbor Police Communications what it is today. His vast knowledge and technical skill are unmatched.

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