



FREDERICK COUNTY GOVERNMENT

DIVISION OF EMERGENCY MANAGEMENT

Department of Emergency Communications

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News Release

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Emergency Communications Personnel Recognized at Regional Awards Event

Frederick County's 911 Leaders Standout Among Peers

OCEAN CITY, Md. –Several Frederick County Department of Emergency Communications employees earned top honors last week at the Mid-Eastern Association of Public Safety Communications Officials (APCO) Fall Conference in Ocean City, bringing home awards for Director of the Year and Team of the Year.

"I am so proud of our team at the 9-1-1 Center," County Executive Jessica Fitzwater said. "Frederick County is a statewide leader in the service provided by our emergency call-takers. These dedicated employees work hard every day to keep our community safe."

Kristie Dutrow, Assistant Director of Emergency Communications, was recognized by Mid-Eastern APCO as Communications Center Director of the Year for the State of Maryland. Dutrow was nominated for her work on improving the mental health of Frederick County's 9-1-1 employees. Since her career began in 1998, Dutrow has provided enhanced employee training on mental well-being, and was instrumental in advocating for a behavioral health coordinator to support Frederick County 9-1-1.

Team of the Year honors went to Frederick County employees of Teams A and F, who were recognized for their combined efforts processing 62 emergency calls in 10 minutes and managing over 1,900 radio transmissions during the March 4, 2023, tanker fire on U.S. 15 in Frederick. Emergency Communications Managers **Jeffrey Lowman** and **James Worley II** were recognized for their leadership in managing the incident. Teams A and F managed the tanker-incident while also handling numerous other incidents in the County. Team members who were recognized include: **Eric Stackhouse; Amanda Miss; Morgan Click; Angelia Axline; Jen Butler; Lisa Lanam; Jacob Dmuchowski; Hunter Clark; and Amelia Halvorsen.**

Also during the conference, Emergency Communications Supervisor **Tom Ward** was sworn in as the 2nd Vice President of Mid-Eastern APCO. Ward began his career with Frederick County in 2016 and serves on two committees with APCO International. As the of Mid-Eastern APCO Vice President, Ward will serve as an advocate for the hundreds of 911 professionals throughout Maryland, Delaware and the District of Columbia.

Founded in 1935, APCO International is the world's oldest and largest organization of public safety communications professionals. The Department of Emergency Communications, under the Division of Emergency Management, serves as the Public Safety Answering Point for all 9-1-1 calls and non-emergency requests, and coordinates after-hours communications for County agencies. DEC dispatches fire, rescue and emergency medical services, law enforcement, including Frederick County Sheriff's Office, Brunswick City Police, and Thurmont Police Department, Animal Control, and other County agencies.

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Frederick County: Rich History, Bright Future

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