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Sally Ellertson
Public Information Officer
141 West Renfro
Burleson, Texas 76028-4261
817-426-9622
F: 817-426-9390
sellertson@burlesontx.com
www.burlesontx.com

Katie Reynolds is a repeat winner. The 30-year-old Alvarado native won the Civilian Employee of the Year award at the Burleson Police Department awards banquet in 2011, and this year she took home the department's first Telecommunications Operator of the Year award.

Reynolds fields and dispatches emergency calls for the Burleson Police Department and Burleson Fire Department and she is a certified communications training officer. She was hired by Burleson in May 2007.

"She plays a vital part in assisting the public," according to the nomination. "She has been commended for her ability to gather information from witnesses and complainants and being able to relay that to the officers in the field. She remains calm under stress and is able to take control of the chaos."

The award winner is not a newcomer to public safety. She has 11 years experience in telecommunications in several small agencies, but most of her previous experience was with the Crowley Police Department. Reynolds made the move to Burleson in 2007 because "it's a good department and a growing city. There is a lot of opportunity here. I worked closely with Burleson dispatchers for several years so I felt very comfortable moving right in."

The award winner's father worked in the communications field too. He retired from Southwestern Bell Telephone (AT&T).

As far as mentors, Reynolds said "we are all mentors. We all learn from each other."

According to the nomination letter, the telecommunications operator has been "labeled as a dedicated and valuable asset to communications, patrol and to the department."

Reynolds has a 7-year-old son, Tyler, one dog and two cats.