

Idaho Falls Police Department

News Release

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Idaho Falls and Bonneville 911 Center Names Dispatcher of the Year

For Immediate Release:

Idaho Falls and Bonneville 911 Center dispatcher Libby Anderson is "Dispatcher of the Year".

911 Center Manager Heather Kunz made the announcement during a special recognition celebration potluck dinner Thursday night at the dispatch center. The award is part of the celebration of National Public Safety Telecommunications Week.

"It's a surprise because I haven't been here that long," Anderson said about her award. "I'm like the second person on the bottom of the totem pole."

Anderson, who previously was in the U.S. Army, has worked for the center for the last two years handling a variety of calls, she said. One of the most memorable calls she helped handle was on Dec. 18, 2009 as she assisted in dispatching emergency responders to the murder-suicide at the Walmart parking lot in Idaho Falls.

"(The job is) always changing, there's never a dull moment," she said.

Kunz said Anderson exemplifies many great qualities as a dispatcher, including her great empathy for callers and her ability to work as a team.

"She has a real ability to promote a positive and effective team," Kunz said.

Anderson accepted her award in front of many dispatchers, family members, officers and firefighters in attendance Thursday night.

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