



Milpitas Police Department

*Dennis Graham
Chief of Police*

PRESS RELEASE

Milpitas Police Dispatcher Honored by the Santa Clara County Public Safety Communications Managers Association

Date: April 13, 2012, Friday, 10:00 A.M.

Location: Hilton San Jose, 300 Almaden Boulevard, San Jose, CA

On April 13, 2012, Milpitas Police Department Dispatcher Shannon Cuciz was honored at this year's Santa Clara County Public Safety Communications Managers Association (PCSMA) recognition brunch as our dispatcher of the year. PCSMA was formed over 26 years ago by Communications Managers and Supervisors when they realized the need to improve networking, communication and training amongst agencies in Santa Clara County.

Shannon began her career as a Dispatcher with the Milpitas Police Department in April of 1993. In the past year, Shannon became a new Communications Training Officer and Tactical Dispatcher. As a Tactical Dispatcher, Shannon recognized the need for better communication between Tactical Dispatchers, SWAT, and our Crisis Negotiation Team, so she recommended every dispatcher be trained as a Tactical Dispatcher, which is in the beginning stages of implementation.

In March 2011, Shannon was selected to be a trainer of new dispatchers and recently had the opportunity to offer her knowledge and experience to a trainee. In addition to training, Shannon reviewed the training program and manual, which led to numerous suggestions to improve the dispatch training program and manual.

We congratulate Shannon Cuciz on an exceptional year and the recognition she received from PCSMA for being our 2011 Dispatcher of the Year!

PRESS RELEASE BY: Sergeant Raj Maharaj
DATE: April 17, 2012; 10:00 A.M.



From left to right are: Commander Steve Pangelinan,
Police Chief Dennis Graham, Dispatcher Shannon Cuciz,
Commander Charlotte Pang, and Commander Armando Corpuz.