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FOR IMMEDIATE RELEASE

April 8, 2013

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*** PRESS RELEASE ***

9-1-1 Dispatcher Helps Keep Police Officers Out of Harm's Way

San Francisco Board of Supervisors Honors Dispatcher Corinina "Cori" Cruz

San Francisco, CA – Just after 11:00 p.m., Cori Cruz saw a message flash on her computer display: *Code 221 – Person with a gun.*

"This was a situation where someone was a danger to themselves, the public, and to first responders," said Public Safety Dispatcher Corinina "Cori" Cruz. "It could have been chaotic but I knew I had a team of dispatchers and supervisors backing me up every step of the way."

Cori is quick to point out that her actions were no different than what her colleagues do every day. Her fellow dispatchers see it a little different and selected her as San Francisco's Dispatcher of the Year.

"Dispatchers are San Francisco's first, first responders. They are trained to quickly and calmly assess an emergency situation and deploy potentially lifesaving resources. Cori exhibits the professionalism and dedication that make a great dispatcher, she definitely deserves this award," said Lisa Hoffman, Deputy Director Department of Emergency Management.

Cori managed an unpredictable and unstable scene when a father reported his son was suicidal, armed with a gun, and was driving a stolen vehicle. As the first police officers arrived on scene they saw a person matching the description. As they investigated, the person fired his weapon at the officers and a police chase ensued on city streets and the freeway- eventually ending on Treasure Island.

During the chase the armed man held a gun to his head while driving. On Treasure Island he exited the vehicle and a hostage negotiator was summoned to the scene. Following numerous hours of negotiations the armed subject shot himself and ended his own life.

As the primary dispatcher on the event, Cori calmly and professionally dispatched and guided over forty police officers to the scene. First responders and the public remained safe because of her efforts.

Dispatcher of the Year
April 8, 2013

“Like police officers and firefighters there are dispatchers standing watch 24/7,” said Supervisor Jane Kim. “Cori Cruz is a credit to her fellow dispatchers and is one of our everyday heroes that keep San Francisco safe.”

Cori Cruz will be honored by the San Francisco Board of Supervisors at **2:30 PM Tuesday April 9** in the City Hall Board Chambers. This week is National Public Safety Telecommunicators Week in San Francisco. The city will also recognize honorees for the 9-1-1 for Kids Heroes and the Toni Hardley Award for Excellence in Dispatch Supervision at events throughout the week.

Tours of San Francisco’s 9-1-1 Dispatch Operations Center are available to members of the media. To schedule a tour contact Francis Zamora, Public Information Officer, at 415-558-3830 or francis.zamora@sfgov.org.

For more information visit www.sfdem.wordpress.com.

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About the San Francisco Department of Emergency Management

The Department of Emergency Management (DEM) is the lead agency responsible for coordinating emergency response, preparedness and training in San Francisco. This is accomplished through Emergency Communications: 9-1-1 dispatch, Emergency Services: planning and response for significant events or disasters, and Grant Management: as the fiscal agent for Bay Area Urban Area Security Initiative (UASI).