

LISA CAHILL

TRAINING | COMMUNICATION | LEADERSHIP

Dedicated professional leader with 28 years' experience specializing in organizing and managing a emergency communication center. A proven problem solver while committed to providing excellent customer service. A forward thinker in implementing operational and procedural improvements that benefit the citizens and first responders of Marion County.

PROFESSIONAL LEADERSHIP EXPERIENCE

MARION COUNTY PUBLIC SAFETY
ACTING COMMUNICATIONS DIRECTOR

MAY 5, 2024-PRESENT

- Oversee operations of the communications and radio operations of the 911 center
- Cultivate a positive productive work atmosphere
- Manage the day to day staffing operations of the communications center
- Receive, review and investigate all complaints received by the communications center
- Develop and administer the budget for the communication center
- Build constructive and encouraging platforms for management to be progressive

MARION COUNTY PUBLIC SAFETY
COMMUNICATIONS MANAGER

JULY 7, 2020-MAY5, 2024

- Manage the day to day staffing operations of the communications center
- Receive, review and investigate all complaints received by the communications center
- Assist in developing and managing the budget for the communication center
- Counsel employees regarding improvement in performance and initiate disciplinary action

MARION COUNTY PUBLIC SAFETY
TRAINING AND ACCREDITATION COORDINATOR

SEPTEMBER 2018-JULY 6, 2020

- Organize and conduct the 240-hour 9-1-1 Public Safety Telecommunicators Academy required by the State of Florida
- Coordinate training of all employees for each position within communications
- Ensure all Daily Observation Reports (DOR's) for trainees are being completed accurately
- Actively monitor the department's adherence to the standards set forth by Priority Dispatch, Florida Telecommunicator Accreditation Commission and International Academies of Emergency Dispatch for fire, medical and police

CONTINUED ...

- Oversee the quality assurance process of randomized reviews of calls for service according to the International Academies of Emergency Dispatch Emergency Fire Dispatch, Emergency Medical Dispatch and Emergency Police Dispatch
- Assess quality assurance data and finding, and develop CDE opportunities to address trends, motivate performance and remediate

MARION COUNTY PUBLIC SAFETY

OCTOBER 2011 – SEPTEMBER 2018

SHIFT SUPERVISOR/EMERGENCY TELECOMMUNICATOR V

- Oversee the daily operations of staff assigned to the Communications Center
- Supervise the emergency telecommunicators responsible for receiving and processing calls for service and dispatch of law enforcement, fire rescue, emergency medical services
- Ensure timely and professional response to all requests received from the citizens of Marion County and all emergency response personnel
- Properly maintain discipline of employees by inspection, evaluation, enforcement of rules, regulations, directives, and counseling
- Ensure a harmonious working relationship between all employees

MARION COUNTY SHERIFF'S OFFICE

MARCH 2004 - OCTOBER 2011

MASTER SERGEANT

- Oversee the daily operations of staff assigned to the Communications Center
- Supervise the emergency telecommunicators responsible for receiving and processing calls for service and dispatch of law enforcement, fire rescue, emergency medical services
- Ensure timely and professional response to all requests received from the citizens of Marion County and all emergency response personnel
- Properly maintain discipline of employees by inspection, evaluation, enforcement of rules, regulations, directives, and counseling
- Oversee the Communications Strike Team

MARION COUNTY SHERIFF'S OFFICE

NOVEMBER 1995 – MARCH 2004

DISPATCHER

- Process all incoming emergency and non-emergency calls for service
- Dispatch all law enforcement related calls
- Maintain status of all on-duty law enforcement personnel
- Maintains composure in stressful situations to ensure appropriate control of all calls

EDUCATION

- Southern Police Institute, University of Louisville Administrative Officers Course
14 CREDIT HOURS

CERTIFICATIONS

- International Academy of Emergency Dispatch (IAED) Certified Emergency Medical Dispatcher
- IAED Certified Emergency Police Dispatcher
- IAED Certified Emergency Fire Dispatcher
- IAED Emergency Telecommunicator Course Certified (ETC)
- IAED ETC Instructor
- IAED EPD-Q
- IAED EMD-Q
- Association of Public-Safety Communication Officials(APCO) Telecommunicator 1
- APCO Public Safety Telecommunicator 1 Instructors
- APCO Institute Communications Training Officer Course
- APCO Institute Communications Training Officer Course Instructor
- APCO Fire Service Communications
- APCO Active Shooter Incidents for Public Safety Communications
- APCO Communications Supervisor
- Hostage Negotiations
- Leadership in the 911 Center
- Florida Interoperability Network
- Accreditation Manager – FLA-TAC

APPOINTMENTS

- EMS Advisory Council – Chairperson 2023
- Executive Director of Florida Telecommunications Accreditation Commission (FLA-TAC) - 2022
- Florida Telecommunication Accreditation Commission Commissioner February 2018
- Florida Emergency Telecommunication Team Leader
- Florida Telecommunication Accreditation Commission Team Leader Assessor

RECOGNITION

- Ideal Team Player - Marion County Board of County Commissioners, 2020
- Humanitarian Service Award - Hurricane Michael, 2018
- Letter of Recognition from the City of Titusville Police Department – assisting in locating a murder suspect, 2009
- Letter of Recognition from the Central Intelligence Agency's Threat Management Unit (CIA), 2005
- Humanitarian Service Award – Hurricane Katrina, 2005