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Rhonda Hinch Receives Above and Beyond the Call Award

BEL AIR, Md., (Feb. 25, 2015) – The Harford County Department of Emergency Services recently honored Public Safety Dispatcher III Rhonda Hinch with its Above and Beyond the Call Award. Mrs. Hinch, a 25 year veteran with the Department, was nominated for the award by Robert Thomas Jr., emergency services administration branch manager and coordinator of community outreach, and Ross Coates, public safety dispatch manager.

Mrs. Hinch received the departmental award for her work with the 911 Education program. The program helps teach the public, especially children, how to use 911 in the event of an emergency. Hinch has assisted the Department in staffing the 911 Education display at the Harford County Farm Fair for many years, often working from the opening day of the fair until closing.

Mrs. Hinch has also conducted several tours and briefings for Harford County Public School students visiting the Department of Emergency Services, and particularly the 911 Center. Hinch works closely with Public Safety Manager Ross Coates to recognize youngsters who properly use the 911 system to summon help to save a life, presenting the Department of Emergency Services (DES) 911 Award to those found deserving of this special recognition.

Aside from her duties and responsibilities with the Department of Emergency Services, Mrs. Hinch is an active member of the Harford County Volunteer Fire and EMS Service, serving with the Level Volunteer Fire Company. During the past 20 years, Hinch has coordinated the Play It Safe safety camp for children. The camp is the only one of its kind in Harford County, and it is well received and supported by the community.

Commenting on the award, Department of Emergency Service Director Edward Hopkins said, “Rhonda Hinch is a valuable asset to the Department and to her community. Whether dispatching emergency calls for service, assisting with the 911 Education program, or coordinating life safety events with the Level Volunteer Fire Company, Mrs. Hinch consistently performs ‘Above and Beyond the Call’ , making her most deserving of this award.”



Pictured left to right: Edward Hopkins, director of the Department of Emergency Services; Rhonda Hinch, public safety dispatcher III