

From administration to emergencies, she's cool, calm and collected

By CAROLYN PLOTTS

That calm voice you hear occasionally on the police scanner belongs to Jane Engelhardt.

Mrs. Engelhardt began working as a dispatcher in the Norton County Sheriff's office 10 years ago. Now, she is the administrative assistant to Sheriff Troy Thomson and substitute dispatcher. In her administrative position, she is responsible for all the filing and paperwork associated with the sheriff's office.

When she first began working as a dispatcher in 1995, she had a month's training and had to memorize all 100 of the "10" codes. Each code has a different meaning to the law enforcement officers. A 10-49 means "send an ambulance"; a 10-97 means "a domestic problem at (address)"; and a 10-89 means "caution".

She said, "It was hard at first to talk on the radio — just knowing everyone in 'Scannerland' was listening."

She said the most challenging part of being a dispatcher is when a 911 emergency call comes in — especially an injury accident. "At the time, your training just kicks in and you get everything rolling."

Mrs. Engelhardt said working in law enforce-

ment is an interesting job. There is always something different happening.

In fact, she had something unique happen a couple of weeks ago. She received a call from a local farmer to send someone to help him get a baby calf off thin ice. "That was a first," she said.

In Norton, dispatch communicates with both city police and the county sheriff's office.

She said the busiest shift is from 8 a.m. to 4 p.m. because that's when the offices are open and the public comes in.

But, the most law enforcement related activity happens between 4 p.m. and midnight.

She said there is truth to the old wives tale about the full moon. She said, that's when the weird stuff happens.

Married for 42 years to Richard Engelhardt, the couple have two children, Kevin Engelhardt, Omaha, Neb., and Pam Hornung, Aurora, Colo. They have two grandchildren.

Mrs. Engelhardt enjoys bowling, walking and doing arts and crafts projects.

Asked when she plans to retire, she said, "Retirement is not in my vocabulary. I plan on working as long as I can."



Assistant to the Norton County Sheriff, Jane Engelhardt started her career as a dispatcher. Handling emergency calls is one of the dispatcher's biggest challenges. — Telegram photo by Carolyn Plotts

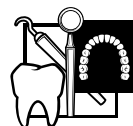
For Your Insurance Needs,
Come In And Meet
Our Working Woman,
Lidia Smith

**BOXLER
INSURANCE
AGENCY INC.**

108 N. First, Norton - 877-5128



Sue Ebert, Becky Smith, Brenda Dole, Judy Fawcett



DR. CRAIG KRIZEK, DDS

109 N. Kansas, Norton, Kansas — Phone 785-877-2801

*Thank You
for all
Your
Hard
Work!!*

*Thank You all for Your Support and Effort
to Serve Our Community's Banking Needs*



NORTON

Left to Right: Kim Largent, Bev Burns, Pat Otter, Gloria Cole, Tammy Walter, Patty Kauten, June Kline, Becky Smith and Shelly Smith.



LENORA

Left to Right: JoAnn Brooks, Lisa Mindrup, Julie Scheetz



**FIRST SECURITY BANK
AND TRUST COMPANY**

1-800-569-5909

BOX 383 — NORTON, KANSAS — (785) 877-3313

LENORA KANSAS — (785) 567-4286

MEMBER F.D.I.C.
"The Bank That Service Built"

