



Certificate of Merit – Public Safety Dispatcher Charity Lovato

Mesquite, TX – April 18, 2016 – The Certificate of Merit is awarded to police employees for outstanding or superior performance in any assignment over a prolonged period of time. Such performance is to be clearly defined as exceptional, placing them well above other officers or civilian of equal rank or grade.

On July 23, 2015, Public Safety Dispatcher Charity Lovato received a call from a male stating that he had just shot and killed his girlfriend and was thinking about shooting her two children. The caller also said that he had tied up the children in the bathroom. Charity spoke with the subject for about 10 minutes as he raged on with words designed to incite and shock most of us, before a negotiator arrived to continue speaking with the caller. Charity handled this most difficult call in a highly professional manner; she remained calm, asked pertinent questions and attempted to keep the suspect calm. Although this was later found to be a hoax, Public Safety Dispatcher Lovato is deserving of the Certificate of Merit for the outstanding performance of her duties under unusual and complicated conditions.

The Mesquite Police Department is proud to recognize Public Safety Dispatcher Charity Lovato with the Certificate of Merit.