



Beacon of Communication Award Winner

Jacinda English

Current Role: Communications Manager

Agency: Broomfield 911 Communications Center

State: Colorado (CO)

Professional Impact & Leadership

Since joining the Broomfield 911 Communications Center, **Jacinda English** has demonstrated exceptional leadership, vision, and dedication to the success of the Public Safety Telecommunications Center. She has consistently gone above and beyond the expectations of her role, strengthening operations, improving morale, and implementing meaningful, lasting change across the center.

From the beginning, Jacinda approached her work with diligence, collaboration, and a genuine desire to understand the needs of her team. She thoughtfully reviewed and updated existing policies and procedures, while also introducing new processes that align with current industry standards and the real-world needs of dispatchers. These improvements have made daily operations more efficient and have empowered staff to perform at their best.

Cultural Leadership & Team Development

Equally impactful has been the cultural shift Jacinda has led within the center. She leads with integrity, kindness, and professionalism — remaining approachable, attentive, and consistently supportive of growth and development. Her efforts to recognize individual contributions and foster teamwork have resulted in a noticeable improvement in morale across all shifts.

During 2024, the center experienced several significant changes, including a transition to a new leadership team. Jacinda played a key role in supporting and developing supervisors throughout this period. She created an environment where supervisors were encouraged to grow, strengthen their skills, and become more confident leaders.



Jacinda has successfully cultivated a workplace culture where people feel heard, supported, and motivated to succeed — a testament to her leadership style and commitment to her team.