

As seen in the 2011 summer edition of
There's a lot to do in Windsor

“Windsor 911. What is the address of the emergency?”



Donna Bolasevich
Public Safety Dispatcher
Windsor Safety Services

There are many jobs that require people to think quickly on their feet and a police dispatcher ranks high on the list. Fielding more than 55,000 police, fire and ambulance 911 calls per year, the seven dispatchers at the Windsor Police Department have “heard it all,” but for 23 year veteran Donna Bolasevich, she likes it that way.

Emergency 911 calls “run the gamut, can be heart wrenching and sometimes are a little off the wall” Donna says. Calls

reporting that “a deer is standing in my back yard,” or, “can you tell me what time the grocery store opens?” are a far cry from calls when the dispatcher talks a caller through CPR techniques to save the life of a loved one.

Perhaps it’s her love of chocolate that gets her through, but according to Donna, “I work best when it is really busy,” she says. “I get in a zone – a rhythm. I continue to love this job like the first day I started.”

When she’s not fielding calls from people in need at the dispatch console, Donna enjoys spending time with her husband and two daughters whom she admires and describes as amazing people. She also loves working out and running. She participates in many local races that raise funds for a variety of worthy causes. It has been said that the five “S’s” of runners include stamina, speed, strength, skill and spirit. Hmmm, sounds like the traits needed for a dispatcher.