



COMM SPECIALIST TERRY GLUSZEK
BRUNSWICK DIVISION OF POLICE

It was 02:30 in the morning when Dispatcher Gluszek answered a phone call from a female who stated she had been stabbed by her son. Knowing that the suspect was still present in the house, in a calm voice, Dispatcher Gluszek began asking those Yes / No questions she knew the caller could answer. The son, who was still in the house with the knife, was blocking any exit the caller may have had to get away. Keeping the caller on the phone and getting more information about the scene and the suspect, the call took an even more tragic turn. While still on the phone, the suspect began stabbing the caller several times. CS Gluszek was listening to a brutal murder taking place on the phone, but remained calm and controlled as she updated the responders who were rushing to the scene.

Unexpectedly, the suspect picked up the phone and began speaking with CS Gluszek. Staying calm and focused, she was able to talk to the subject and get him to provide his identity and his motive for the stabbing. The subject was still at the house when officer arrived and he was taken into custody.

In her nomination form, Comm Supervisor AnnMarie Jones praises the calm, professional demeanor displayed by CS Gluszek during this call. Several Cleveland area media outlets requested copies of the call for use on their news report. One reporter even commend to Supervisor Jones that of all the calls he has ever used in his newscasts, this by far was the best job of call taking he has ever heard.