



## AIRWARD CITATION Lily Konantz

### **Attention to detail prevented potential mishap**

On September 12, 2020 while staffing the Aircraft Desk at Central Nevada Interagency Dispatch Center, Lily noticed Automated Flight Following (AFF) and communications issues with a helicopter transitioning through Central Nevada. She immediately started down her checklist to quickly determine, if in fact, there was an emergency or a procedural problem. In addition to making all of the correct calls and notifications, Lily was able to track down the Helicopter Manager assigned to the helicopter to determine that an AFF communication problem existed. She remained calm and followed up in a concise, professional manner to ensure that the flight was safe and timely in reaching their destination.

Often behind the scene staff is overlooked for their professionalism, attention to detail and dedication to ensuring aircraft operations are being conducted safely and efficiently. We would like to recognize Lily for her dedication as an employee with great work ethic, professionalism and a great team member within our interagency aviation operations.

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