



# Employee Spotlight

Department of Employee Relations

## Above and Beyond the Call of Duty

*Parking Enforcement Officer Denise Durrah's quick thinking and action after witnessing car crash went above and beyond the call of duty.*

The City of Milwaukee Employee Spotlight highlights Parking Enforcement Officer Denise Durrah. As a Parking Enforcement Officer, Ms. Durrah helps the community comply with parking regulations, ensuring that the streets are used for the greatest benefit of all residents, businesses, and visitors.

On Tuesday, March 13th, Ms. Durrah was servicing a private property complaint when she heard a noise that sounded like an explosion. She turned around to see a vehicle in mid-air, floating over a gate near the property's entrance. The vehicle then hit another vehicle parked near the gate at the property's entrance, eventually landing and coming to rest on its roof.

Ms. Durrah rushed to the vehicle and began to survey the situation. The young female driver was yelling for help. Ms. Durrah immediately took action by entering the driver's side window on her knees and began to verbally communicate with the driver. The driver then informed Durrah that she was not alone.

The driver's infant child was seated in the rear of the vehicle. Ms. Durrah and bystanders at the scene worked together to remove the child from the vehicle. The young woman appeared to be twisted awkwardly and was trapped in the driver's seat by her seat belt. With the help of other citizens on the scene, Ms. Durrah began to search for any tool that would help free the driver. Using a knife found in a tool box, the driver's seat belt was then cut, at which point Emergency Personnel arrived at the scene and began offering assistance to the accident victims. Ms. Durrah suffered minor cuts to her hand and the inside of her mouth due to broken glass from the vehicle.

Parking Services 3rd Shift Supervisor, Eldricht Hill, said Ms. Durrah's quick thinking and action in this situation went above and beyond the call of duty. During a debriefing, Durrah explained that she is a nurse/caregiver by nature and that her reaction was instinctive.

The Department of Public Works commends Ms. Durrah for her quick action and her selfless and immediate instinct to help others. She is a hero among us!



City of Milwaukee Parking Enforcement Officer Denise Durrah



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*A Job with Purpose,  
Life with Balance.*

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