

Ruthie Doles is the 911 Communications Center Manager for Pinellas County. Ruthie has worked for the county for 33 years. She has been in management since 1997 when she became one of the first “senior operators” (assistant supervisor) in the Center. She attributes her quick climb up the ladder to her astute supervisors who witnessed her leadership potential and great timing! Ruthie was the first person to hold the position of Lead Communications Supervisor, which was ultimately reclassified to her current position after she assumed responsibility for operations when her manager was tasked with responsibilities that required more time outside of the Center. In 2016, Ruthie graduated from University of New England with a Master’s in Social Work and has plans to become a licensed clinical social worker. She wants to use her experiences with 911 to work with families dealing with stress and trauma.

Ruthie was immediately intrigued by the Certified Public Manager program and became the first manager in her department to become a Certified Public Manager in 2006. Her passion for CPM and desire to keep learning lead her to join the reactivated Tampa Bay Chapter in 2007, now known as the Suncoast Chapter. Ruthie has held several roles in FSCPM. She served as Suncoast Chapter Secretary, chapter President, and Vice President of FSCPM. She was also the Professional Development Committee Chair and worked on several planning teams for state symposiums and conferences.

Ruthie is a firm believer in recognition so the first role she volunteered for was Suncoast Chapter Awards Committee chair. She created new recognition certificates, developed a new nominations process and prepared the awards presentations throughout my tenure with the organization. She received the President’s Award in 2007 for her work as the chapter Awards Chair. That has been her favorite role in the organization thus far and she looks forward to leading FSCPM in the quest to enhance their state recognition program during her tenure as President. Ruthie has received CPM of the Year in 2011 and the state’s highest honor, the Henning Award, in 2012.