

Solid Gold Award

(One Nominee Per PSAP) Presented to an individual Telecommunicator for their exemplary handling of a specific 9-1-1 emergency call which occurred during the nomination period.

ELIGIBILITY TIME FRAME: The event must have occurred during the calendar year 2022.

AWARD CRITERIA: The nominee's handling of a specific 9-1-1 or other emergency call, dispatch or situation should reflect his or her ability to: Listen and comprehend the caller's request for help, take command of the conversation to obtain necessary information; make independent decisions related to proper emergency response; think and respond quickly and/or creatively as the emergency situation dictates; reassure a frightened, confused or upset caller; remain calm and maintain professional discipline in handling a 9-1-1 call or radio traffic; respond as special circumstances may dictate, including coordination of a multi-jurisdictional agency response or local resources other than public safety.

Double Gold Award

(One Team Per PSAP) Presented to a team of Telecommunicators in recognition of their exemplary handling of a specific 9-1-1 emergency which involves coordination of multiple public safety responses.

ELIGIBILITY TIME FRAME: The event must have occurred during the calendar year 2022.

AWARD CRITERIA: The team must have demonstrated an extraordinary professional team performance during a critical incident. Teamwork must have been the key to the successful handling of the incident.

Gold Star Certificate

(One nomination per PSAP) Presented to an individual Telecommunicator in recognition of their exceptional professionalism in the field of emergency communications.

ELIGIBILITY TIME FRAME: The event must have occurred during the calendar year 2022.

AWARD CRITERIA: The nominee should demonstrate the following: Positive attitude towards all aspects of the job; willingness to be a team player, professionalism and pride in the quality of work; ability to earn and maintain respect and high esteem of co-workers; flexibility in task assignments and capabilities; job performance above and beyond the call of duty.

Gold Ribbon Award

Presented to a communication center that endured a prolonged interruption of "normal" operations while maintaining a near-normal standard of care for their community.

ELIGIBILITY TIME FRAME: The event must have occurred during the calendar year 2022.

AWARD CRITERIA: Critical services were maintained during the event; citizens were provided a near-normal level of service during the event; the communications center personnel mitigated the community effect of the disaster.

Supervisor/Manager of the Year

(One Nominee per PSAP) The supervisor/manager of the year award recognizes the individual directly responsible for the daily shift operations of the communications center.

ELIGIBILITY TIME FRAME: The event must have occurred during the calendar year 2022.

AWARD CRITERIA: The nominee must demonstrate the highest level of commitment to the employees on their shift. Exhibit integrity, fairness, and strong leadership skills. Coach and encourage the strengths and skills to assist in achieving each employee's personal best. Enhance the operation and moral of the center. Maintain a positive rapport with all aspects of the Public Safety Community. Demonstrates adaptability while maintaining control in critical incidents. Lead by example and demonstrated the ability to operate as a team leader.

Trainer of the Year

(One Nominee per PSAP) The trainer of the year award recognizes an individual whose contributions are instrumental in the excellence and success of a training program within the Public Safety Communications agency.

ELIGIBILITY TIME FRAME: They must have trained occurred during the calendar year 2022.

AWARD CRITERIA: The nominee must have a thorough knowledge of standard operating procedures. They must exercise patience and demonstrate a commitment to quality customer service. They should consistently plan and prepare training assignments. Mentor employees through leadership and enthusiasm with a commitment to their success. They should demonstrate realistic expectations and respond appropriately to the specific needs of each employee. They set a positive and forward-thinking tone as well as the use of new creative approaches to the ever-changing dynamics of the profession.

Information/Radio Frequency Technologist of the Year

(One Nominee for IT and one nominee for RF per PSAP) The Information Technologist and/or RF Technologist of the year recognizes and individual who has demonstrated extraordinary technical knowledge and expertise in their support of public safety communications.

ELIGIBILITY TIME FRAME: The event must have occurred during the calendar year 2022.

AWARD CRITERIA: The nominee must demonstrate a thorough knowledge of computer and information technology systems. Provide technical support related to the effective operations of a communications center. Participate in the evaluation and implementation of new computing technologies. Perform routine to complex level application support work on the agency's computer application systems.

Communications Center Technology Leadership Award

Please provide a brief summary of how the use of technological advancements have been used in your communications center to benefit the employees and customers. Examples of projects may include (not all-inclusive): Computer-Aided Dispatch (CAD), Radio 9-1-1, Public Safety Information Technology, Broadband, Electronic Crime Reporting, Mapping, GIS Technology.

ELIGIBILITY TIME FRAME: The event must have occurred during the calendar year 2022.

Communications Center Director of the Year

The Communication Center Director of the Year Award recognizes the individual responsible for the overall operations of the communications center.

ELIGIBILITY TIME FRAME: The event must have occurred during the calendar year 2022.

AWARD CRITERIA: The nominee must demonstrate the highest level of commitment to the center's staff and their professional career. They exemplify leadership, integrity, and vision. Maintain excellent relationships will all aspects of the Public Safety Community.