

### **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.

TIME FRAME: The event must have occurred during the calendar year 2023.

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 2023.

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 2023.

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 2023.

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 2023.

**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 2023.

**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 2023.

**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 2023.

## **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 2023.

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. Maintaining excellent relationships will all aspects of the Public Safety Community.

## **Industry Partner of the Year**

(One nomination per PSAP) This award recognizes a team or individual from an Industry Partner (Vendor) for extraordinary customer service, engagement in collaborative efforts while implementing solutions and/or services, or ongoing support that positively impacts a PSAP in the State of Ohio.

Eligibility Time Frame: Service, Solutions, and/or Support must have been provided in the calendar year 2023.

Award Criteria: The nominee has shown exceptional commitment to enhancing and bolstering emergency communications within the PSAP. The nominee should have provided services or solutions that have enhanced the Public Safety Answering Point (PSAP) capabilities. The nominee should have a consistent history of delivering impactful services or innovative solutions that have resulted in notable improvements to the PSAP's overall functionality and have a successful history of introducing enhancements that positively impact operational efficiency, technology integration, or overall performance within the PSAP environment. Nominees should have demonstrated exceptional project management skills while assisting the agency in successfully implementing substantial projects. Nominees should exhibit a high level of proficiency in project planning, coordination, and execution, showcasing their ability to navigate complex tasks and deliver successful outcomes. Nominees will have a successful history of guiding agencies through the implementation of significant projects, contributing to their overall success through effective project management practices. Nominees should have delivered exceptional service and support as subject matter experts in the fields of CAD, radio, phone, or NG911. Nominees should showcase a consistent and impactful contribution to their respective areas of expertise,

demonstrating a profound understanding of technologies and systems associated with CAD, radio communication, phone systems, or Next Generation 911. Nominees should demonstrate a deep understanding and proficiency in relevant technologies, contributing substantially to the improvement and efficiency of PSAP functions. The ideal candidate will have a track record of implementing innovative technical solutions that enhance overall operations within the PSAP environment.

### **911 County Coordinator of the Year**

This award recognizes exceptional leadership, collaboration, and coordination by a 911 County Coordinator.

**Eligibility:** The nominee must have served as the 911 County Coordinator for a minimum of six (6) months in the calendar year of 2023. The nominee's county should be in compliance with the Ohio PSAP Operational Rules provided by the 911 Program Office.

**Award Criteria:** The nominee for this award compiles accurate data from all PSAPs within their area of responsibility and ensures timely delivery to the 911 Program Office. They embrace and advocate for the implementation of new and emerging technologies and solutions. They coordinate and facilitate reviewing and updating of the county 911 Final Plan. Coordinate and encourage county-wide support of statewide interoperability via ESINET.