



Honoring 9-1-1 Heroes Leaders Throughout the Years 2004 ~ 2012

On February 24, 2004, the NG9-1-1 Institute hosted a celebration in Washington, D.C. to pay tribute to the Congressional NG9-1-1 Caucus and to honor some individuals who have demonstrated heroism and leadership with respect to 911 services and emergency communications. The awards ceremony is now known as the Annual Honors Gala.

Each year, awards are bestowed upon nominees in the following categories. New award categories have been added over the years.

The Citizen in Action Award recognizes a person who demonstrated exceptional bravery and heroism to save a life in a critical time using 9-1-1.

The 9-1-1 Call-Taker/Dispatcher Award honors the true "first responders" on the front lines of emergency communications every day.

The First Responder Award is given in appreciation of the dedicated professionals in law enforcement, fire and rescue and emergency medical services who assist the people reporting and/or experiencing an emergency situation.

The Government Leader Award recognizes the efforts of federal, state and local officials in developing and implementing public policy to advance the capabilities of 9-1-1 emergency communications.

The **Industry Professional Award** honors individuals in the commercial sector who make exceptional contributions towards the advancement of emergency 9-1-1 communications.

The **9-1-1 Technician Award** appreciates the quiet leaders whose work is largely behind-the-scenes, yet essential to making 9-1-1 voice and data networks reliable and effective.

The **9-1-1 Professional Award** recognizes those individuals who work as a 9-1-1 Call-takers / Dispatchers, 9-1-1 Technologists (e.g., IT, GIS and other technical personnel that maintain the critical technology systems necessary to answer, process and respond to 9-1-1 calls), or First Responders (e.g., law enforcement, fire rescue and or emergency medical service providers) for their professionalism, initiative, creativity, or diligence in assisting a person reporting and/or experiencing an emergency situation.

The **Outstanding 9-1-1 Call Center Award** honors a specific Public Safety Answering Point (PSAP) for its excellence in key emergency communications areas ranging from the handling of emergency situations reported to 9-1-1 to the deployment and management of new technology.

The **Outstanding 9-1-1 Program Award** recognizes an innovative and forward looking plan to enhance the future viability of public emergency communications systems.

The **Media/Entertainment Excellence Award** recognizes the media or entertainment individual or organization that has helped to improve public understanding and support for 9-1-1 emergency communications.

The **9-1-1 Education Award** recognizes an individual, organization, company, program or any other effort(s) to coordinate and promote education and awareness for 9-1-1 education. This award is not be measured on the size of budget, but on the creativity, innovativeness, outreach activities and efforts, number of citizens and officials reached along with the ease of replicating the model of the efforts.

We also at times award honorees with the **Community Service Award** and the **Special Recognition Award**.

The First Annual Honors Gala

2004 Honorees

February 24 2004

Senator Conrad Burns (R-MT)

Senator Hillary Clinton (D-NY)

Representative John Shimkus (R-IL) and

Representative Anna Eshoo (D-CA)

Senator Conrad Burns (R-MT), Senator Hillary Clinton (D-NY), Representative John Shimkus (R-IL), and Representative Anna Eshoo (D-CA), the founding co-chairs of the E9-1-1 Caucus – were recognized for their leadership in advancing 9-1-1 and emergency communications issues.

The co-chairs also presented the first annual “NG9-1-1 Institute Honors Awards” to 3 extraordinary people who in their own way shown leadership and heroism.

The awards are intended to highlight the critical importance of 9-1-1 services and showcase some extraordinary people who have risen to the call to save lives, educate others, and improve emergency services for everyone.

David Koon: “9-1-1 Professional” Award



New York Assemblyman David Koon was honored as the recipient of the "9-1-1 Professional" award. Mr. Koon has become a tireless champion of improving E9-1-1 services in the New York State Assembly. He recently was successful in allocating \$100 million for E9-1-1 services in New York and has continued to be one of our nation's most passionate voices for 9-1-1 services.

Kristy Wikliff: "Citizen in Action" Award



Kristy Wikliff of Southlake, Texas was honored as the recipient of the "Citizen in

Action” award. Six-year old Kristy saved her father’s life by calling 9-1-1 in a medical emergency and she stands a message to everyone about the importance of knowing how and when to call 9-1-1.

***Jim Moore and the Animal Band of Nashville:
“Media/Entertainment Excellence” Award***



Jim Moore and the Animal Band of Nashville, Tennessee were honored as the recipient of the “Media/Entertainment Excellence” award. Mr. Moore has been performing educational music for children for several years and his “9-1-1 Song” has actually been credited with saving lives because of children who learned about 9-1-1 through his music.

The E91-1 Institute received more than 40 nominations from around the country. Each nomination told the story of a remarkable person or persons who have acted selflessly with bravery and leadership to save a life, teach others, or fight for a better 911 and emergency communications system for their community and our country.

The Second Annual Honors Gala

2005 Honorees

Monday, 1st 2005

Marquise Craft: "Citizen in Action" Award



Last August, five-year old Marquise Craft of Denver, Colorado called 9-1-1 as his mother lay shaking on the floor nearby. Marquise told the dispatcher that his mother was sick and "if she goes to sleep she won't wake up." Although Marquise understood the danger his mother was in, he was able to remain calm. During the nearly five minute phone call, Marquise was able to provide vital information to the dispatcher, including his address. It was because of Marquise's quick thinking and ability to stay calm under extremely difficult circumstances that he was able to get immediate help for his mother.

Before this incident occurred, it was Carin Craft, Marquise's mother, who had explained to him the importance of understanding 9-1-1 and how it was used. Marquise is an example of how important it is to explain to young children how and when to call 9-1-1. Although only five-years old, Marquise was able to help his mother in a life-threatening situation because she had taken the time to explain

9-1-1 to him.

Taylor Duckworth: "Citizen in Action" Award



Five-year old Taylor Duckworth of North Richland Hills, Texas called 9-1-1 last year to come to her home to help her mother because something was "the matter with her tummy." Just before collapsing, Taylor's mother asked her to call someone. Taylor made the decision to call 9-1-1.

During the roughly nine minute phone call, Taylor gave the dispatcher vital information, including verifying her address. She then proceeded to tell the dispatcher that her mother was pregnant and was about to have a baby. Taylor then unlocked the house door for the paramedics who were on their way. This entire time Taylor continued to care for her 2-year old sister.

Taylor's mother was transported to the hospital where it was determined that she had a tear in her uterus and had internal bleeding.

Taylor was responsible for saving two lives on July 20, 2004

Cullen Browder: "Media/Entertainment Excellence" Award



Cullen Browder of Raleigh, North Carolina has almost twenty years of reporting experience and has been instrumental in keeping the people of North Carolina informed on various 911 issues. Mr. Browder created an informational and investigative series concerning the implementation of wireless 911 technologies. He covered the first center to deploy phase II technology in North Carolina, Johnson Co. 911, and discussed the benefits of phase II.

Mr. Browder is passionate about keeping the public well informed on issues related to 911 and public safety. He is also known for explaining E9-1-1 technology in a way in which individuals unfamiliar with the system can understand. .

Mr. Browder's hard work, dedication, and pursuit of the facts has made the people of North Carolina more informed on issues relating to 9-1-1 and safer because of it.

Sydney Smith: "First Responder" Award



Last October, the Craig Regional Communications Center received a 9-1-1 call reporting that a man had just been shot in the doorway of his home by two male suspects. The communications officers were able to gather information from the caller, including a description of the suspect's vehicle.

Trooper Sidney Smith of Craig, Colorado was in the communications center when the call occurred. He immediately started to leave for the scene. While attempting to exit the parking lot, Trooper Smith noticed a vehicle pass by that matched the description the caller had given. Trooper Smith made contact with the vehicle while cover units arrived at the scene.

Trooper Smith's attention to detail led to the apprehension of the suspects within 10 minutes of the initial 911 call.

Cynthia Cieloch: "9-1-1 Call Taker" Award

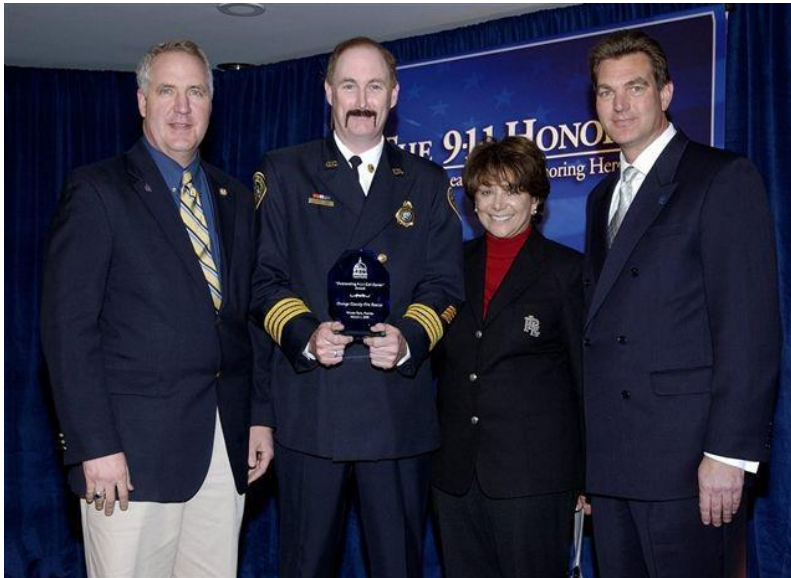


Ms. Cieloch of Syracuse, NY began her career in public safety communications in 1979 as a dispatcher with the Onodaga County Sheriff's Department. During her career, Ms. Cieloch has received numerous awards for her commitment and her outstanding work. She has been named employee of the month seven times and in 2000 received the award consecutively in November and December. Her distinguished service led her to receive the Department of Emergency Communications Employee of the Year for 2000.

In 2002 Ms. Cieloch was awarded the "9-1-1 Dispatch" award at the Red Cross Real Heroes Breakfast. The program stated, "The calm reassurance that Cynthia Cieloch offers daily to those facing their most uncertain moments makes her an everyday hero."

Ms. Cieloch's dedication, hard work and compassion have served the people of Onodaga County well.

*Orange County (Florida) Fire Communications Center:
"Outstanding Call Center" Award*



The Orange County (Florida) Fire Rescue Center has a staff of only 40 employees, but last year dispatched more than 96,000 emergency fire and medical calls. In addition to providing dispatch support for the Orange County Fire department, the center provides service to four other municipalities. These cities each have their own fire department, but prefer to have their dispatching done through the Orange County Fire Communications Center.

The Center is committed to providing the best service possible for the people of Orange County. Enhanced technology is promoted, and there is always an active discussion on what tools may be used in order to improve the efficiency of the center because of the outstanding service they provide.

In 2004, Florida was struck with four hurricanes in less than eight weeks. The employees at the calling center performed admirably under extremely difficult circumstances. After the Hurricane Charley, the staff collected information suggesting improvements for future situations. These suggestions were enacted before the second hurricane and were instrumental in responding to the citizens of Orange County accurately and swiftly during a time of crisis.

The citizens of Orange County can sleep sound at night knowing the Orange County Fire Communications center is watching over them.

John Marengo: "Government Leader" Award



Mr. Marengo of Sacramento, California is the Wireless E9-1-1 Project Statewide Coordinator for the state of California. He has been involved with wireless 9-1-1 issues for many years, dating back to 1988 during his tenure with the California Highway Patrol. In his current role he serves as the central point of contact for the wireless deployment E9-1-1 within California.

For almost a decade, Mr. Marengo has been leading California, as well as the rest of the country, on implementing Wireless E9-1-1 PI/II. His passion and commitment to deploy Wireless E9-1-1 on a statewide rollout has been a major advancement to E9-1-1 with a large number of calls now delivering Phase I/II information to promote better public safety responsiveness.

Mr. Marengo is one of the most dedicated government leaders to promote new advances to 9-1-1 and enhance the important industry relationships with government. The significance of this is that his leadership has led to the most widespread influential improvements and streamlined deployment for Wireless E9-1-1.

Mr. Marengo's hard work, dedication, and commitment to improving the 9-1-1 system has been instrumental in transforming the E-911 systems in California,

and the rest of the country as well.

Elizabeth Colunga: "Government Leader" Award



Ms. Colunga of Richardson, Texas is a Project Manger and MCI 911 Subject Matter Expert. She has over 17 years of experience dedicated to 9-1-1 Network and Public Safety Answering Point (PSAP) Operations. For the last several years, Ms. Colunga has focused on 9-1-1 National Strategy and VoIP development.

Since 1988, Ms. Colunga has worked with the National Emergency Number Association (NENA) and since 1989 assisted NENA in educating other service providers on E-911 technologies and advancements, as well as participated in numerous technical committees.

One of Ms. Colunga's most significant career achievements has been the successful development and implementation of the Enhanced 9-1-1 System for San Antonio, Texas and other area communities. Ms. Colunga has also helped develop training and public education material for 9-1-1 and has personally trained over 3,000 people on the PSAP equipment.

Ms. Colunga's dedication and hard work has improved 911 technologies.

***Tennessee Emergency Communications Board:
“State or Regional 9-1-1 Program” Award***



Since its inception in 1998, the state of Tennessee through the Tennessee Emergency Communications Board (TECB) has been nationally recognized as a leader in E-9-1-1 deployment and advocacy. The Board is focused on establishing and improving E-9-1-1 service for all of Tennessee’s residents.

The Board has made it a top priority to address the challenges facing rural PSAPS and continues to work on improving the existing infrastructure. Under the Board’s leadership and partnership with the state’s one-hundred local Emergency Communications Districts (ECDs), Tennessee was one of the first states to assure that 80% or more of its counties provide E-9-1-1 wireline and wireless service. The Tennessee Emergency Communications Board has worked tirelessly to ensure that the people of Tennessee have appropriate access to 9-1-1 services and the people of Tennessee are safer today because of it.

The Third Annual Honors Gala

2006 Honorees

March 8, 2006

Jason Connell: "9-1-1 Call Taker/Dispatcher" Award



Jason Connell is a 9-1-1 call taker at the Massachusetts State Police Communications Department in Shelburne Falls, MA. On June 14, 2005 Jason received a 9-1-1 call from a man who said his son had made several comments indicating he was contemplating suicide. The caller had no idea where his son was but only that he might hurt himself and was able to give a vehicle description.

With this limited amount of information Jason was able to successfully confirm the location of the cell phone by navigating through the various cell phone systems in order to trace the signal. The caller's son was found on a flotation device in the water and rescued from drowning.

It was through the direction of Jason and the collective efforts of the Marshfield Police Department and the U.S. Coast Guard, this man's life was saved. According to supervisor Charles Garrity, "This incident clearly displays the persistence, dedication, and tenacity of these members of our dispatch team who endeavored

steadfastly to bring this situation to a successful conclusion."

Dustin Nelson: "Citizen in Action" Award



Dustin Nelson is a heroic 10 year old boy from Tarrant County, Texas who is credited with saving the life of his father. Last year, Dustin's father, a diabetic, became unconscious and Dustin dialed 9-1-1. Dustin gave his address, described his father's condition to the dispatcher and, knowing his father's diabetic condition, tried to give him juice.

The dispatcher asked Dustin to try and talk to his father to see if he would respond. Then, without being prompted, Dustin checked his father's pulse and forehead and advised the dispatcher that, "his pulse is normal and he does not have a really bad fever." During the nearly eight minute call, Dustin answered questions, continued to talk to and care for his dad, put on clothes, put away the pets and looked out for emergency help.

It was because of Dustin's ability to stay calm and follow directions that his father was able to receive the medical attention he needed. According to nominator Alicia Simmons, "Dustin Nelson is a great example of how to respond during a crisis. While afraid, he remained calm, called 9-1-1 and described the emergency to the call taker, and followed the call taker's instructions. This youngster is an example to children and adults alike."

Officer Jonathan Yates: "First Responder" Award



On November 11, 2005 Officer Yates of the City of Loudon was off duty at home when he heard sirens and lots of noise in an area near his home. He turned on his radio and heard dispatch giving a call out of a fully engulfed structure fire with people still inside the residence. He quickly drove to the scene to see if he could help. When he got to the house it was engulfed. There were two police officers trying to wake up the people inside. Jonathan ran to assist.

Looking into the window and saw children in the room, he busted out the window and climbed inside. Without any breathing apparatus, Jonathan quickly grabbed a 10 year old child off the ground and carried her to safety. He then ran back into the blazing structure to attempt to rescue the remaining people. Unfortunately, the smoke and heat became overwhelming and he had to retreat from the house. There were a total of nine people in the house, four of who lost their lives.

However, because of Jonathan's bravery and quick action ten year old Melinda Torres is alive and well today.

Stephen Meer: "Industry Professional Award"



Stephen Meer is the Chief Technology Officer at Intrado Inc. and has over twenty-five years of experience providing mission-critical information for use by telecommunications providers and public safety professionals throughout the United States. He is the co-founder and chief technology officer of Intrado, Inc., a global provider of integrated data and telecommunications solutions which provides the core of North America's 9-1-1 infrastructure and a wide range of safety and mobility offerings.

Stephen maintains an ongoing role in supporting public safety agencies, providing technical and operational consulting for public safety agencies around the world. He has designed emergency communications centers and systems in many countries, helping local public safety and government officials develop policies and procedures to promote effective 9-1-1 delivery.

He is a valued advisor to government and industry organizations such as the Federal Communications Commission (FCC), NENA, and many other State and Federal Policy offices, including the U.S. Department of Transportation.

Kara Lusk: "Media/Entertainment" Award



Kara Lusk is a news reporter and anchor for WNCT-TV in Greenville, NC. In February 2005 Kara filed a report which informed viewers that Enhanced Wireless 9-1-1 was not readily available in Greenville, NC. Her report showed that the State had the funding mechanisms in place and that the technology existed, but that the local priorities needed to be reviewed in order to implement E9-1-1.

As a result of Kara's reporting, six of the eleven eastern counties lacking Wireless 9-1-1 Enhanced 911 went to work and have successfully implemented E9-1-1.

In April 2005 Kara went to a 9-1-1 center during National Telecommunicator's week and "showed off" the voices behind the number, the dispatchers who work tirelessly each and every day. Kara is known as being passionate about 9-1-1 and passionate about educating her community. Kara's reporting has helped improve public understanding and support for 9-1-1 emergency communications.

Steve Souder: "Local Government Leader" Award



Steve Souder is the Director of the Fairfax County Virginia Department of 9-1-1 Public Safety Communications. Steve has over twenty years of experience in emergency communications and has represented the E-911 industry and public safety more broadly on countless professional committees, national task forces, congressional and FCC hearings. According to Steve Marzolf, the Director of Virginia Information Technologies Agency "His commanding presence, passion for the job and eloquent style of speaking has inspired an entire generation of E9-1-1 professionals in Virginia and beyond."

Steve has chaired the APCO Project RETAINS, a project started in 2001. The results of the project were released in 2005 and include the most extensive in depth research ever conducted on the issues impacting the recruitment, hiring, processing, training and retention of personnel in 9-1-1 public safety communications centers. The information collected and the tool kit for PSAP managers that was developed by Steve's committee are invaluable resources for the E-9-1-1 Community.

Elmore County 9-1-1 Office: "Outstanding 9-1-1 Program" Award



The Elmore County E911 office has successfully demonstrated how the transition to IP and VoIP within a PSAP can improve public safety, slash costs, and increase control of 9-1-1 operations. This leadership and vision not only helps improve the safety of Elmore County residents, by demonstrating a successful model that can be replicated around the country, it can help improve the lives of all Americans. When over 36 PSAPs had problems with 9-1-1 calls during and after Katrina, it highlighted the need for an IPbased emergency network enabling calls to be easily rerouted to other call takers if one PSAP fails or is unable to handle the sheer volume of emergency calls.

Elmore County had the vision and leadership necessary to answer the call for future emergency services today and is demonstrating what America's emergency service leaders are actively working toward – the development of a feature rich IPenabled emergency response system.

Chairman Kevin Martin: "Government Leader" Award



As a Commissioner at the Federal Communications Commission, and now as Chairman, Kevin Martin has been a steadfast supporter of 9-1-1 issues. He has made the deployment of E9-1-1 one of his highest priorities. Chairman Martin has a vision for our nation's communications policies, including the implementation of emergency communications and future technologies, that fully embraces the need for improved 9-1-1 and emergency communications. Under Chairman Martin's leadership, the FCC adopted rules requiring providers of VoIP services to supply E9-1-1 capabilities. He also led the FCC's quick action to facilitate the restoration of emergency communications services in the Gulf States in the aftermath of Hurricane Katrina.

The Fourth Annual Honors Gala

2007 Honorees

March 13, 2007

Rochester-Monroe County, NY: "Outstanding Call Center" Award



The Outstanding Call Center Award recognizes a state, regional or local 9-1-1 program for its excellence in key emergency communications areas ranging from the handling of emergency situations reported to 9-1-1 to the deployment and management of new technology. This year, we honor the combined emergency communications center for Rochester and Monroe Counties in New York.

The Mission statement of the Rochester-Monroe County Emergency Communications Department (ECD) reads: "Through our actions, we help save lives, protect property and assist the public in their time of need." This department serves as the consolidated PSAP for the entire Rochester and Monroe County area in New York State, an area encompassing some 735,000 citizens, providing dispatching services for 16 Police Departments, 45 Fire Departments, and 32 Emergency Medical Services Agencies. In 2006 the ECD received more than 1 million calls and processes 1.2 million CAD events for these agencies.

The ECD serves to integrate police, fire and emergency services, but also operates as an inter-governmental cooperation between Rochester and Monroe Counties. The ECD is fully compliant with Phase II E9-1-1 wireless technology and is among the first to incorporate the use of Pictometry aerial images along with digital mapping in its response capabilities. This not only allows for enhanced location verification, it also provides a visual image of the location and surrounding area for first responders.

More than a decade ago, a 9-1-1 call came into this call center from Jennifer Koon, a 16 year old that had been kidnapped and thrown in the trunk of her own car. Jennifer called 9-1-1 from her cell phone but because of her situation was unable to speak the 9-1-1 operator who answered. Having no ability to locate Jennifer, the call taker could only listen helplessly to the situation unfolding on the other end of the line. Jennifer's body was later found after she had been shot to death by her kidnappers. This tragedy inspired her father into public service and in 2004, the E9-1-1 Institute recognized NY Assemblyman David Koon as its first government leader of the year for his work on advancing E9-1-1 Issues in New York State. This same call center is being honored tonight for implementing the necessary technological changes to avoid another tragedy like the one that took Jennifer Koon's life.

The ECD has embarked on an impressive public education campaign in its community and has reached out and offered assistance to neighboring PSAPs in times of need. The ECD has also initiated an emergency medical dispatching program, assisting in the birth of over 86 babies. The Rochester-Monroe Emergency Communications Department has raised the bar for all Public Safety Answering Posts around the country and has successfully overcome budget challenges to transform their facility into a model call center. It is because of this dedication and the consequent lives that have been saved as a result that we are proud to present the Rochester-Monroe County Emergency Communications Department as the 2007 Outstanding Call Center of the Year.

Senator Bill Nelson: "Federal Leader" Award



Florida Senator Bill Nelson, a former astronaut, is currently serving his second term in the United States Senate where he sits on the Senate Committee on Commerce, Science and Transportation.

Following a tragedy involving the death of a baby girl in his home state of Florida because her parent's VoIP phone was unable to provide proper 911 support, Senator Nelson began a tremendous E9-1-1 advancement advocacy campaign which culminated in him becoming the original Senate sponsor of the I.P. Enabled Voice Communications and Public Safety Act. This bill became one of the most important pieces of E9-1-1 related legislation in the 109th Congress and would ensure that all VOIP 9-1-1 calls are routed to the appropriate public safety answering points, so that lives can be saved.

Senator Nelson has also been a tireless advocate for securing federal funding for PSAPs and he has fought to ensure that 9-1-1 services are considered an essential component of our nation's homeland security priorities. Senator Nelson worked tirelessly in the 109th Congress and continues through today to advance policy goals consistent with the Congressional E9-1-1 Caucus and the greater 9-1-1 Community.

Representative Bart Gordon: "Federal Leader" Award



Our second Federal Leader Award goes to Congressman Bart Gordon, who is a U.S. Army Reserves Veteran and has been a member of the U.S. House of Representatives since he was elected in 1984 from Tennessee's 6th district. He is currently the Chairman of the House Science Committee. Congressman Gordon's work in the House on behalf of VoIP customers has helped to move emergency communications into a new technological era.

Congressman Gordon has become the trailblazer in the U.S. House on making certain that emergency calls made from Voice over Internet Protocol (VoIP) services are connected properly and effectively with appropriate 9-1-1 call centers. He was one of the leaders in the House who recognized the need for placing 9-1-1 and E9-1-1 requirements on VoIP providers when he introduced the IP-Enabled Voice Communications and Public Safety Act of 2005. Among other important elements, the bill included a provision to ensure that 9-1-1 calls made using VoIP services receive the same level of liability protection currently in place for wire line and wireless 9-1-1 calls.

As an active member of the Congressional E9-1-1 Caucus, we are proud to recognize his leadership by presenting him with the Federal Leader Award for 2007.

Fire Captain Cary Cadieux: "First Responder Award"



Captain Cary Cadieux (kah-doe) is a seasoned firefighter who displays patience and understanding during instruction. His style of supervision combined with an overall readiness to inform, and instruct makes him not only an excellent mentor, but also an excellent partner when fighting a fire.

In the early morning of October 24th, 2006 ME89 Riverside County Department of Forestry and Fire Protection responded to a vegetation fire in the hills above Banning, California. The reported fire was being fueled by winds in excess of 60 miles per hour and was creating an extremely hazardous situation for the rural mountain population and homes in the area.

This fire, as it steadily increased in size would become ultimately known as the "Esparanza Fire." Captain Cadieux led his team of firefighters through the thick ash and smoke for 36 continuous hours. The crew of ME 89 along with several engines from Battalion 3 braved 60 feet scorching flames and zero visibility in their battle with a number of homes that had caught fire. Crews that were in the area of Twin Pines Road stated that the area looked like a war-zone. One particular firefighter stated that he saw Captain Cadieux walk from the smoke and ash and it had looked like "he had just walked from the gates of hell."

Ultimately five fire-fighters were killed in the Esparanza Fire though Captain Cadieux and his crew were able to save seven mountain homes. Captain Cadieux's

leadership and dedication illustrated how a first responder with the skills necessary can serve and protect the public in a way that is well above job description.

9-1-1 Cares: 9-1-1 Community Service Award



When disasters hit our communities, most people put their jobs on hold to take care of the families and homes. As people scramble to restore their lives, they rely upon first responders and the professional men and women who serve in emergency call centers and as first responders.

Founded by Kevin Willett, 9-1-1 Cares is a community service organization that is solely focused on taking care of those who serve others in times of disaster. 9-1-1 Cares was formed in the wake of the terrible events of September 11th, 2001. While working in New York City following the 9/11 attacks. Kevin, who has been a long time educator of call takers and dispatchers, witnessed once again the enormous toll that a disaster such as that which took place at Ground Zero can take on emergency personnel involved with recovery efforts.

Because of this scenario, 9-1-1 Cares was born and a safety net was created to take care of those whose lives are incalculably changed by the disasters and traumas that so few of us fortunately ever are forced to experience. 9-1-1 Cares continues to support those who worked at Ground Zero in the days weeks and months following September 11th.

Kevin was also present following the devastation wrought in August of 2005 by Hurricane's Katrina and Rita. While giants such as FedEx and UPS were still attempting to re-organize their infrastructure in the damaged areas, 9-1-1 Cares had already alerted its members of their activity in the area and were calling for donations.

However this organization does not only respond to large-scale disasters. In 2005 9-1-1 Cares activated 11 times from incidents ranging from assistance for a dispatcher's child who had developed bone marrow cancer, to the shooting death of a police officer, in the Line of Duty in San Antonio, TX.

Richard Muscat: "Local Government Leader" Award



Richard Muscat is the director of regulatory affairs for the Bexar Metro 9-1-1 Network District in San Antonio, TX. He has been sharing his legal expertise for emergency communications services, technologies and policy for over 15 years. Mr. Muscat's performance can be considered exemplary in influencing and driving all industry participants to work in a cooperative and successful manner.

Many segments and jurisdictions in Texas adopted the formal agreements and processes developed by Mr. Muscat to enable high-quality public safety services for IP-Connected users. These procedures have also been adopted in other States, thereby facilitating the creation of partnerships during VoIP implementations far beyond the borders of Texas.

His nominator and colleague Cary Spence declared: "Without Richard Muscat's high level of commitment and sacrifice of personal time, the availability of emergency services to IP-Connected callers via the native wire line E9-1-1 network would not likely be possible over the short period that it was achieved.

Through Mr. Muscat's willingness to make himself available around-the-clock (weekends and after hours), industry participants were able to implement the vital E9-1-1 service within an unprecedented period." Mr. Muscat has been recognized by his peers and colleagues as a front runner in 9-1-1 and e9-1-1 VoIP compliance in Texas and beyond.

Fairfax County, Virginia: "Call Taker/Dispatcher" Award



On May 8, 2006, a call of a carjacking ultimately led to one of the bloodiest and most traumatic days in Fairfax County history. After two nearby attempted carjacking and a successful third, a mentally unstable man entered the rear parking lot of the Sully District Police Station armed with an AK- 47 rifle, a bolt-action rifle and five handguns. During the ensuing confrontation with police, the assailant ambushed and mortally wounded a police officer, killed a detective, and fired off over 160 rounds of ammunition before being brought down.

In the midst of an emotionally charged and confusing situation, the team of call takers at Fairfax County relayed coordinating information in calm voices to the

police officers under fire. Their teamwork helped the police on the scene put an end to a tragic and dangerous situation that would only take more lives had it lasted longer.

The actions of those at the Fairfax Call Center who were involved in this traumatic experience illustrated the effectiveness of team work and group coordination during a time of severe trauma. Information was relayed quickly and effectively and because of that, lives were saved.

The actions taken by these call takers and dispatchers on this fateful day displayed how a team can work effectively even in the midst of a confusing and traumatic act. The history of these people together and their dedication to public service, speaks to the true values of public safety workers everywhere.

Stephen Seitz: "Industry Leader" Award



Steven Seitz is well known in the public safety community. Most of us know Steve from when he served as the Director of Legislative Affairs for NENA. Tonight, he is being honored for how he has extended his passion for public safety to his work in the industry sector. Steven has truly become a nationally recognized 9-1-1 coalition builder by facilitating the implementation of E9-1-1 for the country's largest VoIP service provider. That endeavor continues today, and he has spearheaded the regulatory and policy efforts that have gotten Vonage's E9-1-1 system where it is today.

Today Vonage has more than 94 percent of its U.S. subscriber lines equipped with Enhanced 911 (E911) the most recent upgrades bring the total number of lines fitted for E911 to more than 2 million. Since December 15, Vonage has equipped 50 locally-run emergency call centers across the U.S. with E911 -- bringing the total number of calling centers with emergency 911 service to more than 6,600. These milestones would not have been reached without Steven's dedication and ability to foster a cooperative relationship between industry and PSAPs.

Kaela O'Neill and Nina Hawkins: "Citizen in Action" Award



Kaela O'Neill is a 7-year-old in Second Grade in San Antonio, Texas. She recently moved to Texas following her father's assignment at Lackland Air Force Base. In May of last year when the O'Neill family lived in Florida, Kaela's mother Kirsten O'Neill started to have a severe asthma attack. Thinking quickly Kaela picked up a cell phone and dialed 9-1-1.

Fortunately for Kaela and her mother, on the other end of the line was Nina Hawkins who answered at the Okaloosa County Department of Public Safety. As Nina questioned Kaela about her mother's condition, Kaela continued to run back and forth between the phone and her mother.

Kaela was able to relay her regular phone number to Nina as well as her correct home address which aided in the speedy arrival of paramedics. Kirsten O'Neill said

that her daughter almost started to cry, but Kaela kept it together and realized she was the only person who could save her mother's life. Nina Hawkins is a certified Emergency Medical and Emergency Fire Dispatcher for Okaloosa County Department of Public Safety. Nina's professional, businesslike approach with customers, other team members, and response units are truly second to none. Her professionalism is also a trait that has led to the resolution of many critical situations during the course of her work.

Kaela O'Neill had the instincts and the education needed to pick up the phone and dial 9-1-1 and Okaloosa County had the experience and knowledge of Nina Hawkins to answer and guide Kaela through saving her mother's life.

9-1-1 For Kids: "Special Recognition Award"



In the early 1990's the State of Texas 911 Commission and the State of California partnered on the creation of a children's 9-1-1 education program that would target children ages 4 to 7 and 1) Deliver easy-to-remember messages about the proper use of 9-1-1; 2) Hold their interest and have universal appeal to all children; 3) Have guaranteed wide application; and 4) Have a long shelf-life.

As the program advanced, the State of California requested the assistance of San Jose and the California NENA organizations to partner with Texas for the launching of the 9-1-1 for Kids educational program. Emmy and Peabody Award winning Tony Urbano Productions signed onto the project team to create new 9-

1-1 mascots that would captivate children and deliver critical 9-1-1 information in a fun and memorable manner.

Since that program started over 12 years ago, more than 2 million children have already participated in the 9-1-1 for KIDS® classroom programs.

Through the dedication of individuals such as Tim Brown and Elise Kim the 9-1-1 for Kids program has certainly fulfilled the dreams of its early creators. The success of such a program comes from the talents of many. Particularly we want to recognize the efforts of Tim Brown in his role as National Chairman of Athletes & Entertainers for Kids and 911 for Kids, as he has helped over five million children and teens through mentoring and educational programs. Brown's phenomenal NFL career can only be shadowed by his service to youth and underserved communities throughout the nation.

Senator Conrad Burns: “Special Recognition Award”



In 2003, the Congressional E9-1-1 Caucus was formed in large part out of the vision of Senator Conrad Burns. Recognizing the need for greater federal attention on 9-1-1 issues, Senator Burns worked with Senator Clinton, Representative Eshoo and Representative Shimkus to create the first and only Congressional Caucus focused on E9-1-1 and emergency communications.

Burns has been a leader in advancing public safety issues throughout his public career. He championed the Wireless Communications and Public Safety Act of 1999 and the ENHANCE 911 Act of 2004 which created the first ever federal grant program to advance 9-1-1 services. There are literally dozens of bills which cover most every corner of communications law that began as a Burns-sponsored bill with a catchy acronym – his trade mark as a legislator.

Not enough can be said for all that Senator Burns has done to make 9-1-1 a leading public policy issue at the national level.

The Fifth Annual Honors Gala

2008 Honorees

March 4, 2008

Tony Sharpe: "Citizen in Action" Award



Four year old Tony Sharpe of North Pole, Alaska was home alone with his mother when she collapsed and lost consciousness during a gall bladder attack. Seeing that his mother was incapacitated and in need of help, Tony picked up the phone and called 9-1-1. He said: "Mommy is sick. Mommy needs an ambulance. Mommy fell over. She is sleeping." Tony was able to describe the apartment building where he lived to the North Star Volunteer Fire Department who received the 9-1-1 call. Firefighters arrived soon thereafter to provide first aid to Tony's mother, Courtenay, essentially saving her life.

Tony learned how to call 9-1-1 from a book his grandmother (Deidre Savarino) gave him called It's Time to Call 9-1-1: What to do in an Emergency. Tony's story reminds us all of the critical importance of 9-1-1 education. Parents, grandparents, and teachers should not underestimate the critical role even a 4-year

old can play in saving a life. As we see in the case of Tony Sharpe, teaching a child about 9-1-1 could save someone else's life.

Kevin Murray: "Industry Leader Award"



The Industry Professional Award honors an individual or organization in the commercial sector that has demonstrated exceptional contributions towards the advancement of emergency 9-1-1 communications. This year's award winner is certainly no exception.

Kevin Murray has 23 years of experience working with Public Safety Communications Systems. As a Senior Vice President for L. Robert Kimball and Associates, a firm dedicated to planning and implementing emergency communications systems throughout the country, Mr. Murray has become widely recognized as an industry leader and is active with NENA, NASNA, and APCO. His work has gained him the deep respect of the public safety community. Mr. Murray has also become a highly positive force to help public safety advance emergency communications policy issues.

Mr. Murray has led the development and implementation of numerous local and regional Enhanced 9-1-1 voice and data networks since 1980. He has also played significant roles in the development of NASNA's Model State 9-1-1 Plan as well as in the design and delivery of IP-enabled networks for 9-1-1 and emergency services. According to one of his colleagues, "what sets Murray apart is an ability

to channel his vision into good, sound business decisions...to advance and improve 9-1-1 service for the benefit of the public."

Becky Berger: "State Government Leader"



Becky Berger, 9-1-1 Program Manager for the State of Montana manages a small office which bears large responsibilities. She and her staff serve as the 9-1-1 Program Office for the State of Montana – the fourth largest state in the Union geographically speaking. There are 57 public safety answering points (PSAPs) covering a population of about one million people spread out over a land mass of about 147,000 square miles. Montana PSAPs and the wireless carriers serving the state face some of the most significant challenges to implement Enhanced 9-1-1. Ms. Berger and her team have worked diligently to secure funding to upgrade PSAPs and work effectively with the wireless providers to upgrade all but 9 PSAPs in the State.

Becky Berger has been in the center a highly successful effort over the past few years to implement E9-1-1 in one of the most rural settings in the country.

Patricia Michaels: "Call Taker/Dispatcher Award"



The Call Taker/Dispatcher Award honors the "First Responders" – the 9-1-1 call-takers and dispatchers who are on the front line every day. This year we are honoring a 22-year veteran from St. Clair County, Illinois who is known for the drive and determination she brings to her work.

Patricia Michaels received a frantic 9-1-1 call at 4:43 am on March 29, 2007. The call was from a VoIP (voice over Internet protocol) phone from a woman who was being assaulted by her husband armed with a scissors. Although the ALI ("alley") information on the call suggested that the call was coming from O'Fallon, Illinois, Patricia was able to determine, from interviewing the caller in the midst of this crisis, that the call was actually coming from Seoul, Korea. It turned out that the abused woman was making the 9-1-1 call over a computer from an apartment near a U.S. military facility. There was an 18-month old child in the home and the woman was trying to call for help in secret out of fear. Imagine the situation of the caller, desperate for help and in fear of her life, and her fate is in the hands of a call-taker half-way around the world.

Fortunately for the caller, that call-taker was the skilled and persistent professional of Patricia Michaels. Ms. Michaels quickly conferenced in a secondary PSAP in St. Clair County, Illinois which is Scott Air Force Base. The Air Force Base was able to help identify the Army base from which the call was coming from. The caller and her family had been placed in off-base apartment housing only 2 days

prior to the 9-1-1 call. Thus, the caller was not very familiar with her surroundings and the fact that she was located off the military base, meant that the South Korean National Police needed to be engaged.

Patricia Michaels managed to coordinate a dizzying array of military and South Korean police personnel to respond to this serious domestic disturbance from her post in St. Clair County, Illinois to get assistance to an abused woman half-way around the world. Patricia demonstrated great skill and dedication to assist someone in a circumstance where others may have given up. But, Patricia put her years of experience and dedication to work when the occasion required a remarkable effort.

William Boyd: "9-1-1 Technician Award"



The 9-1-1 Technician Award is a new award category this year. The purpose of this award is to honor the quiet leaders whose work is largely behind-the-scenes, yet essential to make 9-1-1 voice and data networks reliable and effective. Without their work, the calls would simply not go through.

William Boyd is being recognized for his extraordinary work to develop the State of Washington's advanced 9-1-1 infrastructure and preparing the state for implementation of the next generation 9-1-1 platform. Washington's network is one of the most advanced in the Nation and this is due, in large part, to the work of Mr. Boyd.

Mr. Boyd skillfully facilitated government and industry coordination, defining tactical development and strategic plans for 9-1-1. He is credited with saving the state taxpayers more than \$1.5 million a year in database charges. His colleagues applaud his leadership skills, collaborative style, and technical expertise.

***Minneapolis Call Center, Minneapolis, Minnesota:
“Outstanding Call Center Award”***



On August 1, 2007, the Interstate 35W Bridge spanning the Mississippi River in Minneapolis, Minnesota collapsed, sending dozens of vehicles into the river and resulting in 13 deaths and 86 injuries. This catastrophe on a major transportation artery during the afternoon rush hour tripled the normal 9-1-1 call load on the Communications Center with many of the calls coming from victims and witnesses on the scene. The rapid and effective response to this serious emergency has been widely heralded as a model response – this is due in no small part to the role played by the team on hand at the Minneapolis Emergency Communications Center on that day.

The disaster tested the new computer-aided-dispatch system, which features a new GPS-supported automatic vehicle location system, implemented by the Communications Center less than 6 months prior to this event. The system and the team proved worthy of handling the dramatic spike in calls caused by this major crisis. In addition, the new CAD system allowed the responders to view

extensive details of the dispatch prior to arriving at the scene, which greatly enhanced the efficiency of the rescue effort. The combination of wise technology adoption, professional training, and dedicated individuals and leaders allowed the Minneapolis Emergency Communications Center to rise to the occasion when one of the largest transportation catastrophes in U.S. history struck their community.

Laurie Flaherty: “Federal Leader Award”



Laurie is an emergency room nurse with 20 years of clinical experience with the U.S. Department of Transportation. She brings her health care background to the National Highway Traffic Safety Administration where she manages the Next Generation 9-1-1 Initiative for the Office of Emergency Medical Services. Laurie is widely recognized throughout the public safety community and telecommunications industry as one of the key leaders in the Federal government on 9-1-1 issues.

The public safety community has enjoyed Ms. Flaherty’s leadership on the USDOT Wireless E9-1-1 Project and implementation of the ENHANCE 911 Act of 2004. Many of us in this room know very well that the Next Generation 9-1-1 system of the future is going to reflect the dedicated work of Ms. Flaherty. Because of her leadership and engagement in this critically important effort, we know that the future of 9-1-1 is in good hands.

Glenn J. Winuk: "First Responder Award"



For more than 19 years Glenn Winuk was a volunteer firefighter and emergency medical technician in his hometown of Jericho, New York. He was also a partner at the law firm of Holland & Knight in New York City. Glenn was at his law office located just a few blocks from the Twin Towers of the World Trade Center when terrorists attacked there on September 11, 2001. He died in the rescue effort when the South Tower collapsed.

Glenn Winuk was not a typical lawyer working in downtown Manhattan. He was a highly trained public safety officer, specially certified in building collapse rescue training and for numerous other hazards. Glenn was always quick to aid someone in danger. On September 11th, he ran from his evacuated office building to Ground Zero moments after the attack to help the victims as others fled for safety. Because of his close proximity to the World Trade Center, he was likely one of the first public safety officers on the scene.

In 1993, Glenn did the very same thing when terrorists set off a bomb in the basement of the World Trade Center – he ran toward danger to help those in need. This time, however, he would join the other fallen heroes who gave their lives to help save others.

Being a volunteer firefighter and EMT who doubled as a lawyer, Glenn's honor became clouded in an unfortunate and lengthy legal battle with the federal

government as to whether or not he was covered under a federal compensation program designed to honor fallen emergency workers and assist the families of public safety officers killed in the line of duty. The U.S. Justice Department argued with Glenn's family over a technicality about his status as a member of the Jericho Fire Department at the time of his death. Glenn's fire department, and many other officials, including the New York State legislature and NY Governor George Pataki, on several occasions certified Glenn as a line of duty death. Finally, following a June 2007 federal court judge ruled overwhelmingly in Glenn's favor, the U.S. Department of Justice dropped all further appeals this past January. Glenn is now formally recognized by the United States as a first responder who died in the line of duty and qualifies as such under the Public Safety Officers' Benefits Act.

Glenn's service is certainly no less heroic or deserving than any other first responder. Indeed, his service is even more admirable in light of the fact that he was not on duty – he was a trained volunteer who chose to respond when help was needed. He was not the kind of person who waited for an assignment to provide help. By honoring Glenn Winuk, we are not only recalling his individual heroism and sacrifice, but we also honor all the first responders and volunteers who have had to fight for health care and pension benefits, and struggle to receive recognition for their service to their country on September 11th.

The Sixth Annual Honors Gala

2009 Honorees

March 24, 2009

Tyson Click: "Citizen in Action" Award



On July 12, 2008, 8 year-old Tyson Click of Stephenville, Texas was on an errand to the bank with his grandmother, Ella Click, when she suddenly became violently ill in the car. Although they did not know it at the time, Ella had burst a blood vessel and her stomach was rapidly filling with blood. Remarkable, despite the obviously terrifying nature of the situation, Tyson calmly dialed 9-1-1 from his grandmother's cell phone.

In a conversation with the dispatchers at the Stephenville Police Department later described as "poised," this little hero answered all of the call taker's questions and was able to direct responders to their location in only six minutes. By coolly maintaining his composure and following the instructions of the dispatchers, Tyson was able to assist emergency personnel in getting his grandmother to the hospital in time to save her from bleeding to death. Since the incident, Ella Click has recovered and is doing well.

For his bravery and common sense, Tyson has received the North Central Texas Council of Governments' 9-1-1 Kid Hero Award, presented to him at the City of Stephenville City Council Meeting. He was also presented with a "Display of Courage" Certificate by the Stephenville Chief of Police.

Linwood W. "Bill" Hobgood, Jr.: "9-1-1 Technician"



With over 37 years of experience in public safety communications, Bill Hobgood , the Systems Development Leader for Richmond, Virginia's Department of Information Technology, is always thinking of how to make technology work better for the community.

Bill leads a team of developers in the programming, implementation and enhancement of automated computer systems that support the City of Richmond's Public Safety Answering Point, or PSAP's. Not only is he the architect of Richmond's current computer aided dispatch, or CAD system, but has since the beginning been its primary source of technical support. Recently, his expertise and his involvement with APCO's alarm data exchange project has resulted in 4,500 fewer calls to the PSAPs, increasing efficiency of the machine to machine data transfers prevalent in emergency communications today.

Bill serves as APCO's Data Transfer Committee Chair and is a member of APCO's Telematics Committee as well as a steering committee member for the Public Safety Data Interoperability(PSDI) Project. In 2006, he was presented with

the City of Richmond's Sherwood Reeder Award, the highest award that a City of Richmond employee can receive. In 2007, Bill was presented APCO Internationals' 2007 Technologist of the Year Award.

Indiana Wireless 9-1-1 Program: "Outstanding 9-1-1 Program" Award



In deploying the first state 9-1-1 network on self-healing fiber optic cable, Indiana is leading the nation in the crucial technological advance to Next Generation, or NG9-1-1 architecture. Under the experienced leadership of Executive Director Ken Lowden, the Indiana Wireless Enhanced 9-1-1 Advisory Board has blazed a trail for other activist state 9-1-1 officials to move their programs into fast-forward by mapping out the comprehensive blueprint for action contained in the Indiana Statewide 9-1-1 Plan.

Linking Indiana's Public Safety Answering Points on a shared fiber backbone, rather than each PSAP having its own connection has resulted in significant savings. Capitalizing on its improved infrastructure, the state is positioning itself to better adapt to the challenge of meeting the demand for emergency communications systems to interface with all forms of evolving digital communications technology. This type of initiative and coordinated planning should serve as a model for other states in building a foundation that provides efficient service in the present and remains flexible to change in the future.

Kevin Sugg, Assistant Police Chief: "First Responder Award"



Assistant Chief Kevin Sugg of the Alamo, Tennessee Police Department demonstrated initiative and bravery in his actions when he responded to an emergency BEFORE a 9-1-1 call was even made.

Chief Sugg was off-duty wrapping up Christmas shopping for his family when he saw smoke coming from the Heavenly Angels Day Care center. He rushed to the scene to find the building on fire, whereupon he kicked open the door and began searching for victims. Despite an asthma condition and a lack of equipment, Office Sugg took two trips into the smoke-filled structure to rescue three children, ages 10 months to 2 years, and bring them to safety. Afterward, he was hospitalized for smoke inhalation but was back on the job the next day. His selfless devotion to duty and his community represents the finest examples of the men and women we rely on to be first on the scene.

Governor Linda Lingle: "Government Leader" Award

Governor Linda Lingle of Hawaii has made extraordinary efforts to promote and advance 9-1-1 services in the State of Hawaii. Governor Lingle expertly led the legislative initiative to secure the necessary funding for the technology upgrades required for receiving 9-1-1 calls from wireless phones. As a result, she was instrumental in Hawaii's achievement of 100% operational Phase Two Wireless 9-1-1 for the entire state in only eighteen months. This accomplishment is even more

remarkable given the unique geography of Hawaii with many isolated islands separated by the ocean.

In 2004, Governor Lingle signed into law Act 159, creating a Wireless Enhanced 911 (WE911) Board that is administratively attached to the Hawaii State Department of Accounting and General Services. Since then, the board has been successful in achieving the goals of the federal-sponsored WE911 program and setting the framework to expand the service to ensure the location of all cell phone callers requiring assistance is easily accessible to emergency personnel.

Lieutenant Tracy L. Felty: "Government Leader" Award



For more than a decade, Lieutenant Tracy L. Felty, the E9-1-1 Coordinator for the Saline County, Illinois Sheriff's Department, has led efforts to keep Saline County on the cutting edge of technology, enhance training and improve the overall quality of E9-1-1 services.

A tireless advocate on the behalf of E9-1-1, Lt. Felty has worked with policymakers locally and in Springfield, as well as in Washington. By reaching across jurisdictional lines at all levels of government, he has forged partnerships that have yielded measureable gains in bringing E9-1-1 to the residents of the vast region of Southern Illinois. As a case in point, he is currently leading a coalition of public and private entities in a 17 county initiative to bring Next Generation 9-1-1 to the communities of this largely rural area.

Through his hard work and determination, Lt. Felty has earned the respect and esteem of his colleagues in public safety. His devotion and leadership is an invaluable asset to both his home county and to the greater good of advancing E9-1-1 everywhere.

Karla Seago: "Call Taker/Dispatcher" Award



Karla Seago of the Randolph County, Alabama E9-1-1 has demonstrated consummate professionalism in handling a critical situation proves there is no such thing as an ordinary day for the thousands of men and women who are the vital link between the citizens of the communities they serve and the help they desperately need.

Following the seemingly routine dispatch of a deputy to a domestic violence call, Ms Seago and her colleagues were horrified to receive a distress call from an officer down. The deputy had attempted to stop the male subject fleeing the scene in a stolen vehicle and had been dragged beneath the SUV. He then watched in terror as the suspect revved the engine and came back to finish him off. The officer was able to evade the second attempt on his life, but the assailant sped away across the state line into Georgia.

It was then determined that the vehicle was equipped with OnStar, the in-vehicle safety and security system designed to protect owners and assist first responded to that end in an emergency. Calmly and professionally, Ms. Seago, working both the

phone and the radio, was able to constantly update local Alabama Authorities and the Georgia State Police with turn-by-turn information provided by OnStar.

Michael J. Mangini: "Industry Professional"



Michael Mangini has almost 30 years of experience in emergency communications in both the public and private sectors. He currently directs PlantCML's Solutions Engineering Team, and since 2000 has served in engineering leadership roles on all of PlantCML's largest and most complex projects.

Prior to joining PlantCML, Michael was the Director of Technical Services for the City of Boston, Emergency Medical Services. In 1991, he was appointed by the Governor as a founding member of the Massachusetts Statewide Emergency Telecommunications Board where he served from 1989 to 2000. As chairman of its standards committee, he was instrumental in the development and implementation of one of the largest and most successful statewide 9-1-1 programs in the nation.

Michael has been an active member of the Association of Public Safety Communications Officials International (APCO) since 1986 and was awarded APCO's highest membership honor "Life Member" in 2001. He was also a recipient of the APCO Presidential Award, 2007-2008. Michael has also been a member of the National Emergency Number Association (NENA) since 1987 and served as President of the Massachusetts NENA Chapter.

Harris County Sheriff's Office: "Outstanding Call Center" Award



The Mobile Command Unit of the Harris County Sheriff's Department in Houston demonstrated bravery and excellence in their heroic response to the impact and aftermath of Hurricane Ike on the Texas coast.

In the pre-dawn hours of September 12, 2008, a convoy of 19 members of the Mobile Command Unit embarked with a considerable fleet of equipment on a 150 mile journey to relocate their post out of harm's way. Ironically, in order to preserve the viability of the Unit's operations, many personnel were leaving their homes and families in the path of the impending category 2 hurricane. In spite of the emotional stress generated by this unfortunate necessity, these highly-trained, highly motivated emergency professionals dutifully positioned themselves to respond to the unknown trials that lay ahead.

In the wake of Hurricane Ike, these dedicated individuals began what for some of them would ultimately become a grueling odyssey in their efforts to meet the needs of the local emergency agencies hardest hit by the storm. Upon their return to Harris County, the Mobile Command Unity successively provided 9-1-1 service to the cities of Houston, Pasadena and Seabrook while permanent repairs could be made to the damaged communications center. The Seabrook deployment lasted a record 72 days due to the extensive damage to its 9-1-1 operations.

Tom Breen: "Industry Professional" Award



Tom Breen has 31 years experience in the telecommunications industry, 20 of which have been in the field of E9-1-1. He has served as AT&T's E9-1-1 Network Architecture & Infrastructure Strategic Planner since 1997. Tom provides expertise and advice on technical and operational matters related to all aspects of E9-1-1 to the AT&T E9-1-1 Product Team as well as the E9-1-1 industry and public safety community at large.

In 1999, Tom earned and still maintains certification as an Emergency Number Professional (ENP) from the National Emergency Number Association (NENA). He currently serves as the Chair of NENA's Technical Committee and is NENA's representative to the Next Generation Partner Program. Tom has shown that he has the skills to understand, manage and lead in the development of E9-1-1 services with a commitment that is second to none.

The Seventh Annual Honors Gala

2010 Honorees

March 15, 2010

Shaintaile Perry: "Citizen in Action" Award



Shaintaile Perry is 17 year old high school student and works at a waitress at a local restaurant from Mt. Carmel, Illinois. On September 6th, 2009, at 9:09am, a coworker of Ms. Perry collapsed on the floor in the restaurant. Shaintaile had another coworker call 911 and immediately checked for a pulse. Finding no signs of life Shaintaile began CPR and continued CPR until the paramedics arrived. Her actions saved the life of her co-worker.

Craig Schulz: "9-1-1 Technician" Award



Craig Schulz has been employed by the Raleigh-Wake Emergency Communications Center of North Carolina for 14 years and in four different capacities. As an experienced dispatcher and former rescue squad member, he brings an operational understanding of emergency communications to his technical services role. While officially Technical Services Supervisor for less than two years, he has performed that function for six; helping to plan, install, maintain and coordinate a variety of systems. During the past year, Craig has also assumed management of the City of Raleigh Communications and Electronic Maintenance shop, and GIS and CAD file maintenance has come under his umbrella. When the Raleigh Police Department undertook conversion from UHF to 800 MHz radios, a technical position was created to perform the required programming. Again, the overall responsibility for this programming was assigned to Craig.

Craig has been instrumental in implementation of a traffic camera monitoring system for the 9-1-1 center, upgrades of CAD and related software, conversion from analog telephone to VoIP, a full-scale test of our backup PSAP, upgrade of the Raleigh-Wake Intranet and computerized training modules, transition to a virtual server mode and energy efficiency, and installation of an Automatic Vehicle Location (AVL) system. Additionally, by making information available to users online, Craig has eliminated telephone requests that formerly had to be answered by tele-communicators, reducing our non-emergency calls by 10%.

Fort Worth Police Communications Center: "Outstanding 9-1-1 Call Center" Award



Fort Worth, Texas is one of the fastest growing cities in the country and has a population of over 700,000 citizens. Several new programs have been implemented over the past year to improve service at the Fort Worth Police Communications Center. In the past year, the call center has been able to decrease the number of callers who had to wait for a tele-communicator by 6% as well as decrease the employee attrition rate by 7%. Rosetta Stone was purchased by the department and installed on a computer for each person to use to better learn the Spanish Language. Several employee committees were formed that has improved the work environment such as the Communications Newsletter committee, an Employee of the Month committee, a Quality Assurance Committee, a CAD Enhancement Committee to name a few.

Office of Unified Communications: “Outstanding 9-1-1 Program” Award



Personnel at the Office of Unified Communications successfully processed a record influx of 10,000 calls associated with the celebration surrounding the inauguration of President Barack Obama. The OUC is responsible for dispatch of the Metropolitan Police Department, as well as Fire and Emergency Medical Services (FEMS) and public services within Washington, D.C. During the inaugural celebration, the OUC dispatched from both their new, state-of-the-art Unified Communications Center (UCC) and redundant back-up facility, the Public Safety Communications Center (PSCC). Tactically, this allowed for District Public Safety Operations to manage the large volumes of incoming calls to both 9-1-1 and 3-1-1 (the number for city services and information).

On the day of the inauguration, operators relied on the CAD system to field calls, create and update incidents and manage emergency response resources. Mobile dispatch technologies extended incident management capabilities to remote field and mobile units stationed near the special event area and provided responders in the field with access to the same information that operators at the UCC and PSCC relied on for efficient response. Additionally, the CAD map used in the remote and mobile applications provided routing to emergency vehicles, which assisted with event-related street closures.

As part of the preparation for the inauguration and related activities, personnel used the CAD map to create a special “event zone” around the plaza, parade route

and other designated event areas. When 9-1-1 calls came from inside this zone, they were routed to the proper remote dispatch event area where they were immediately handled by dispatchers associated with the special event zone. This reduced response time as dispatchers were able to swiftly deploy the appropriate mobile personnel on foot and bike.

Darien EMS Post 53 Inc.: "First Responder" Award



For almost 40 years, EMS Post 53 has provided the town of Darien, CT with emergency medical services, while providing local high school students with an exceptional opportunity to serve their community. Its dedicated volunteers man 3 fully-equipped state-of-the-art ambulances, 24 hours a day, 365 days a year. None of their funding comes from any local, state, or federal funds. Instead they earn almost half of their yearly budget from two annual events: Their Memorial Day Food Fair in the spring and the Art Show in the winter.

Each year approximately fifteen high school students, at least 14 years of age, are selected to be members from a large pool of applicants. Over the course of their four-year career at Post 53, members progress through five roles: Candidate, Radio Roomie, Rider, State-Certified EMT, and then Driver, usually by their Senior year.

Since Post 53's inception in 1969, emergency medical training has been the organization's primary mission. The Stamford Emergency Medical Services'

Paramedics are part of Darien's Emergency Medical Triad. When a patient needs Advanced Life Support a Stamford paramedic is immediately dispatched by Post 53 personnel to assist the Post 53 crew.

Judy Flores: "Government Leader" Award



As the Director of Emergency Communications for the Black Hawk County Consolidated Communications Center in Waterloo Iowa, Judy Flores has spent her career working on the front lines, leading the charge to implement the next generation of emergency 9-1-1 communications. She completely rebuilt her Center after a devastating flood ravaged much of downtown Waterloo in June of 2008. Undeterred by what would be seen by many as daunting setback, she volunteered her PSAP to launch the nation's first 9-1-1 Text Messaging service in July of the very next year. Judy worked closely with the technical team through an aggressive, challenging deployment schedule to integrate this ground-breaking technology into her Center's daily routine. When the time came for the unveiling of this important advance in emergency communication capability, Judy overcame her usual aversion to the limelight, jumped into the driver's seat and did an on-camera live demonstration at NENA 2009.

Jesse Lynn Avery: "9-1-1 Call Taker" Award



Jesse Avery is the senior dispatcher at Cripple Creek Emergency Communications. Ms. Avery has successfully fielded three highlighted calls in 2009. The first call was from a man in Colorado Springs worried about a friend's potential intent to commit suicide. Ms. Avery quickly gathered the pertinent details and relayed them to the officers without interrupting the call using CAD technology. Ms. Avery also professionally handled a prank call that received nationwide attention. Ms. Avery also took a call involving multiple patients in a two-car accident and for the first time ever, used a newly installed EMSsystem at the call taker center, a computer-based state notification system for hospitals and helicopters. In all there were eight Fire/EMS/Law agencies responding, two helicopters coming from two different cities as well as two hospitals in contact with Ms. Avery. She was commended by all involved for her handling of the call.

Larry Arnold Scott: "Industry Professional" Award



In 1995 Mr. Scott began a company named 911 ETC out of his own home with the vision of helping businesses and schools to implement E911 solutions that would ensure accurate location information was attached to any outgoing emergency 911 call placed. Convincing owners of multi-line telephone systems that they had a responsibility to provide an E911 solution was no easy task at the time Mr. Scott founded the company, legislation requiring action was virtually non-existent. However, he persisted and after three long years of passionately attempting to turn his idea into reality. Today, 911 ETC has become a national leader in helping to provide large enterprises, small businesses, universities, schools and the government a complete E911 solution for their multi-line telephone systems and VoIP, with customers numbering in the hundreds and including such organizations as Macy's, Hyatt Hotels, World Vision, Social Security Administration, Princeton University and the Department of Defense.

*The Denise Amber Lee Foundation: Special Award - "9-1-1 Advocacy"
Award*



Nathan and his two son's lost their wife and mother, Denise Amber Lee, in January 2008. Denise was kidnapped, raped, and murdered. Reports to the various agencies in Florida were received but due to a lack of technology, training, and communication, the 9-1-1 system, in its totality, failed the Lee family. Instead of taking his anger and despair out on our profession, Mr. Nathan Lee has become a major advocate for the 9-1-1 system and the dispatchers who are a part of the system. Nathan and his family have established The Denise Amber Lee foundation to promote and support public safety through uniform training, standardized protocols, defined measurable outcomes, and technological advances in the 9-1-1 system. Nathan and the foundation have been working tirelessly to make 911 training mandatory across the nation, not voluntary as it is in many states. Nathan and the Denise Amber Lee foundation are encouraging, through their participation in conferences and media events, to make sure all 911 professional receive the most comprehensive and innovative training so that the public they serve receives the best service possible.

The Eighth Annual Honors Gala

2011 Honorees

March 29, 2011

Alexandria Police Department: "First Responder" Award



The First Responder Award is given in appreciation of the dedicated professionals in law enforcement, fire, rescue, and telecommunications who assist in the resolution of an emergency situation.

In July of 2010 a carjacking in Arlington County, Virginia gave way to a chase that culminated in the suspect crashing the vehicle outside of the Alexandria City Hall, where a City Council meeting was taking place. The suspect, armed with a handgun, ran into the crowded City Hall building. The dispatching group of the Alexandria Police Department quickly gathered information from calls and coordinated an extensive response effort that ultimately included more than 30 officers, a full SWAT team and several hostage negotiators. Additionally, the group activated the city's Reverse 9-1-1 system to notify those living in the surrounding neighborhood. The team remained calm and focused during an

extremely stressful and dangerous call, and their efforts led to the apprehension of the gunman without anyone getting hurt. We are proud to honor the men and women from the Alexandria Police who use the Reverse 9-1-1 system and acted quickly and professionally to coordinate police response and protect surrounding citizens.

Marilyn Anderson, Leslie Lewis, Kimberly Welch, Linda Garcia, Rick Czarnowski, Chavonte Pollard, and Heather Vice of the Alexandria Police were present to accept this award.

Angie Phillips and Ryan Reed: “Outstanding Call Taker” and “Citizen in Action” Awards



This award highlights the fact that for a 9-1-1 call to have a successful result, it takes two to do the “Texas 2-Step.”

Truly successful 9-1-1 calls involve cohesive and effective collaboration between the caller and the call-taker. The actions of Ryan Reed and Telecommunicator Angie Phillips on October 24, 2010 perfectly exemplify this collaboration. 16 year old Ryan, who has Asperger’s syndrome, was a passenger in an SUV driven by his

grandfather. They were headed westbound on I-30 through Arlington, Texas when his grandfather suffered a massive heart attack and lost consciousness. Ryan quickly dialed 9-1-1 from his cell phone, and the call was answered by Telecommunicator Angie Phillips. Ryan and Angie remained remarkably calm as they worked in concert toward a successful outcome. Ryan wasn't sure of his exact location, but his description of landmarks helped Angie locate the SUV and relay that information to first responders. Angie successfully instructed Ryan to pull over and safely stop the vehicle, not only protecting Ryan and his grandfather, but other passengers as well. As they waited for the fire and EMS units to arrive Angie reassured Ryan that help was on the way. Ryan's grandfather was rushed to the hospital where he underwent a quadruple bypass surgery. Angie and Ryan's ability to remain calm and communicate clearly saved his grandfather's life and 30 days later he had recovered fully and returned home, just in time for Thanksgiving. When the family sat down for their Thanksgiving meal last fall, they said "grace" by re-playing the 9-1-1 call that saved Ryan's grandfather, because the family wanted to listen again to the voice of their angel named Angie.

City of Aurora Public Safety Communications: "Outstanding 9-1-1 Call Center" Award



The Outstanding 9-1-1 Call Center Award honors a Public Safety Answering Point (PSAP) for its excellence in key emergency communications areas ranging from the handling of emergency situations reported to 9-1-1 to the deployment and

management of new technology.

The City of Aurora Public Safety Communications Department has managed to exceed standards in the areas of training, customer service, and teamwork, despite the challenges of budget constraints and new staffing requirements. Over the past several years, the department has overhauled existing training programs and implemented new ones, including a very successful 3 year cross-training program in police and fire dispatch for call-takers. They are also in the end of stages of developing "The Leadership Project," a research-based, 12-course program aimed at leadership development. The course has caught the attention of the University of Phoenix, which is offering college credit to employees who complete the program. In addition to employee morale and mentoring programs, the department offers an extensive, volunteer-based 24 hour peer support program. Volunteers are rigorously trained to offer support and referrals to their colleagues dealing with personal stress, work-related stressors and critical incident stress and grief. Thanks to these improvements, the department now enjoys a 100% new hire retention rate, a significant reduction in overtime, high employee morale, and excellent service to the city of Aurora. The Aurora Public Safety Communications Department has become a model for training and leadership.

John Garner: "Industry Professional" Award



The Industry Professional Award honors individuals in the commercial sector who make exceptional contributions towards the advancement of emergency 9-1-1 communications.

John Garner, a Director in AT&T's Network Regulatory group, has been involved with the industry's efforts to develop and deploy wireless E9-1-1 service for over ten years. John's commitment, however, is not limited to his work with AT&T. He has been actively involved in several standards and advisory groups, serving as Vice Chair of NENA's Network Committee, and as a member of NENA's Non-Traditional Communications Committee, APCO's Emerging Technologies Working Group, and ESIF's Advisory Group. Prior to his work with AT&T, John spent 16 years working in PSAPs, giving him a unique and invaluable perspective that incorporates both the day-to-day challenges faced by PSAPs and the larger regulatory issues facing E9-1-1 and emerging technologies. John is being honored for his many years of dedication to advance 9-1-1 technology.

George Heinrichs: "Industry Professional" Award



We have a second industry professional to honor, and this one is second to none.

George Heinrichs is the president and cofounder of Intrado, the nation's largest provider of emergency communications infrastructure and services, and is recognized as one of the 9-1-1 legends. During the course of his 30 year career,

George has worked tirelessly as an advocate for the industry, particularly in regards to the development and implementation of Next Generation 9-1-1. George has received the National Emergency Number Association's William H Stanton National 9-1-1 Service Award, the Denver Telecom Professionals Executive of the Year award, and the Ernst & Young Entrepreneur of the Year Award for Technology. As a recognized emergency services expert he is acutely aware of the need for government and industry leadership to keep 9-1-1 at the forefront of rapidly developing consumer telecommunications technology. In this regard, his passion is unmatched.

Greater Harris County 9-1-1 Emergency Network: "Outstanding 9-1-1 Program" Award



The Outstanding 9-1-1 Program Award recognizes an innovative and forward looking plan to enhance the future viability of public emergency communications systems.

The Greater Harris County 9-1-1 Emergency Network is an excellent example of an approach to efficient, reliable public safety services through an eye to call-taker training, professional growth, technological development, and community involvement and education. Their recently completed headquarters is a Silver LEED Certified, a hardened secure facility that houses all 9-1-1 systems. It serves approximately 20% of Texas' population in 49 cities and 2 counties and has a self-managed, in house ALI database. They have also implemented a Location

Validation Function and Emergency Call Routing Function in preparation for a full migration i3. Furthermore, Greater Harris County 9-1-1 has demonstrated a deep commitment to public education at the community, state, and national levels. Their multi-faceted approach has allowed the program to lead the way in mission critical emergency communications technology.

Michael Alwes: "9-1-1 Technician" Award



The 9-1-1 Technician Award honors an individual or organization in the commercial sector that has demonstrated exceptional contributions towards the advancement of emergency 9-1-1 communications.

As a member of Verizon's 9-1-1 Team, Michael Alwes has supported the Fairfax County Department of Public Safety Communications and other PSAPs in Northern Virginia for over 20 years. The department relies heavily on Michael for help and expertise with everything related to their 9-1-1 telephony systems. He is a capable multi-tasker and offers quick, effective resolution of tasks and issues that arise. As Lead Technician, Michael was responsible for the smooth transition as the department moved to a new facility and nearly doubled its number of call-takers. He enjoys the respect and appreciation from PSAP officials and industry colleagues.

Paul Laney: "Government Leader" Award



The 9-1-1 Government Leader Award honors a local leader whose work has made a positive impact to advance 9-1-1.

Cass County Sheriff Paul Laney's job is twofold: he serves as Sheriff of Cass County, North Dakota and as Chairperson of the Board of Authority for the Red River Regional Dispatch Center in Fargo, North Dakota. The consolidated dispatch center is the first to serve counties in two separate states and is considered a model of consolidation and cooperation among governmental leaders. During his tenure, the area has weathered 2 major floods (one in 2008, the other in 2010) which required intense, prolonged responses and a severe winter storm that involved a 100 car pileup and a 3 day search and rescue operation. Paul's response to each of these incidents has earned him high praise. Following the 2010 flood, Paul's testimony was heard in the US Congress as part of an appeal for permanent flood protection. He has also been working with the North Dakota legislative body,

providing suggestions and strategies for 9-1-1 device fees, required voting periods, mapping, open records and PSAP standards and guidelines. As chairperson, Laney is responsible for the overall policy and direction of the center, and has promoted E9-1-1 capabilities while laying the groundwork for Next Generation 9-1-1. We are pleased that Paul is able to join us as his community is busy preparing for what might be record flooding in the Red River Valley.

Paul Nicholson: "Citizen in Action" Award



This year's Citizen in Action Award recognizes a person who has shown a deep commitment to 9-1-1 education and awareness.

Paul Nicholson's life was saved by a 9-1-1 call. Following a terrible accident that sent him to the hospital, Paul Nicholson's son told him he didn't know what he would do in an emergency. That conversation became a defining moment for Paul, and he has since dedicated countless hours and resources to educating children about 9-1-1. Paul began visiting kindergarten, first and second grade classes and educating them about how and when to call 9-1-1 and what to tell the dispatcher. He organized the implementation of the 9-1-1 for Kids program in Eureka, California and, with his colleagues, purchased a 9-1-1 simulator for the community. In 2006, Paul estimated that he had taught 3,000 kids how to call 9-1-1. That number has undoubtedly risen, as today Paul is booked 4-5 hours every week, visiting schools across the nation and educating young children about 9-1-1. The story of Paul Nicholson is inspiring to all of us. He is a citizen leader who

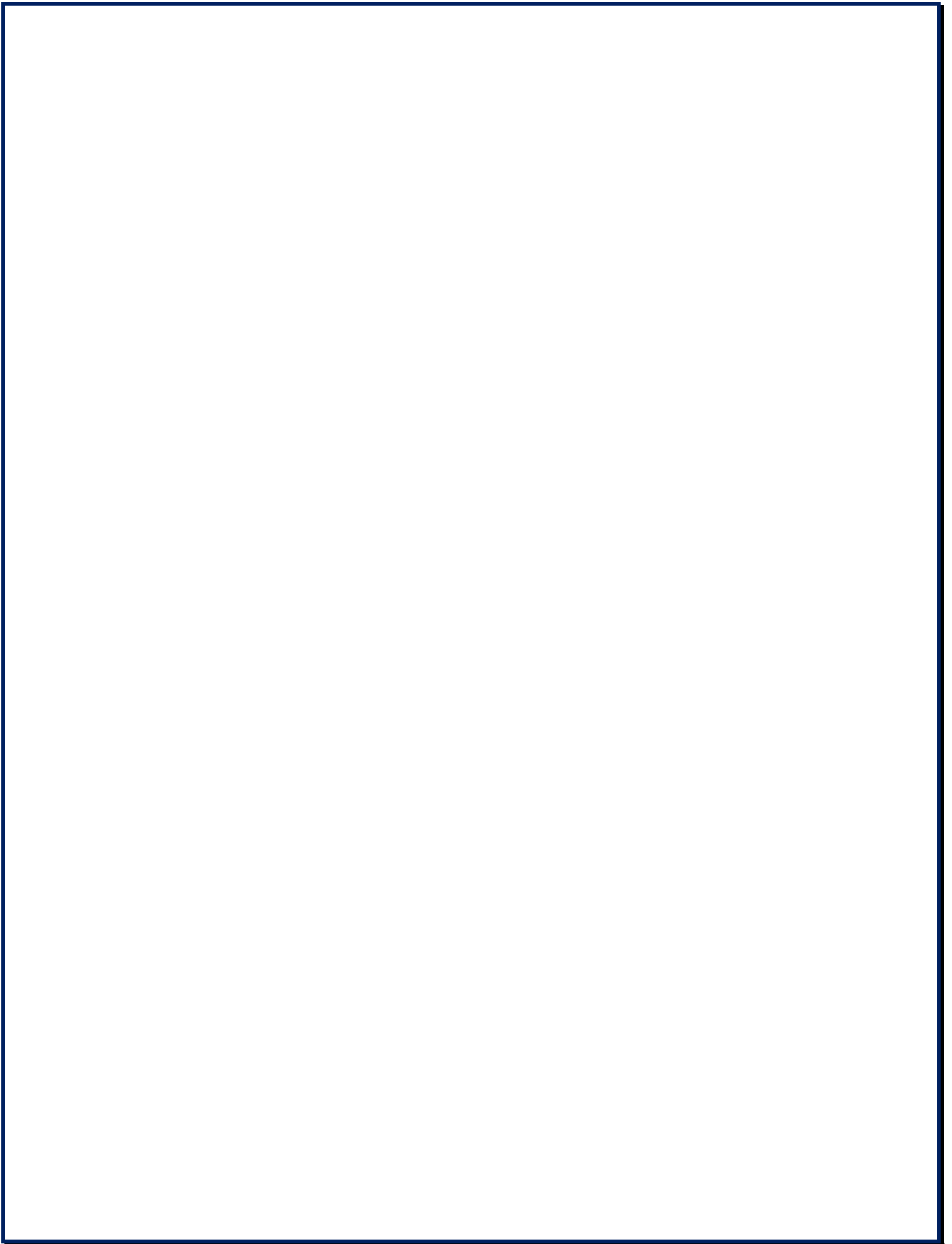
volunteers his time to teach kids about 9-1-1. It is fitting that we honor Paul and his work tonight – on the eve of National 9-1-1 Education Month in April.

Julius Genachowski: “Federal Leader” Award



The Federal Leader Award recognizes the efforts of federal officials in developing and implementing public policy to advance the capabilities of 9-1-1 emergency communications.

Since becoming FCC Chairman in 2009, Julius Genachowski has worked hard to advance federal policy initiatives that promote the transition to Next Generation 9-1-1 and has publicized the need for national broadband deployment to ensure successful implementation. With Chairman Genachowski’s leadership, The FCC has highlighted the needs of public safety in the FCC’s National Broadband Plan released in 2010 and in subsequent dockets that reinforce the need to move from the legacy 9-1-1 to a system that can harness the life-saving potential of text, photos and videos in emergency situations. Since then, the FCC has issued several Notices of Inquiry seeking public input on wireless location accuracy, Next Generation 9-1-1 transition, and interim text to 9-1-1 solutions. Chairman Genachowski has repeatedly shown his commitment to public safety and emergency communications. The 9-1-1 community – including the NextGen 9-1-1 Caucus – has enjoyed the increased visibility and attention on the Federal level. We greatly appreciate Chairman Genachowski’s leadership.



The Ninth Annual Honors Gala

2012 Honorees

March 27, 2012

Cynthia Almendarez: "Citizen in Action" Award



This year's Citizen in Action Award goes to a young lady who not only demonstrated great skill in responding to a life-threatening situation, but it also underscores the language challenge facing 9-1-1 in the diverse society that exists throughout America.

Cynthia Almendarez is credited with helping to save her cousin's life on July 13, 2011. When her cousin, not yet two-years-old, stopped breathing, Cynthia called 9-1-1. She provided the dispatcher with her name, address, apartment number and phone number and communicated to the dispatcher the problem. Cynthia then relayed instructions to her mother, who speaks almost no English, to perform CPR on her cousin, bravely translating the instructions English to Spanish and making sure her mother followed every instruction correctly. After ensuring that the door was unlocked for responders, she continued working with the dispatcher and her mother until EMS arrived. Her cousin began breathing again as a result of the CPR. The Assistant Director of Fairfax County Department Public Safety Communications, Roy Oliver, who nominated Cynthia for this award, stated

“Cynthia’s ability to translate the CPR instructions flawlessly into Spanish and her composure saved valuable time and Christopher’s life.”

Brian Daly: “Industry/Private Sector Award” Award



Brian Daly, Director of Core Network & Government Regulatory Standards at AT&T, is a champion of communications causes of all kinds. He has significant accomplishments in the telecommunications industry that include the development of new network architectures and features for both wireline and wireless networks. Brian is a member of multiple panels, including the FCC’s Technological Advisory Council and the FCC’s Emergency Access Advisory Committee, and is a contributor to the FCC’s Communication Security, Reliability and Interoperability Council working groups. His tireless work both professionally and on a volunteer basis in his home state demonstrate true dedication to the improvement of emergency services and to the people helped by these services. Brian is being honored for his leadership, dedication and technical expertise that he utilizes daily to contribute to his community.

David Lucas: "Outstanding Call Center Award"



The 9-1-1 Call Center Award goes to David Lucas and Lexington-Fayette Urban County, Kentucky for their work to create an innovative 9-1-1 regional solution that does more for less.

David Lucas brings years of experience to his position as Executive Director of the E9-1-1 authority, starting as a GIS programmer and migrating towards public safety and 9-1-1 with the implementation of Lexington's Enhanced 9-1-1 Program in 1996. In his role as the E9-1-1 Director, David initiated the development and growth of an Emergency Services IP-based network for Central Kentucky to reduce cost, increase reliability and prepare for NextGen 9-1-1. David and his team managed to improve the quality of emergency communications services in the area while also saving money. The new system serves 12 counties from across the state and there is a waiting list to join. David's strong work and dedication to the 9-1-1 industry is evident in not only his daily tasks as E9-1-1 Director but also in his service through several Board committees promoting NG9-1-1 in his area.

John McDonough: "Government Leader" Award



This year's government leader award goes to an innovative regional 9-1-1 program that demonstrated a remarkable ability to overcome all the challenges and barriers involved with government process and decision making.

In 2006, John McDonough, the City Manager of Sandy Springs, Georgia, led the creation of the Chattahoochee River 9-1-1 Authority, otherwise known as ChatComm as the largest outsourced 9-1-1 call center in the United States to serve Sandy Springs and nearby Johns Creek, a combined population of 170,000. In its first year of service, ChatComm surpassed all of its goals with a more rapid and reliable response from police, fire and EMS.

Accepting the award for John McDonough and Chatcomm is former Assistant City Manager and ChatComm Co-Executive Director Noah Reiter.

Juanita “Kay” McKellar: “Education” Award



This year, we introduced a new award to recognize the importance of 9-1-1 education. The first honoree of this category was selected because of the inspirational example she provides to her State wide community and how she proves that one person can really make a difference.

Kay McKellar is the Dispatch Assistant at RiverComm 9-1-1 in Wenatchee, Washington. In her 25 years working in public safety, Kay McKellar has worn many hats, but she always seems to come back to education. Starting her career as a dispatcher in 1986, Kay McKellar later transferred to her current position as a Dispatch Assistant which allowed her to pursue one of her passions, 9-1-1 Education. Recognizing the need for a 9-1-1 education program in her area, she subsequently designed and launched a program and has never looked back. Through her dedication to educate her community about 9-1-1 and her contributions in other emergency services capacities, Kay has consistently shown her genuine care for everyone she meets and the desire to help wherever she can. She has become something of a celebrity, earning her the nickname “Mama Kay.” Kay goes to the extreme to find ways to support 9-1-1 education in her community. She is known for her ingenuity and frugality, shopping wisely and entering any contest possible to obtain resources to support her 9-1-1 education efforts.

Nikita Washington: "9-1-1 Professional" Award



Our next honoree embodies what it means to go "above and beyond" the call of duty.

Nikita Washington, a Washington, DC native, is a Universal Call-Taker at DC's Office of Unified Communications fielding calls for Police, Fire and Medical assistance. Last spring, her strength as a call-taker allowed her to direct responders to a woman who had been assaulted and abducted. The woman was not from the area, and had a limited view from the room where she was held, but Ms. Washington was able to use the information the caller could give her to figure out her location and send help, staying on the line with the dispatcher to ensure that her caller was rescued. Her nominator also recalled an instance very early in Nikita's career. After taking a call from an elderly woman who had been carjacked with her groceries inside the car, Ms. Washington asked to take her scheduled break early to purchase new groceries for her caller, just one instance of Nikita displaying her huge heart and care for her local community. She is a very enthusiastic and professional employee with a record of going above and beyond her duties as a call-taker. Employed by the Office of Unified Communications for nine years now, Ms. Washington is a dedicated employee and loves assisting her coworkers, her community and the citizens of Washington, DC.