

Number: 4.32

Date Issued: September 22nd, 2004

DATE REVISED: FEBRUARY 27TH, 2008

Date Effective: FEBRUARY 27TH, 2008

Subject: PSAP Telecommunicator Award Program

Policy: The Enhanced 9-1-1 Authority shall sponsor a recognition program for telecommunicators in the PSAPs, awarding a quarterly winner and the overall yearly winner.

Purpose: To provide the guidelines that will be used to efficiently operate the Telecommunicator awards program

Quarterly Award process:

- 1) A person may be nominated by a co-worker or supervisor supported with a narrative (not to exceed 200 words) on why this nominee should be recognized.
- 2) The above required information shall be submitted to the 9-1-1 System Manager by the second week of the second month of the quarter.
- 3) The PSAP Managers group shall meet and determine from the submittals the person who will be awarded the telecommunicator of the quarter.
- 4) The quarterly award winner will be awarded a small plaque and fifty dollars towards the purchase of 9-1-1 apparel through the Authority or a fifty-dollar gift certificate to a restaurant of their choice.

Yearly Award process:

- 1) The Authority Board shall choose the yearly winner from the four quarterly winners.
- 2) The yearly winner shall receive a plaque and will be given the opportunity to attend the national conference of their choice from the following:
 - a. National Emergency Number Association (NENA)
 - b. Association of Professional Communications Officers (APCO)
 - c. Navigators Emergency Dispatch Conference
 - d. Tri-tech Visicon Conference
 - e. HI-TECH CAD CONFERENCE
- 3) The yearly winner shall make travel arrangements through the 9-1-1 System Managers office.