



**VIRGINIA CHAPTER
ASSOCIATION OF PUBLIC SAFETY COMMUNICATIONS OFFICIALS -
INTERNATIONAL, INC.**

PUBLIC SAFETY TELECOMMUNICATIONS AWARDS PROGRAM
(Recognizing Outstanding Achievements in 2016)

The Virginia Chapter of APCO is pleased to recognize the outstanding achievements of public safety telecommunicators within the Commonwealth of Virginia. Awards for 2016 will be announced and awarded at the 2017 NENA/APCO Spring Conference (April-May 2017) in Virginia Beach. Awards are in the categories of **Outstanding Individual Performance in a Critical Incident, Outstanding Team Performance in a Critical Incident, Telecommunicator of the Year, Trainer of the Year, Line Supervisor of the Year, Information Technologist or Radio Frequency Technologist of the Year, and Communications Center Director of the Year. Nominations must be received no later than Friday, March 3, 2017.**

Each year, we receive many outstanding nominations in each category. The program is successful because others took the time to nominate those outstanding telecommunicators. Please take the time this year to submit a nomination for an individual or team you believe to be worthy. We hope you will also take the time to pass the word to others in the public safety community in the Commonwealth of Virginia who may not be members of APCO.

General Requirements:

- Nominees must have worked in a communications center in the Commonwealth of Virginia or have retired within the last twelve (12) months.
- APCO membership is not necessary to qualify for an award.
- APCO membership is not necessary to make a nomination.
- Nominations must be received no later than **Friday, March 3, 2017**.
- All submissions **must** use the approved Nomination Forms which may be downloaded from the [Virginia APCO webpage](#).
- Be sure to respond to each and every criteria or question in the “Criteria” section at the bottom of each application. These criteria are established to be sure that all nominees are afforded an equal consideration and that key information is available for the Awards Committee to review. If you need to amend a previously submitted nomination form, please do so prior to the deadline.

Specific Criteria for Nomination for Each Award

OUTSTANDING INDIVIDUAL PERFORMANCE IN A CRITICAL INCIDENT

- The incident must have occurred between January 1, 2016, and December 31, 2016.
- The individual must have demonstrated extraordinary professional performance during an extremely critical incident.

OUTSTANDING TEAM PERFORMANCE IN A CRITICAL INCIDENT

- The incident must have occurred between January 1, 2016, and December 31, 2016.
- The group must have demonstrated an extraordinary professional team performance during an extremely critical incident.
- Teamwork involved must have been the key to successful handling of the incident.

TELECOMMUNICATOR OF THE YEAR

The nominee must:

- Exhibit a positive attitude towards all aspects of the job,
- Maintain good relationships with co-workers and representatives of other departments and agencies,
- Have the ability to function as a team member,
- Demonstrate professionalism and willingness to improve personal knowledge of the profession and share with others,
- Be willing to adapt to change, and
- Display exceptional courage, foresight, faithfulness and perseverance in the highest tradition of public safety service.

TRAINER OF THE YEAR AWARD

The trainer of the Year Award recognizes an individual whose contributions are instrumental in the excellence and success of a training program within a Public Safety Communications Agency. The nominee must:

- Have a thorough working knowledge of standard operating procedures
- Exercise patience and demonstrate a commitment to quality customer service
- Have realistic expectations and responds appropriately to the specific needs of each employee
- Recognize the importance of thorough documentation and accurate record keeping to ensure certifications remain current
- Consistently plans and prepares for training assignments

- Mentor employees through leadership and enthusiasm with a commitment to their success
- Set a positive and forward thinking tone as well as use of new creative approaches to the ever changing dynamics of the profession

LINE SUPERVISOR OF THE YEAR AWARD

The Line Supervisor of the Year Award recognizes the individual directly responsible for the daily shift operations of the communications center. The nominee must:

- Demonstrate the highest level of commitment to the employee's on their shift
- Exhibits integrity, fairness, and strong leadership skills
- Coach and encourage the strengths and skills to assist in achieving each employee's personal best
- Enhance the operation and morale of the center
- Maintain a positive rapport with all aspects of the Public Safety Community
- Demonstrates adaptability while maintaining control in critical incidents
- Lead by example and demonstrated the ability to operate as a team leader

INFORMATION TECHNOLOGIST OR RADIO FREQUENCY TECHNOLOGIST OF THE YEAR AWARD

The Information Technologist or RF Technologist of the Year award recognizes an individual who has demonstrated extraordinary technical knowledge and expertise in their support of public safety communications. The nominee must:

- Demonstrate a thorough knowledge of computer and information technology systems
 - Provide technical support related to the effective operations of a communications center
 - Participate in the evaluation and implementation of new computing technologies
 - Provide project management for large scale support projects
 - Perform routine to complex level application support work on the agency's computer application systems
 - Perform advanced level communications work related to the purchase, installation and maintenance of communications equipment
 - Demonstrate the ability to work with many different user agencies
- or
- Manage the installation, operation and maintenance of radio communications equipment
 - Maintain a working knowledge of all public safety radio communications systems and equipment including 700/800 MHz, P25, UHF/VHF radios, repeaters and mobile radio networks

- Install or oversee the installation of site ground, antenna systems, security systems, generators, towers, fuel systems and site alarms
- Prepare and maintain required records for FCC license
- Plan for infrastructure additions, site expansions and improvements as needed to insure coverage and system reliability
- Assist with developing and presenting budgets and recommendations for upgrading existing systems

COMMUNICATIONS CENTER DIRECTOR OF THE YEAR AWARD

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

- Serve as a role model and display a positive attitude
- Demonstrate the highest level of commitment to the center's staff and their professional career development
- Accept constructive criticism and exercise fairness
- Exemplify leadership, integrity, and vision
- Utilizes initiative, creative thinking, and is a team player
- Gain an appreciation for the operational function of the center
- Maintains a good working relationship with all aspects of the Public Safety Community
- Be a good "listener" and solicits input from all levels of the organization
- Be willing to learn new technologies and enhance overall knowledge of the profession

Submission of Nominations

To permit electronic dissemination to the Awards Committee, nominations should be prepared electronically and saved in Microsoft Word or a compatible word processing program or be scanned and saved in Adobe PDF (.pdf) format.

Preferably, save your file with a naming format that identifies the jurisdiction or agency and the last name or team name nominated, i.e.:

"[Category] Nomination_Fairfax_LastName.doc" or "[Category] Nomination_VSP_ShiftA.doc".

Submit nominations (computer document) as attachments by e-mail to [Jada Lee](#) not later than **Friday, March 3, 2017**.

You will receive an acknowledgement within 3 days. If you do not receive an acknowledgement, please confirm receipt with [Jada Lee](#).

In the absence of e-mail, flash drives or CD's may be sent to:

Jada Lee

VA-APCO Awards Committee

Operations Manager

Virginia Beach 9-1-1 Emergency Communications

2508 Princess Anne Rd

Virginia Beach, VA 23456-2506

For questions or other information, call or e-mail [Jada Lee](mailto:Jada.Lee@virginia-apco.org) (757) 385-4232.

Forms and Guidelines

For Nomination Forms for 2016 Awards Program,
visit the Chapter Website at www.virginia-apco.org

