



Public Safety Communications Awards Program 2012 Nomination Package

The deadline for all nominations to the Northern CA APCO is March 23, 2012

NAPCO PUBLIC-SAFETY COMMUNICATIONS TELECOMMUNICATOR OF THE YEAR

Instructions

Eligibility

Nominees must have been employed in the applicable category by a public safety agency any time between April 1, 2011 and March 31, 2012. Nominees do not have to be members of APCO. Persons submitting a nomination or being nominated must be; a.) Residents of the United States or its Territories OR b.) Residents of an International Chapter (not in a Global Alliance location) of APCO International, as contained in APCO Policy Manual Article XIII, Section 13.1 (Therefore, Canadian nominees would not apply).

Sample job responsibilities and titles for this position are provided on this form as **examples** to help you determine whether your nominee is eligible for this award category. Specific responsibilities and titles may vary by agency and are not limited to the lists shown here.

Sample Responsibilities

1. Functions as a front line dispatcher or call taker for police, fire, and/or EMS agencies.
2. Operates telecommunications equipment to receive emergency and non-emergency phone calls.
3. Determines situations from callers and ascertains all required information for dispatch of a call.
4. Relays information to a dispatcher (if a separate position) via CAD or manual dispatch cards.
5. Operates radio equipment to dispatch first responder units to request emergency services, receives radio traffic from first responders, monitors emergency and support radio frequencies.
6. Maintains unit status and practices both decision-making and multitasking skills.
7. Operates computer equipment to assist both officers and citizens with the retrieval of information.
8. Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties.

Sample Job Titles

Public Safety Dispatcher, Emergency Communications Operator, Dispatcher, or Call Taker.

Completing this form

- Save a copy of the downloaded version of this document to your computer's hard drive.
Nominations will only be accepted using this form.
- Type the required information directly into the saved version of the document.

- Be sure to include information for *all* requested sections.
- Include specific facts or examples wherever possible to back up your comments.
- Ask someone to proof the form before you submit it: Are there grammatical errors? Is there information that is unclear? Do the descriptions provide enough detail to “paint a picture” of the performance and contribution of the nominee to public-safety communications?

Submitting your nomination

Email this completed Adobe Acrobat nomination form and nomination narrative as an attachment to angela.azevedo@cdcr.ca.gov. You will receive an email confirmation that your nomination package has been received within five business days.

If you are unable to email the nomination, you can mail it to: Angela Azevedo, CA Department of Corrections and Rehabilitation, 1960 Birkmont Drive, Rancho Cordova, CA 95742-6401. **All nominations must be received by Friday, March 23, 2012.**

Award Nominee Information

Name:	
Agency:	
Job Title:	
Agency Address: Address line 1: Address line 2 (if applicable): City: State: Zip code:	
Agency Phone Number (including area code):	Agency Fax Number (including area code):
Email address:	

Nominator Information

Name (one individual only, please):	
Agency:	
Job Title:	
Agency Address: Address line 1: Address line 2 (if applicable): City: State: Zip code:	
Agency Phone Number (including area code):	Agency Fax Number (including area code):
Email address:	<p>How did you learn of the award? <input type="checkbox"/></p> <p><input type="checkbox"/> APCO web site</p> <p><input type="checkbox"/> Email from APCO</p> <p><input type="checkbox"/> Postcard from APCO</p> <p><input type="checkbox"/> Link from APCO's MySpace page <input type="checkbox"/></p> <p><input type="checkbox"/> Link from NPSTW page</p> <p><input type="checkbox"/> Link from APCO's conference page</p> <p><input type="checkbox"/> Through a colleague</p> <p><input type="checkbox"/> Through an APCO chapter</p> <p>Other (please explain):</p>

The Criteria

Nominators – Please answer each question on this form individually under the questions. You may do so by expanding the space after each question or repeating the questions on additional pages as needed to answer each question separately. Each answer has a number value so questions left unanswered will negatively influence the scoring of the nomination.

1. Describe the nominee's public safety communications agency. Please include staffing levels, size, and discipline (law, fire, EMS, PSAP only, etc.).
2. Describe the nominee's daily and additional pertinent duties and responsibilities.
3. Tell us how long the nominee has been at this job and any previous public safety communications positions the nominee has held.
4. Describe how the nominee functions as a team player.
5. Describe how the nominee demonstrates his/her knowledge of the profession and flexibility in task assignments. Provide an example of how the nominee may go above and beyond what may be required of an individual in this position.
6. Describe the nominee's personal and professional interaction via radio and telephone with agency clients and members.
7. Describe the nominee's overall performance throughout the year.
8. Explain how the nominee exemplifies the "customer service" skills that often define how the calling public and public safety agencies dispatched perceive call takers and dispatchers.
9. In one page or less, describe why the candidate should receive the 2012 NAPCO Public-Safety Communications Telecommunicator of the Year award.