



The ***Telecommunicator Team of the Year Award*** is presented to a group of three or more telecommunicators in recognition of the exemplary handling of a specific emergency situation or 9-1-1 call for emergency assistance.

Eligibility:

Nominees must have been employed in the applicable category by a public safety agency between January 1, 2020 and December 31, 2020.

Persons submitting a nomination or being nominated must be: residents of the United States or its Territories or members of the Texas Chapter of APCO as contained in APCO Policy Manual Article XIII, Section 13.1.

Qualities:

- Functions as a front line dispatcher or call taker for police, fire, and/or EMS agencies.
- Operates telecommunications equipment to receive emergency and non-emergency phone calls.
- Assesses situations from callers and ascertains pertinent information for dispatching of a call.
- Operates radio equipment to dispatch first responder units, receives radio traffic from first responders, and monitors emergency and support radio frequencies.
- Excels in decision-making in critical situations and multitasking skills.
- Operates computer equipment to assist both officers and citizens with the retrieval of information.
- Practices and nurtures a teamwork environment in the communications center.

Instructions:

- Save a copy of the downloaded version of this document. **Nominations will only be accepted using this form.**
- Provide the required information directly into the saved version of the document.
- Include specific facts or examples.
- Email the completed Microsoft Word nomination form as an attachment to texasapco@gmail.com
- You will receive an emailed confirmation of receipt within five business days.
- All nominations must be received by **April 2, 2021, 5:00 PM.**

Award Nominee(s) Information:

Name:	
Agency & Job Title:	
Agency Address:	
Address line 2 (if applicable):	
City, State & Zip Code:	
Agency Phone Number (including area code):	Email Address:

Name:	
Agency & Job Title:	
Agency Address:	
Address line 2 (if applicable):	
City, State & Zip Code:	
Agency Phone Number (including area code):	Email Address:

Name:	
Agency & Job Title:	
Agency Address:	
Address line 2 (if applicable):	
City, State & Zip Code:	
Agency Phone Number (including area code):	Email Address:

Name:	
Agency & Job Title:	
Agency Address:	
Address line 2 (if applicable):	
City, State & Zip Code:	
Agency Phone Number (including area code):	Email Address:

Name:	
Agency & Job Title:	
Agency Address:	
Address line 2 (if applicable):	
City, State & Zip Code:	
Agency Phone Number (including area code):	Email Address:

Nomination Made By:

Name:	
Agency & Job Title:	
Agency Address:	
Address line 2 (if applicable):	
City, State & Zip Code:	
Agency Phone Number (including area code):	E-Mail Address:

Criteria:

Please answer **all** questions individually. You may do so by expanding the space after each question or adding additional pages as needed to answer each question separately.

1. Describe the nominees' public safety agency. Please include staffing levels, size, and discipline (Law, Fire, EMS, PSAP only, etc.).
2. Describe the nominees' daily duties and responsibilities.
3. How long have the nominees been at this job or any previous public safety communications position?
4. Describe how the nominees function as a team.
5. Provide an example of how the nominees go above and beyond what may be required in this position.
6. Describe the nominees' personal and professional interaction via radio and telephone with departments within the agency and with co-workers.
7. Describe the nominees' overall performance as a team throughout the year.
8. Explain how this group of nominees exemplifies the customer service skills that often define how the public and public safety agencies perceive their service.
9. In one page or less, describe why the candidates should receive the 2020 Texas APCO Telecommunicator Team of the Year Award.