



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

Eligibility:

Nominees must have been employed in the applicable category by a public safety agency any time 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:

1. Functions as a front line dispatcher or call taker for police, fire, and/or EMS agencies.
2. Operates radio equipment to dispatch first responder units to request emergency services, receives radio traffic from first responders, and monitors emergency and support radio frequencies.
3. Practices both exemplary decision-making during critical incidents and multitasking skills.
4. Operates computer equipment to assist both officers and citizens with the retrieval of information.
5. Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties.
6. Nurtures a teamwork environment and serves as a mentor to his or her peers.
7. Assesses situations from callers and ascertains pertinent information for dispatching a call.

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.
- Be sure to include information for *all* requested sections.
- Include specific facts or examples
- Email the completed Microsoft Word nomination form as an attachment to texasapco@gmail.com
- You will receive emailed confirmation of receipt within five business days.
- All nominations must be received by **April 2, 2021, 5:00 PM.**

Award Nominee Information:

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):	Email 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 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 duties and responsibilities.
3. How long has the nominee been at this job and any previous public safety communications position?
4. Describe how the nominee functions as a team player.
5. Provide an example of how the nominee goes above and beyond what may be required of an individual in this position.
6. Describe the nominee's ability to interact with others and successfully forge a positive relationship within and outside the agency.
7. Describe the nominee's overall performance throughout the year.
8. Explain how the nominee exemplifies and practices exemplary customer service skills that often define successful Telecommunicators.
9. In one page or less, describe why the candidate should receive the 2020 Texas APCO Telecommunicator of the Year Award.