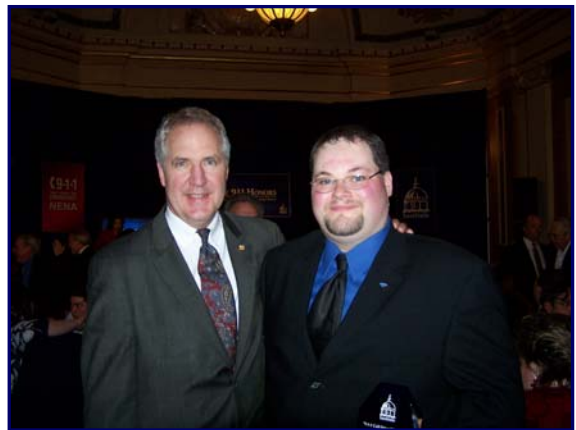




9-1-1 CALL TAKER/DISPATCH – JASON CONNELL

Jason Connell is a 9-1-1 call taker at the Massachusetts State Police Communications Department in Shelburne Falls, MA and the recipient of the **2006 E9-1-1 Institute 9-1-1 Call Taker/Dispatcher Award**. This award honors the “First first responders”—the 9-1-1 call-takers and dispatchers who are on the front line everyday.

On June 14, 2005 Jason received a 9-1-1 call from a man who said his son had made several comments indicating he was contemplating suicide. The caller had no idea where his son was but only that he might hurt himself and was able to give a vehicle description. With this limited amount of information Jason was able to successfully confirm the location of the cell phone by navigating through the various cell phone systems in order to trace the signal. The caller’s son was found on a flotation device in the water and rescued from drowning. It was through the direction of Jason and the collective efforts of the Marshfield Police Department and the U.S. Coast Guard, this man’s life was saved. According to supervisor Charles Garrity, “This incident clearly displays the persistence, dedication, and tenacity of these members of our dispatch team who endeavored steadfastly to bring this situation to a successful conclusion.”



CITIZEN IN ACTION – DUSTIN NELSON

Dustin Nelson is a 10 year old boy from Tarrant County, Texas and the recipient of the **2006 E9-1-1 Institute Citizen in Action Award**. This award honors someone who demonstrated exceptional bravery and heroism to save a life in a critical time using 9-1-1.



Last year, Dustin’s father, a diabetic, became unconscious and Dustin dialed 9-1-1. Dustin gave his address, described his father’s condition to the dispatcher and, knowing his father’s diabetic condition, tried to give him juice. The dispatcher asked Dustin to try and talk to his father to see if he would respond. Then, without being prompted,

Dustin checked his father's pulse and forehead and advised the dispatcher that, "his pulse is normal and he does not have a really bad fever." During the nearly eight minute call, Dustin answered questions, continued to talk to and care for his dad, put on clothes, put away the pets and looked out for emergency help. It was because of Dustin's ability to stay calm and follow directions that his father was able to receive the medical attention he needed. According to nominator Alicia Simmons, "Dustin Nelson is a great example of how to respond during a crisis. While afraid, he remained calm, called 9-1-1 and described the emergency to the call taker, and followed the call taker's instructions. This youngster is an example to children and adults alike."

FIRST RESPONDER – OFFICER JONATHAN YATES

Jonathan Yates is a police officer with the City of Loudon and the recipient of the **2006 E9-1-1 Institute First Responder Award**. The First Responder Award recognizes the individuals that 9-1-1 people call—e.g. Law Enforcement, Fire Rescue and or Emergency Medical Service providers—for their professionalism, initiative, creativity and diligence in assisting a person reporting and/or experiencing an emergency situation.

On November 11, 2005 Officer Yates was off duty at home when he heard sirens and lots of noise in an area near his home. He turned on his radio and heard dispatch giving a call out of a fully engulfed structure fire with people still inside the residence. He quickly drove to the scene to see if he could help. When he got to the house it was engulfed. There were two police officers trying to wake up the people inside. Jonathan ran to assist. Looking into the window and saw children in the room, he busted out the window and climbed inside. Without any breathing apparatus, Jonathan quickly grabbed a 10 year old child off the ground and carried her to safety. He then ran back into the blazing structure to attempt to rescue the remaining people. Unfortunately, the smoke and heat became overwhelming and he had to retreat from the house. There were a total of nine people in the house, four of who lost their lives. However, because of Jonathan's bravery and quick action ten year old Melinda Torres is alive and well today.



INDUSTRY PROFESSIONAL – STEPHEN MEER

Stephen Meer is the Chief Technology Officer at Intrado Inc. and the recipient of the **2006 E9-1-1 Institute Industry Professional Award**. This award honors an individual or organization in the commercial sector that has demonstrated exceptional contributions towards the advancement of emergency 9-1-1 communications.



Stephen has over twenty-five years of experience providing mission-critical information for use by telecommunications providers and public safety professionals throughout the United States. He is the co-founder and chief technology officer of Intrado, Inc., a global provider of integrated data and telecommunications solutions which provides the core of North America's 9-1-1 infrastructure and a wide range of safety and mobility offerings.

Stephen maintains an ongoing role in supporting public safety agencies, providing technical and operational consulting for public safety agencies around the world. He has designed emergency communications centers and systems in many countries, helping local public safety and government officials develop policies and procedures to promote effective 9-1-1 delivery. He is a valued advisor to government and industry organizations such as the Federal Communications Commission (FCC), NENA, and many other State and Federal Policy offices, including the U.S. Department of Transportation.

MEDIA/ENTERTAINMENT – KARA LUSK

Kara Lusk is a news reporter and anchor for WNCT-TV in Greenville, NC and the recipient of the **2006 E9-1-1 Institute Media/Entertainment Award**. This award recognizes the media or entertainment individual or organization that has helped to improve public understanding and support for 9-1-1 emergency communications.

In February 2005 Kara filed a report which informed viewers that Enhanced Wireless 9-1-1 was not readily available in Greenville, NC. Her report showed that the State had the funding mechanisms in place and that the technology existed, but that the local priorities needed to be reviewed in order to implement E9-1-1. As a result of Kara's reporting, six of the eleven eastern counties lacking Wireless 9-1-1 Enhanced 911 went to work and have successfully implemented E9-1-1.



In April 2005 Kara went to a 9-1-1 center during National Telecommunicator's week and "showed off" the voices behind the number, the dispatchers who work tirelessly each and every day. Kara is known as being passionate about 9-1-1 and passionate

about educating her community. Kara's reporting has helped improve public understanding and support for 9-1-1 emergency communications.

LOCAL GOVERNMENT LEADER – STEVE SOUDER

Steve Souder is the Director of the Fairfax County Virginia Department of 9-1-1 Public Safety Communications and the recipient of the **2006 E9-1-1 Institute Local Government Leader Award**. This award recognizes the state or local government leader that has demonstrated leadership to advance the capabilities of 9-1-1 emergency communications.

Steve has over twenty years of experience in emergency communications and has represented the E-911 industry and public safety more broadly on countless



professional committees, national task forces, congressional and FCC hearings. According to Steve Marzolf, the Director of Virginia Information Technologies Agency "His commanding presence, passion for the job and eloquent style of speaking has inspired an entire generation of E9-1-1 professionals in Virginia and beyond." Steve has chaired the APCO Project RETAINS, a project started in 2001. The results of the project were released in 2005 and include the most extensive in depth research ever conducted on the issues impacting the recruitment, hiring, processing, training and retention of personnel in 9-1-1 public safety

communications centers. The information collected and the tool kit for PSAP managers that was developed by Steve's committee are invaluable resources for the E-9-1-1 Community.

OUTSTANDING 9-1-1 PROGRAM – ELMORE COUNTY 9-1-1 OFFICE

The Elmore County E9-1-1 Office is the recipient of the **2006 E9-1-1 Institute Outstanding 9-1-1 Program Award**. This award recognizes Regional 9-1-1 Programs, individual 9-1-1 Call Centers and PSAPS for their excellence in handling emergency situations reported to 9-1-1.

The Elmore County E911 office has successfully demonstrated how the transition to IP and VoIP within a PSAP can improve public safety, slash costs, and increase control of 9-1-1 operations. This leadership and vision not only helps improve the safety of Elmore County residents, by demonstrating a successful model that can be replicated around

the country, it can help improve the lives of all Americans. When over 36 PSAPs had problems with 9-1-1 calls during and after Katrina, it highlighted the need for an IP-based emergency network enabling calls to be easily rerouted to other call takers if one PSAP fails or is unable to handle the sheer volume of emergency calls.

Elmore County had the vision and leadership necessary to answer the call for future emergency services today and is demonstrating what America's emergency service leaders are actively working toward – the development of a feature rich IP-enabled emergency response system.



FEDERAL GOVERNMENT LEADER – CHAIRMAN KEVIN MARTIN

Kevin Martin is the **Chairman of the Federal Communications Commission** and the recipient of the **2006 E9-1-1 Institute Government Leader Award**. This award recognizes the Federal government leader that has demonstrated leadership to advance the capabilities of 9-1-1 emergency communications.



As an FCC Commissioner, and now as Chairman, Kevin Martin has been a steadfast supporter of 9-1-1 issues. He has made the deployment of E9-1-1 one of his highest priorities. Chairman Martin has a vision for our nation's communications policies, including the implementation of emergency communications and future technologies, that fully embraces the need for improved 9-1-1 and emergency communications. Under Chairman Martin's leadership, the FCC adopted rules requiring providers of VoIP services to supply E9-1-1 capabilities. He also led the FCC's quick action to facilitate the restoration of emergency communications services in the Gulf States in the aftermath of Hurricane Katrina.