



2007 9-1-1 HONORS GALA

March 13, 2007

Introduction:

Four years ago, the E9-1-1 Institute staged its first event to celebrate the first anniversary of the Congressional E9-1-1 Caucus and to honor 3 individuals for their leadership and heroism. Less than 100 people attended that event. And, at the time, there were only a handful of Members of Congress who participated in the E9-1-1 Caucus and the Institute's membership was limited to a few dozen.

This past week, we held our fourth annual event to celebrate the E9-1-1 Caucus and to honor heroes with an elegant dinner with about 450 people and a stellar list of heroes and leaders that make the entire public safety community proud. The E9-1-1 Caucus has more than 50 Members of Congress and the Institute's membership is growing, having surpassed the 1,000 mark earlier this year.

One of our honorees this week was the Emergency Communications Department for Rochester and Monroe Counties in New York. This call center was honored, in part, because the center was able to overcome budget challenges to upgrade its technology to implement wireless E9-1-1 service. This reminded us of one of our first honorees.

More than a decade ago, a 9-1-1 call came into this call center from Jennifer Koon, a 16 year old that had been kidnapped and thrown in the trunk of her own

car. Jennifer called 9-1-1 from her cell phone but because of her situation was unable to speak the 9-1-1 operator who answered. Having no ability to locate Jennifer, the call taker could only listen helplessly to the situation unfolding on the other end of the line. Jennifer's body was later found after she had been shot to death by her kidnappers. This tragedy inspired her father into public service and in 2003, the E9-1-1 Institute recognized NY Assemblyman David Koon as its first government leader of the year for his work on advancing E9-1-1 Issues in New York State. This same call center is being honored tonight for implementing the necessary technological changes to avoid another tragedy like the one that took Jennifer Koon's life.

Other awards presented at our Gala reflect how far we have come in just a few years. We honored Senator Bill Nelson (D-FL) and Representative Bart Gordon (D-TN) for taking leadership in Congress to advance important 9-1-1 legislation as it relates to IP-enables communications services. The leadership of the Caucus Co-Chairs has become infectious the Co-Chairs can be proud that more of their colleagues are joining the fight to advance E9-1-1 at the federal level.

Our honorees have grown to include industry leadership; first responders; and community service – highlighting the fact that 9-1-1 touches many aspects of our lives and that more and more individuals and organizations are emerging to make our nation's 9-1-1 system the best possible.

The 9-1-1 Honors Gala occurred during a very busy week on Capitol Hill. The Senate adopted an amendment sponsored by Senator Ted Stevens (R-AK) and Senator Clinton (D-NY) that will allow the National Telecommunications and Information Administration (NTIA) to free up \$43.5 million in funds that have been designated for PSAP grants under the ENHANCE 9-1-1 Act and the Deficit Reduction Act. In addition, the Co-Chairs of the Congressional E9-1-1 Caucus unveiled the legislative agenda for the 110th Congress. The agenda covers everything from PSAP funding to policy initiatives related to new technology to promoting 9-1-1 education.

2007 9-1-1 HONOR AWARDS

Outstanding Call Center Award Rochester-Monroe County, New York

The Outstanding Call Center Award recognizes a state, regional or local 9-1-1



program for its excellence in key emergency communications areas ranging from the handling of emergency situations reported to 9-1-1 to the deployment and management of new technology. This year, we honor the combined emergency communications center for

Rochester and Monroe Counties in New York.

The Mission statement of the Rochester-Monroe County Emergency Communications Department (ECD) reads: “Through our actions, we help save lives, protect property and assist the public in their time of need.” This department serves as the consolidated PSAP for the entire Rochester and Monroe County area in New York State, an area encompassing some 735,000 citizens, providing dispatching services for 16 Police Departments, 45 Fire Departments, and 32 Emergency Medical Services Agencies. In 2006 the ECD received more than 1 million calls and processes 1.2 million CAD events for these agencies.

The ECD serves to integrate police, fire and emergency services, but also operates as an inter-governmental cooperation between Rochester and Monroe Counties. The ECD is fully compliant with Phase II E9-1-1 wireless technology and is among the first to incorporate the use of Pictometry aerial images along with digital mapping in its response capabilities. This not only allows for

enhanced location verification, it also provides a visual image of the location and surrounding area for first responders.

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The ECD has embarked on an impressive public education campaign in its community and has reached out and offered assistance to neighboring PSAPs in times of need. The ECD has also initiated an emergency medial dispatching program, assisting in the birth of over 86 babies.

The Rochester-Monroe Emergency Communications Department has raised the bar for all Public Safety Answering Posts around the country and has successfully overcome budget challenges to transform their facility into a model call center. It is because of this dedication and the consequent lives that have been saved as a result that we are proud to present the Rochester-Monroe County Emergency Communications Department as the 2007 Outstanding Call Center of the Year.

Federal Leader Award Senator Bill Nelson

This award recognizes extraordinary leadership to advance the capabilities of 9-1-1 emergency communications at the federal level. This year, we are recognizing two outstanding lawmakers who have taken on the cause of ensuring that 9-1-1 services are available with the latest communications technologies.



Florida’s Senator Bill Nelson, a former astronaut, is currently serving his second term in the United States Senate where he sits on the Senate Committee on Commerce, Science and Transportation.

Following a tragedy involving the death of a baby girl in his home state of Florida because her parent’s VoIP phone was unable to provide proper 911 support, Senator Nelson began a tremendous E9-1-1 advancement advocacy campaign which culminated in him becoming the original Senate sponsor of the *I.P. Enabled Voice Communications and Public Safety Act*. This bill became one of the most important pieces of E9-1-1 related legislation in the 109th Congress and would ensure that all VOIP 9-1-1 calls are routed to the appropriate public safety answering points, so that lives can be saved.

Senator Nelson has also been a tireless advocate for securing federal funding for PSAPs and he has fought to ensure that 9-1-1 services are considered an essential component of our nation’s homeland security priorities.

Senator Nelson worked tirelessly in the 109th Congress and continues through today to advance policy goals consistent with the Congressional E9-1-1 Caucus and the greater 9-1-1 Community.

Federal Leader Award Representative Bart Gordon

Our second Federal Leader Award goes to Congressman Bart Gordon who is a



U.S. Army Reserves Veteran and has been a member of the U.S. House of Representatives since he was elected in 1984 from Tennessee's 6th district. He is currently the Chairman of the House Science Committee.

Congressman Gordon's work in the House on behalf of VoIP

customers has helped to move emergency communications into a new technological era.

Congressman Gordon has become the trailblazer in the U.S. House on making certain that emergency calls made from Voice over Internet Protocol (VoIP) services are connected properly and effectively with appropriate 9-1-1 call centers. He was one of the leaders in the House who recognized the need for placing 9-1-1 and E9-1-1 requirements on VoIP providers when he introduced the *IP-Enabled Voice Communications and Public Safety Act of 2005*. Among other important elements, the bill included a provision to ensure that 9-1-1 calls made using VoIP services receive the same level of liability protection currently in place for wire line and wireless 9-1-1 calls.

As an active member of the Congressional E9-1-1 Caucus, we are proud to recognize his leadership by presenting him with the Federal Leader Award for 2007.

First Responder Award Fire Captain Cary Cadieux

The First Responder Award recognizes an outstanding individual that is called upon during a 9-1-1 emergency— first responders are members of Law Enforcement, Fire Rescue or are Emergency Medical Service providers. Their professionalism, initiative, creativity, bravery and diligence in assisting those in need often play a part in whether lives are saved, or lives are lost.



Captain Cary Cadieux (kah-doe)

is a seasoned firefighter who displays patience and understanding during instruction. His style of supervision combined with an overall readiness to inform, and instruct makes him not only an excellent mentor, but also an excellent partner when fighting a fire.

In the early morning of October 24th, 2006 ME89 Riverside County Department of Forestry and Fire Protection responded to a vegetation fire in the hills above Banning, California. The reported fire was being fueled by winds in excess of 60 miles per hour and was creating an extremely hazardous situation for the rural mountain population and homes in the area.

This fire, as it steadily increased in size would become ultimately known as the “Esparanza Fire.” Captain Cadieux led his team of firefighters through the thick ash and smoke for 36 continuous hours. The crew of ME 89 along with several

engines from Battalion 3 braved 60 feet scorching flames and zero visibility in their battle with a number of homes that had caught fire. Crews that were in the area of Twin Pines Road stated that the area looked like a war-zone. One particular firefighter stated that he saw

Captain Cadieux walk from the smoke and ash and it had looked like “he had just walked from the gates of hell.”

Ultimately five fire-fighters were killed in the Esparanza Fire though Captain Cadieux and his crew were able to save seven mountain homes. Captain Cadieux’s leadership and dedication illustrated how a first responder with the skills necessary can serve and protect the public in a way that is well above and beyond description. It is because of this dedication and leadership that I am proud to present Captain Cary Cadeiux as the 2007 First Responder of the year.

Captain Cadiuex is dedicating his award to the 5 people that lost their lives in this fire.

9-1-1 Community Service Award 9-1-1 Cares

The 2007 9-1-1 Community Service Award is being presented to a very unique community service organization – one that is solely focused on helping out the helpers.

When disasters hit our communities, most people put their jobs on hold to take care of the families and homes. As people scramble to restore their lives, they rely upon first responders



and the professional men and women who serve in emergency call centers and as first responders.

Founded by Kevin Willett, 9-1-1 Cares is a community service organization that is solely focused on taking care of those who serve others in times of disaster. 9-1-1 Cares was formed in the wake of the terrible events of September 11th, 2001. While working in New York City following the 9/11 attacks. Kevin, who has been a long time educator of call takers and dispatchers, witnessed once again the enormous toll that a disaster such as that which took place at Ground Zero can take on emergency personnel involved with recovery efforts.

Because of this scenario, 9-1-1 Cares was born and a safety net was created to take care of those whose lives are incalculably changed by the disasters and traumas that so few of us fortunately ever are forced to experience. 9-1-1 Cares continues to support those who worked at Ground Zero in the days weeks and months following September 11th.

Kevin was also present following the devastation wrought in August of 2005 by Hurricane's Katrina and Rita. While giants such as FedEx and UPS were still attempting to re-organize their infrastructure in the damaged areas, 9-1-1 Cares had already alerted its members of their activity in the area and were calling for donations.

However this organization does not only respond to large-scale disasters. In 2005 9-1-1 Cares activated 11 times from incidents ranging from assistance for a dispatcher's child who had developed bone marrow cancer, to the shooting death of a police officer, in the Line of Duty in San Antonio, TX.

Local Government Leader Richard Muscat

The Local Government Leader Award recognizes the individual who done the most to advance the capabilities of 9-1-1 emergency communications at the state or local government level. This year, we are honoring Richard Muscat.



Richard Muscat is the director of regulatory affairs for the Bexar Metro 9-1-1 Network District in San Antonio, TX. He has been sharing his legal expertise for emergency communications services, technologies and policy for over 15 years.

Mr. Muscat’s performance can be considered exemplary in influencing and driving all industry participants to work in a cooperative and successful manner. Many segments and jurisdictions in Texas adopted the formal agreements and processes developed by Mr. Muscat to enable high-quality public safety services for IP-Connected users. These procedures have also been adopted in other States, thereby facilitating the creation of partnerships during VoIP implementations far beyond the borders of Texas.

His nominator and colleague Cary Spence declared: “Without Richard Muscat’s high level of commitment and sacrifice of personal time, the availability of emergency services to IP-Connected callers via the native wire line E9-1-1 network would not likely be possible over the short period that it was achieved. Through Mr. Muscat’s willingness to make himself available around-the-clock (weekends and after hours), industry participants were able to implement the vital E9-1-1 service within an unprecedented period.”

Mr. Muscat has been recognized by his peers and colleagues as a front runner in 9-1-1 and e9-1-1 VoIP compliance in Texas and beyond. It is because of his steadfast dedication and personal sacrifice to this cause that we honor him tonight as the 2007 Local Government Leader of the year.

Call Taker/Dispatcher Award Fairfax County, Virginia

The Call Taker/Dispatcher Award honors the “First Responders”—the 9-1-1 call-takers and dispatchers who are on the front line every.

On May 8, 2006, a call of a car jacking ultimately led to one of the bloodiest and



most traumatic days in Fairfax County history. After two nearby attempted carjacking and a successful third, a mentally unstable man entered the rear parking lot of the Sully District Police Station armed with an AK-47 rifle, a bolt-action rifle and five handguns. During the ensuing confrontation with

police, the assailant ambushed and mortally wounded a police officer, killed a detective, and fired off over 160 rounds of ammunition before being brought down.

In the midst of an emotionally charged and confusing situation, the team of call takers at Fairfax County relayed coordinating information in calm voices to the police officers under fire. Their teamwork helped the police on the scene put an end to a tragic and dangerous situation that would only take more lives had it lasted longer.

The actions of those at the Fairfax Call Center who were involved in this traumatic experience illustrated the effectiveness of team work and group coordination during a time of severe trauma. Information was relayed quickly and effectively and because of that, lives were saved.

The actions taken by these call takers and dispatchers on this fateful day displayed how a team can work effectively even in the midst of a confusing and traumatic act. The history of these people together and their dedication to public service, speaks to the true values of public safety workers everywhere.

Industry Leader Award Stephen Seitz

The Industry Professional Award honors an individual or organization in the commercial sector that has demonstrated exceptional contributions towards the advancement of emergency 9-1-1 communications. This year's award winner is certainly no exception.

Steven Seitz is well known in the public safety community. Most of us know Steve from when he served as the Director of Legislative Affairs for NENA. Tonight, he is being honored for how he has extended his passion for public safety to his work in the industry sector. Steven has truly become a nationally recognized 9-1-1 coalition builder by facilitating the implementation of E9-1-1 for the country's largest VoIP service provider. That endeavor continues today, and he has spearheaded the regulatory and policy efforts that have gotten Vonage's E9-1-1 system where it is today.



Today Vonage has more than 94 percent of its U.S. subscriber lines equipped with Enhanced 911 (E911) the most recent upgrades bring the total number of lines fitted for E911 to more than 2 million. Since December 15, Vonage has equipped 50 locally-run emergency call centers across the U.S. with E911 -- bringing the total number of calling centers with emergency 911 service to more than 6,600. These milestones would not have been reached without Steven's dedication and ability to foster a cooperative relationship between industry and PSAPs.

Steve Seitz stands as an example of how experience, leadership and persistence can change the face of a nation's emergency communications infrastructure. It is because of his efforts that we are proud to present Steven Seitz as the 2007 Industry Professional of the year.

Citizen in Action Award Kaela O'Neill and Nina Hawkins

This year's Citizen in Action Award goes to a two member team of participants. One Citizen and one Certified Emergency Dispatcher.

Kaela O'Neill is a 7-year-old in Second Grade in San Antonio, Texas. She recently moved to Texas following her father's assignment at Lackland Air Force Base. In May of last year when the O'Neill family lived in Florida, Kaela's mother Kirsten



O'Neill started to have a severe asthma attack. Thinking quickly Kaela picked up a cell phone and dialed 9-1-1.

Fortunately for Kaela and her mother, on the other end of the line was Nina Hawkins who answered at the Okaloosa County Department of Public

Safety. As Nina questioned Kaela about her mother's condition, Kaela continued to run back and forth between the phone and her mother.

Kaela was able to relay her regular phone number to Nina as well as her correct home address which aided in the speedy arrival of paramedics. Kirsten O'Neill said that her daughter almost started to cry, but Kaela kept it together and realized she was the only person who could save her mother's life.

Nina Hawkins is a certified Emergency Medical and Emergency Fire Dispatcher for Okaloosa County Department of Public Safety. Nina's professional, business-like approach with customers, other team members, and response units are truly second to none. Her professionalism is also a trait that has lead to the resolution of many critical situations during the course of her work.

Kaela O'Neill had the instincts and the education needed to pick up the phone and dial 9-1-1 and Oakaloosa County had the experience and knowledge of Nina Hawkins to answer and guide Kaela through saving her mother's life. It is because of this great teamwork that we present tonight Kaela O'Neill and Nina Hawkins as our Team 2007 Citizens in Action.

Special Recognition Award 9-1-1 For Kids

In the early 1990's the State of Texas 911 Commission and the State of California partnered on the creation of a children's 9-1-1 education program that would target children ages 4 to 7 and :

- 1) Deliver easy-to-remember messages about the proper use of 9-1-1;**
- 2) Hold their interest and have universal appeal to all children;**
- 3) Have guaranteed wide application; and**

4) **Have a long shelf-life.**

As the program advanced, the State of California requested the assistance of San Jose and the California NENA organizations to partner with Texas for the launching of the 9-1-1 for Kids educational program. Emmy and Peabody Award-winning Tony Urbano Productions signed onto the project team to create new 9-1-1 mascots, that would captivate children and deliver critical 9-1-1 information in a fun and memorable manner.

Since that program started over 12 years ago, more than 2 million children have already participated in the 9-1-1 for KIDS® classroom programs.



Through the dedication of individuals such as Tim Brown and Elise Kim the 9-1-1 for Kids program has certainly fulfilled the dreams of its early creators. The success of such a program comes from the talents of many. Particularly we want to recognize the efforts of Tim Brown in his role as National Chairman of Athletes & Entertainers for Kids and 911 for Kids, as he has helped over five million children and teens through mentoring and educational programs. Brown's phenomenal NFL career can only be shadowed by his service to youth and underserved communities throughout the nation.

We are happy and honored to have the representatives of 9-1-1 for Kids here with us tonight, Elise Kim, President and CEO and Tim Brown, please help me welcome them to the stage to accept their award as an outstanding community service organization.

Special Recognition Award Senator Conrad Burns

In 2003, the Congressional E9-1-1 Caucus was formed in large part out of the vision of Senator Conrad Burns. Recognizing the need for greater federal



attention on 9-1-1 issues, Senator Burns worked with Senator Clinton, Representative Eshoo and Representative Shimkus to create the first and only Congressional Caucus focused on E9-1-1 and emergency communications

Burns has been a leader in advancing public safety issues

throughout his public career. He championed the Wireless Communications and Public Safety Act of 1999 and the ENHANCE 911 Act of 2004 which created the first ever federal grant program to advance 9-1-1 services. There are literally dozens of bills which cover most every corner of communications law that began as a Burns-sponsored bill with a catchy acronym – his trade mark as a legislator.

His colleagues adored him and his constituents loved him. The rest of us simply enjoyed him.

No FCC Commissioner was free from his never-ending passion to serve public safety and rural America – the dominant themes of his many legislative initiatives. No Senate staffer was immune from his folksy jokes and cowboy-logic one-liners.

Not enough can be said for all that Senator Burns has done to make 9-1-1 a leading public policy issue at the national level. Four years ago, we started building on the vision Senator Burns laid out for the E9-1-1 Caucus which was to make 9-1-1 a national priority. Looking at this room tonight Senator, you, above all others, has reason to be proud at the fruits of your leadership.