



Honoring 9-1-1 Heroes

The E9-1-1 Institute is proud to honor some individuals who have demonstrated heroism and leadership with respect to 911 services and emergency communications. These awards are intended to highlight the critical importance of 911 services and showcase some extraordinary people who have risen to the call to save lives, educate others, and improve emergency services for everyone.

The Institute received more than 40 nominations from around the country. Each nomination told the story of a remarkable person or persons who have acted selflessly with bravery and leadership to save a life, teach others, or fight for a better 911 and emergency communications system for their community and our country.

Those being honored tonight were selected from a class of nominees who stand out among their peers. This year's honorees are truly extraordinary individuals, but also represent a broader class of heroes and leaders in our society. The Institute's awards are meant to do more than congratulate these winners and nominees. These awards are meant to remind us all that lives are being saved every day because of our 911 system and that our nation is blessed with many, many dedicated people who demonstrate leadership every day in PSAP call centers, in the streets as first responders, and in their communities as conscientious citizens.

Below are some descriptions of men and women throughout the country who are working to make our communities safer, fighting to save lives, and rising to the call for heroism and leadership when presented with an opportunity to make a difference. The E9-1-1 Institute would like to thank all those who submitted nominations and congratulate those whose actions have been worthy of praise.

"Latonya Barnes' (Ft. Worth, TX) ability to remain calm and focus on the needs to victims and response units is an asset to her department and her profession. She exemplifies the best qualities of thousands of 9-1-1 professionals who daily perform their duties saving lives and serving the public. Police Officer Lisa Ramsey (Ft. Worth, TX) is most assuredly a survivor and an inspiration. Her injuries would have defeated many but her courage and ability has overcome many challenges thus far."

*-- Wanda McCarley, Tarrant County 9-1-1 District
Tarrant County, TX*

"...like most 9-1-1 professionals, [Jeff Jennings] (Sedona, AZ - Sedona Fire District Regional Communications Center) professional impact will never be known by the many and instead he is and will be highly respected by those few that know him and work with him."

-- Terry Schleizer, Sedona Fire District (Sedona, AZ)

*"Dedication, compassion and breadth of knowledge mark **Brett [Schneider] (Seguin, TX)** is a standout amongst his peers. He doesn't quit until the job is complete!"*

-- Kenneth Maynard, Bexar Metro 9-1-1 Network District (Seguin, TX)

"Mr. [Bill] Hinkle (Cincinnati, OH) is the quiet man who tackles problems others would shy away from and moves mountains. When he could easily fill his day working on 9-1-1 issues that are specific to his own county, he volunteers to work on tough 9-1-1 issues that are national in scope. Bill's integrity is impeccable and is never compromised and he has the respect of all who have the pleasure of meeting and working with him."

-- Mary Boyd, Vice President of Intrado (Longmont, CO)

"Consumer Reports is one of the most influential, authoritative sources of consumer information in the United States, as well as one of the 10 largest paid-circulation magazines with more than 4 million readers, and a purveyor of information through newsletters, radio and television programs. The organization's repeated coverage of wireless E9-1-1 demonstrates a strong commitment to explaining the fact to consumers and policy makers. The magazine's research and testing of wireless E9-1-1 [David Heim, Reporter] - which as exposed the system's flaws - puts all stakeholders and policy makers on notice that consumer advocates are watching our progress closely and demanding better E9-1-1 service."

-- Steve Seitz, NENA

"Melissa Tutton (Plano, TX) always goes beyond what is asked of her. Never afraid to tackle a new task or discover new technology. She's not afraid of change, but will ask key questions to insure that E9-1-1 service is enhanced, not jeopardized or degraded."

-- Brenda J. Moreland, Police Department, City of Richardson, TX

*"Words simply cannot express the appreciation I have towards **Steve Marzolf (President of NASNA, Richmond, Virginia)**. I view Steve as a professional associate, mentor, and friend, who has proven to me that anything is possible in my public safety career. I am a true example of what his knowledge and foresight is capable of producing."*

*--Melissa McDaniel, Orange County, Virginia
Emergency Communications Center*

*"**Randy Porter (Chairman, Tennessee Emergency Communications Board)** is the model of a state, regional and local 911 leader. His name is synonymous with E-911 in Tennessee. Although Porter has full time responsibilities as an emergency management professional, he works daily as if he is one of the state board's staff on a full range of issues."*

*-- Anthony Haynes, Executive Director
Tennessee Emergency Communications Board.*

*"**Cullen Browder (Raleigh, NC, WRAL TV)** is not your average news reporter. He is very caring, well rounded, and very trustworthy! Cullen put together an informational and investigative series concerning the implementation of wireless 911 technology. As a result of his investigative reporting, the general assembly found a way to keep the wireless money flowing and not deceptive the deployment of wireless 911 throughout the state of North Carolina."*

-- Jason J. Barbour, North Carolina NENA President

*"**Mr. [Stephen] Meer (CTO and co-founder of Intrado, Longmont, CO)** not only has a historical view of the 9-1-1 system, due to his unprecedented 25 years in public safety, but his technological intelligence and innovations are leading to the betterment of the entire 9-1-1 architecture. Mr. Meer is ensuring that the nation's 9-1-1 system evolves to meet the nation's growing technology needs. His work will guarantee a vibrant, growing 9-1-1 system that extends and retains its critical relevance to citizens across the country."*

-- Mary A. Boyd, Vice President of Intrado (Longmont, CO)

“Norm [Forshee]’s (Belleville, IL) passion for 9-1-1 and ensuring efforts to ensure the integrity of the service is not born from a desire to receive awards or honors. It is simply his personal integrity to do whatever is required to ensure that integrity of the service, now and in the future, for the person dialing 9-1-1.”

-- Ronald Bloom, GeoComm, Arlington, VA

“It is without doubt that Ms. Tina Crane and Ms. Cheryl Gwinn (Landover, MD) were responsible for saving these victims lives. They remained in control of the call, kept their victims calm and constantly updated the fireman of the victim’s condition. Due to the smoke and heat, the fireman would not have found them in time before the building collapsed.”

*-- Sylvester McArthur, Office of Homeland Security
Public Safety Communications (Landover, MD)*

“The commitment from the Mayor (William Glacken) and board to provide the best tools possible for the residents of the village if something to be proud of. Most politicians do not get credit for when something goes right.”

*-- Richard Holdener, Freeport Emergency Management
(Freeport, NY)*

“Dedication, compassion and breadth of knowledge mark Brett [Schneider] (Bexar Metro 9-1-1 Network District, Seguin, TX) as a standout amongst his peers. If you want to honor someone who is “in the trenches” day after day, doing the things that are required to make 9-1-1 work, Brett is the one you are looking for...he epitomizes the ‘9-1-1 Professional.”

*-- Kenneth Maynard, Bexar Metro 9-1-1 Network District
Seguin, TX.*

“Then when the call went bad (a shooting), Mrs. Rhonda Malinski, was able to keep her calm and went right to dispatching fire and rescue to their location. Mrs. Malinski never missed a beat. She stayed right with until the end.”

*-- Varonda Strouth, Harnett County Sheriff’s Office
(Lillington, NC)*

"Marlys Davis (Seattle, WA - King County 911) has shown extraordinary leadership in advancing 9-1-1 on a regional level. Her name is synonymous with 9-1-1 and...she not only consistently meets, but exceeds the requirements of her employer and peers."

-- APCO International, Inc.

"Daralyn Trout (West Frankfort Police Department, West Frankfort, IL) has demonstrated herself to be an expert in the field of emergency service telecommunications, a champion for continuing education, and much more importantly, a public servant with dedication, pride, and passion for the well being of our community."

*-- Michael Dinn, West Frankfort Police Department
(West Frankfort, IL)*

*"In just three minutes of dramatic television, **Law & Order: SVU (Neal Baer, Producer, Los Angeles, CA)** educated millions of viewers about the urgent need to speed implementation of this life-saving technology. We are not aware of any other news or entertainment medium that reached so many people with the basic E9-1-1 message, or in a more compelling fashion."*

-- Steve Seitz, NENA (Washington, DC)

"[Cheryl Ann Gover] (Landover, MD) has a dedication and work ethic that has proven to be the epitome of Professional Dispatching in the Emergency Services field. ...Mrs. Gover happens to receive her personal satisfaction through many levels of achievement in the daily recognition she experiences when co-workers rely on her for guidance...or when children are able to know how to call 911 in an emergency."

-- Timothy Michael Gover (Landover, MD)