



Honoring 9-1-1 Heroes

The E9-1-1 Institute is proud to honor individuals who have demonstrated heroism and leadership with respect to 9-1-1 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 numerous 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.

Citizen in Action Award 2005

The Citizen in Action Award honors someone who has demonstrated exceptional bravery and heroism to save a life in a time of crisis using 911. This award honors two exceptionally brave young people, who remind us how important it is that all of us, young and old, know how and when to use 9-1-1.

*The Institute is honoring **Marquise Craft** of Denver, Colorado and **Taylor Duckworth** of North Richland Hills, Texas, as the recipients of the 2005 "Citizen in Action" Award.*

Last August, five-year old Marquise Craft called 9-1-1 as his mother lay shaking on the floor nearby. Marquise told the dispatcher that his mother was sick and "if she goes to sleep she won't wake up." Although Marquise understood the danger his mother was in, he was able to remain calm. During the nearly five minute phone call, Marquise was able to provide vital information to the dispatcher, including his address. It was because of Marquise's quick thinking and ability to stay calm under extremely difficult circumstances that he was able to get immediate help for his mother.

Before this incident occurred, it was Carin Craft, Marquise's mother, who had explained to him the importance of understanding 9-1-1 and how it was used. Marquise is an example of how important it is to explain to young children how and when to call 9-1-1. Although only five-years old, Marquise was able to help his mother in a life-threatening situation because she had taken the time to explain 9-1-1 to him.

Citizen in Action Award 2005

*Five-year old **Taylor Duckworth** called 9-1-1 last year to come to her home to help her mother because something was "the matter with her tummy." Just before collapsing, Taylor's mother asked her to call someone. Taylor made the decision to call 9-1-1.*

During the roughly nine minute phone call, Taylor gave the dispatcher vital information, including verifying her address. She then proceeded to tell the dispatcher that her mother was pregnant and was about to have a baby. Taylor then unlocked the house door for the paramedics who were on their way. This entire time Taylor continued to care for her 2-year old sister.

Taylor's mother was transported to the hospital where it was determined that she had a tear in her uterus and had internal bleeding.

Taylor was responsible for saving two lives on July 20, 2004

Media/Entertainment Excellence Award 2005

The Media/Entertainment Excellence award is intended to honor someone in the media or entertainment industry that has helped to educate the public on the importance of 911 services. The people who produce television and music and reporters who write the news have an enormous opportunity to educate the public and form public opinion. Those who choose to go beyond mere entertainment and seek to educate and inform on an important issue such as 911 services, deserve to be recognized and honored for their efforts.

*The Institute is honoring **Cullen Browder** of Raleigh, North Carolina for the 2005 "Media/Entertainment Excellence" award.*

Cullen Browder has almost twenty years of reporting experience and has been instrumental in keeping the people of North Carolina informed on various 911 issues. Mr. Browder created an informational and investigative series concerning the implementation of wireless 911 technologies. He covered the first center to deploy phase II technology in North Carolina, Johnson Co. 911, and discussed the benefits of phase II.

Mr. Browder is passionate about keeping the public well informed on issues related to 911 and public safety. He is also known for explaining E9-1-1 technology in a way in which individuals unfamiliar with the system can understand. .

Mr. Browder's hard work, dedication, and pursuit of the facts has made the people of North Carolina more informed on issues relating to 9-1-1 and safer because of it.

First Responder Award 2005

The First Responder Award recognizes those individuals that 9-1-1 people call—e.g. Law Enforcement, Fire-Rescue and/or Emergency Medical Service providers—for their professionalism, initiative, creativity or diligence in assisting a person reporting and/or experiencing an emergency situation.

*The institute is honoring Trooper **Sydney Smith** of Craig, Colorado as the recipient of the 2005 "First Responder Award."*

Last October, the Craig Regional Communications Center received a 9-1-1 call reporting that a man had just been shot in the doorway of his home by two male suspects. The communications officers were able to gather information from the caller, including a description of the suspect's vehicle.

Trooper Sidney Smith was in the communications center when the call occurred. He immediately started to leave for the scene. While attempting to exit the parking lot,

Trooper Smith noticed a vehicle pass by that matched the description the caller had given. Trooper Smith made contact with the vehicle while cover units arrived at the scene.

Trooper Smith's attention to detail led to the apprehension of the suspects within 10 minutes of the initial 911 call.

9-1-1 Call Taker Award 2005

This award honors the "first responders" – the Enhanced 9-1-1 call-takers and dispatchers who are on the front line every day. These individuals have a proven track record of service in the field, and a reputation for going the extra mile on behalf of emergency callers.

*The institute is honoring **Cynthia Cieloch** of Syracuse, New York, as the recipient of the 2005 "9-1-1 Call Taker" Award.*

Ms. Cieloch began her career in public safety communications in 1979 as a dispatcher with the Onodaga County Sheriff's Department. During her career, Ms. Cieloch has received numerous awards for her commitment and her outstanding work. She has been named employee of the month seven times and in 2000 received the award consecutively in November and December. Her distinguished service led her to receive the Department of Emergency Communications Employee of the Year for 2000.

In 2002 Ms. Cieloch was awarded the "9-1-1 Dispatch" award at the Red Cross Real Heroes Breakfast. The program stated, " The calm reassurance that Cynthia Cieloch offers daily to those facing their most uncertain moments makes her an every day hero."

Ms. Cieloch's dedication, hard work and compassion have served the people of Onodaga County well.

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Outstanding Call Center Award 2005

This award recognizes a 9-1-1 Call Center for its excellence in handling emergency situations reported to 9-1-1, for the manner in which it exemplifies the 9-1-1 profession, or the manner by which it utilizes technology in conjunction with 9-1-1 to the benefit of not only the call center, but also the community at large.

*The Institute is honoring the **Orange County (Florida) Fire Communications Center** as the recipient of the 2005 "Outstanding Call Center" Award.*

The Orange County (Florida) Fire Rescue Center has a staff of only 40 employees, but last year dispatched more than 96,000 emergency fire and medical calls. In addition to providing dispatch support for the Orange County Fire department, the center provides service to four other municipalities. These cities each have their own fire department, but prefer to have their dispatching done through the Orange County Fire Communications Center.

The Center is committed to providing the best service possible for the people of Orange County. Enhanced technology is promoted, and there is always an active discussion on what tools may be used in order to improve the efficiency of the center because of the outstanding service they provide.

Last year, Florida was struck with four hurricanes in less than eight weeks. The employees at the calling center preformed admirably under extremely difficult circumstances. After the Hurricane Charley, the staff collected information suggesting improvements for future situations. These suggestions were enacted before the second hurricane and were instrumental in responding to the citizens of Orange County accurately and swiftly during a time of crisis.

The citizens of Orange County can sleep sound at night knowing the Orange County Fire Communications center is watching over them.

Government Leader Award 2005

This award recognizes the federal or state government leader that has done the most to advance the capabilities of 9-1-1 emergency communications.

*The institute is honoring **John Marengo** of Sacramento, California, as the recipient of the 2005 "Government Leader Award."*

Mr. Marengo is the Wireless E9-1-1 Project Statewide Coordinator for the state of California. He has been involved with wireless 9-1-1 issues for many years, dating back to 1988 during his tenure with the California Highway Patrol. In his current role he serves as the central point of contact for the wireless deployment E9-1-1 within California.

For almost a decade, Mr. Marengo has been leading California, as well as the rest of the country, on implementing Wireless E9-1-1 PI/II. His passion and commitment to deploy Wireless E9-1-1 on a statewide rollout has been a major advancement to E9-1-1 with a large number of calls now delivering Phase I/II information to promote better public safety responsiveness.

Mr. Marengo is one of the most dedicated government leaders to promote new advances to 9-1-1 and enhance the important industry relationships with government. The significance of this is that his leadership has lead to the most widespread influential improvements and streamlined deployment for Wireless E9-1-1.

Mr. Marengo's hard work, dedication, and commitment to improving the 9-1-1 system has been instrumental in transforming the E-911 systems in California, and the rest of the country as well.

Industry Professional Award 2005

The Industry Professional Award honors someone in the commercial sector that has demonstrated exceptional contributions toward the advancement of emergency 9-1-1 communications.

*The institute is honoring **Elizabeth Colunga**, of Richardson, Texas, as the recipient of the 2005 "Government Leader Award."*

Ms. Colunga is a Project Manger and MCI 911 Subject Matter Expert. She has over 17 years of experience dedicated to 9-1-1 Network and Public Safety Answering Point (PSAP) Operations. For the last several years, Ms. Colunga has focused on 9-1-1 National Strategy and VoIP development.

Since 1988, Ms. Colunga has worked with the National Emergency Number Association (NENA) and since 1989 assisted NENA in educating other service providers on E-911 technologies and advancements, as well as participated in numerous technical committees.

One of Ms. Colunga's most significant career achievements has been the successful development and implementation of the Enhanced 9-1-1 System for San Antonio, Texas and other area communities. Ms. Colunga has also helped develop training and public education material for 9-1-1 and has personally trained over 3,000 people on the PSAP equipment.

Ms. Colunga's dedication and hard work has improved 911 technologies.

State or Regional 9-1-1 Program Award 2005

The State or Regional Award honors the outstanding state or regional 9-1-1 program. Candidates for this honor have taken the initiative to coordinate their efforts, or have joint efforts, with other safety leaders in their own surrounding regions or state.

*The institute is honoring the **Tennessee Emergency Communications Board**, of Nashville, Tennessee, as the recipient of the 2005 "State or Regional 9-1-1 Program Award."*

Since its inception in 1998, the state of Tennessee through the Tennessee Emergency Communications Board (TECB) has been nationally recognized as a leader in E-9-1-1 deployment and advocacy. The Board is focused on establishing and improving E-9-1-1 service for all of Tennessee's residents.

The Board has made it a top priority to address the challenges facing rural PSAPS and continues to work on improving the existing infrastructure. Under the Board's leadership and partnership with the state's one-hundred local Emergency Communications Districts (ECDs), Tennessee was one of the first states to assure that 80% or more of its counties provide E-9-1-1 wireline and wireless service. The Tennessee Emergency Communications Board has worked tirelessly to ensure that the people of Tennessee have appropriate access to 9-1-1 services and the people of Tennessee are safer today because of it.