The California Public-Safety Radio Association  
(The Southern California Chapter of APCO - International)

2021 Annual Telecommunicators Appreciation Week

AWARD NOMINATIONS

This year’s Awards Banquet will be held on Thursday, April 22, 2021, at the Knott’s Berry Farm Hotel

NOMINATION INFORMATION

There is no limit to the number of entries that each agency can submit. Each entry must be accompanied with its own nomination cover sheet followed by the nomination criteria information for the specific award as listed below. Incomplete nomination packets will not be considered.

In the Dispatcher of the Year and Supervisor of the Year categories, attachments such as commendations, letters of excellence and/or memos, will enhance your nominee’s chance. If possible, provide a copy of their recent performance evaluation. All Attachments will be treated as confidential personnel documents and are reviewed by the Selection Committee only. Only the letters of nomination and the biographies will be retained by CPRA for file and/or banquet publications.

In the Outstanding Performance Categories, a recording of the submitted incident must accompany the nomination. Submitted recording will not be used for any other purpose than by the Selection Committee to select winners in these categories. In no case will the submitted recording be released to the media, or played at the awards banquet, without the express written authorization of the nominating agency.

In addition to the criteria above, a short biography of each nominee should be included with each nomination. The biography should be no more than 500 words in length and should cover such information as a brief summary of your nominee’s public safety career and some personal information.

Five copies of all nomination packets and ONE CD audio recording (if applicable) must be received no later than 5 pm on Friday, February 26, 2021.

Nomination packets may be mailed or hand-delivered to any CPRA Executive Committee member prior to the deadline. Once the winners and runners-up have been selected, CPRA will notify the contact person listed on each nomination cover sheet. Make sure this information is legible, complete and accurate for the mailing of the letter.

Award Categories:

- Telecommunicator of the Year
- Supervisor/Manager of the Year
- Trainer of the Year
- Outstanding Performance by an Individual Police
- Outstanding Performance by an Individual Fire
- Outstanding Performance by a Team
The California Public-Safety Radio Association
(Southern California Chapter of APCO - International)

NOMINATION CRITERIA

Please Note:

- All awards are for incidents occurring during the 2020 calendar year.
- Nominations for individuals in multiple categories must be submitted separately.

**Telecommunicator of the Year** – This category affords recognition to a Telecommunicator /Dispatcher who consistently performs at a superior level. This individual should have several years of service, will have a documented positive attitude towards peers, supervisors, and members of the public and will have a positive work ethic that can be partially demonstrated by maintaining an above average attendance record.

**Supervisor/Manager of the Year** – This category affords recognition to a Communications Supervisor/Manager who consistently performs at a superior level. This individual will generally have at least two years of service as Supervisor; will have a documented positive attitude towards his/her subordinates, peers, supervisors and members of the public. This person will be a good leader and motivator. He/she will have a positive work ethic that can be partially demonstrated by maintaining an above average attendance record.

**Communications Trainer of the Year** – This category affords recognition to a communications Trainer who consistently performs at a superior level. This individual will generally plan, develop, schedule and conduct on-the-job and/or classroom training for 911 and public safety communications Call Takers and Telecommunicators. Typically this individual will also evaluate trainee's skills and job performance, and assist in the planning and/or development of advanced training for 911 public safety communications Call Takers and Telecommunicators through in-service training or career development training.

**Outstanding Performance (Individual or Team)** – This category affords recognition to a Telecommunicator, Supervisor, (performing the duties of a dispatcher), who handled a situation involving a critical incident under unusual circumstances. This individual(s) will generally have performed “above and beyond the call of duty” in handling a life threatening or extraordinary incident. Will generally have shown uncommon initiative and/or creativity in dealing with limited information, and in coordinating varied resources. The required recording should not be more than 10 minutes long and should contain the highlights that most illustrate the exceptional performance.

**Note:** Telecommunicators who routinely perform the duties of a Supervisor ~ may be called “Lead Dispatcher” ~ and meet the criteria for nomination in this category.

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**Note:** For a team nomination, only include the primary call taker(s) and radio operator(s), up to a total of four people.

Questions?? Contact Terri Nelson (714) 425-1691 or via email: tnelcpra@gmail.com
The California Public-Safety Radio Association  
(Southern California Chapter of APCO - International)  

NOMINATION COVER SHEET  
(Must be attached to each nomination)  
(select one category only):  

☐ Telecommunicator of the Year  
☐ Supervisor/Manager of the Year  
☐ Outstanding Performance by an Individual Police  
☐ Outstanding Performance by an Individual Fire  
☐ Outstanding Performance by a Team  
☐ Trainer of the Year  

Please Note:  
• All awards are for incidents occurring during the 2020 calendar year.  
• Nominations for individuals in multiple categories must be submitted separately.  

Nominee(s) Name & Title - Use a separate sheet to list additional names  
Name:  
Name:  
Name:  
Name:  

Agency (include city and zip code)  
Name:  
Address:  
Phone:  

Contact Person  
Name:  
Title:  
Email:  
Phone:  | Cell Phone:  

Cell phone is necessary in case the panel has questions during the selection process.  

In the Supervisor/Manager and Telecommunicator of the Year categories, please attach copies of any memos, letters of commendation, or other recognition related to their performance.  

In the Outstanding Performance category, do not forget to include one 5 minute or less audio CD reflecting a sample of the nominee’s performance during the incident.  

Send five (5) copies of each nomination packet to:  
CPRA Awards Committee  
3410 La Sierra Ave., #F1185  
Riverside, CA 92503  

Thank you for taking the time to recognize the outstanding work of your co-workers and staff!  

2021 National Telecommunicators Week Buttons are now available from CPRA!  
Please visit our website at www.CPRA.org for details and order form. Hurry supplies are limited.
The Southern California Chapter of APCO-International (the California Public-Safety Radio Association) is once again making available the National Telecommunicators Week buttons as a Chapter event fundraiser. Your donation is still only $1.00 each, plus shipping and handling. All proceeds go to support the Chapter’s Annual Telecommunicator Awards.

National Public Safety Telecommunicators Week honors all those who work in public safety communications. This year the buttons are 2 ¼ inch round pin-backed. They are worn during National Telecommunicators Week (April 11 – 17, 2021) to show support for our 9-1-1 professionals.

To order buttons, mail completed order form below. Checks, Money Orders, or Purchase Orders must be made payable to: “CALIFORNIA PUBLIC-SAFETY RADIO ASSOCIATION” (NO abbreviations please).

NOTE: Button Orders using a Purchase Order as payment will be delayed in shipment until invoiced and payment is received

Ordering & Payment options: (Choose ONE)

Option 1: Order / Pay online at the Chapter Store – [www.cpra.org](http://www.cpra.org) Select “Chapter Store”

Option 2: FAX or Email Credit Card orders to: 213-291-9411 (FAX) or to: treasurer@cpra.org

Option 3: Check / Money Order / PO: Mail completed form along with payment to:

California Public-Safety Radio Association
Attn: Button Order
3410 La Sierra Ave., #F1185
Riverside, California 92503

www.cpra.org Questions or Assistance, contact Terri Nelson. E-mail: secretary@cpra.org Phone: 714-425-1691

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<th>Pricing &amp; Quantity Discounts</th>
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Please Note: If payment is by credit card, you will need to fill in all areas shown in RED. The Zip must be the card billing address Zip code. Indicate additional shipping Zip if different than billing Zip.

Date: _____/_____/______ Quantity ordered: __________ @ $ ________ each Total $ __________

Domestic Shipping & Handling (see above) $ __________

Payment and Shipping Information (PLEASE PRINT CLEARLY) Total $ __________

( ) Check ( ) Money Order ( ) Credit Card Thank You for supporting our Chapter of APCO - International

Name on Card (Print) _______________________________ Card Number _______________________________ Exp. Date ___________ Security PIN: ___________

Card Billing Zip: _______________________________

Ship To: Name: ___________________________________ Cell Phone: _______________________________
Agency: ________________________________________ Work Phone: _______________________________
Address: ______________________________________ ZIP ___________

( ) Send receipt (PDF) via email to:__________________________

The CPRA Chapter of APCO-International is an all-volunteer, Not-For-Profit, 501(c)(3) tax exempt Charitable Organization. TIN: 95-4234700
Southern California Chapter
Of APCO International
(CPRA)
3410 La Sierra Ave., #F1185
Riverside, CA 92503

Check us out on the Web at:
www.cptra.org

"Important"

Time Sensitive Information

33rd Annual Dispatcher Award Nomination Packet & Registration Forms