



THE BEST 911 CENTERS

RECOGNIZE THEIR BEST PEOPLE

Every call counts. Every decision shapes an outcome.
It's time to recognize the professionals behind them.

The **Illuminate 911 Excellence Awards** do just that.



All 911 professionals are eligible,
including call takers, dispatchers,
supervisors, and managers at
participating centers.

HOW ARE WINNERS SELECTED?

QA PERFORMANCE SCORES

Are based on call accuracy and efficiency.

PEER & SUPERVISOR NOMINATIONS

Recognizing standout team members.

REPLAY EVALUATOR INSIGHTS

Identifying top performers through expert QA reviews.

Annual Awards

Winners are recognized in a **live Webex event**.

Stellar Coins

Ongoing recognition throughout the year for exceptional performance.



AWARD CATEGORIES & CRITERIA



Radiant Performance Award (Call Takers & Dispatchers)

Honors frontline professionals who demonstrate **exceptional accuracy, efficiency, and dedication**.



Beacon of Communication Award (Supervisors)

Recognizes supervisors who **lead by example, mentor their teams, and foster a culture of excellence**.



Illuminate Pathway Award (Directors & Leadership)

Celebrates **visionary leaders** who drive innovation, enhance operations, and support their teams' long-term success.



Stellar Coin – Ongoing Recognition (Outstanding Call Takers)

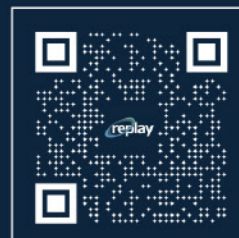
Awarded throughout the year to **call takers who excel in critical situations or achieve top QA scores**.



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**READY TO
ELEVATE YOUR
QA PROGRAM?**

Get Involved Today