



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

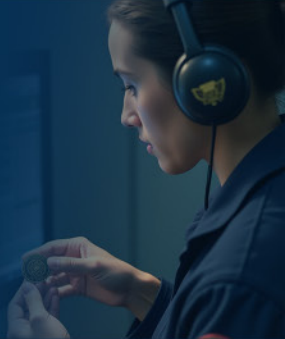
Recognizing standout team members.

### REPLAY EVALUATOR INSIGHTS

Identifying top performers through expert QA reviews.

# Stellar Coins

Ongoing recognition throughout the year for **exceptional performance.**



## STELAR COIN

Honors operators who demonstrate outstanding overall performance or handle challenging incidents with extraordinary skill.

### Criteria for Evaluation:

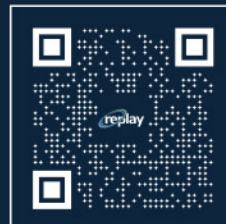
- Excels in high-pressure or critical incidents.
- Maintains high QA scores consistently.
- Solves problems and makes decisions under stress.
- Contributes significantly during major events.
- Shows exceptional professionalism and compassion.

### Consideration Process:

- Review of specific incidents or situations where the operator excelled.
- Nominations from peers, supervisors, or Replay Evaluators detailing achievements.
- QA evaluations and supporting documentation of performance.



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**READY TO  
ELEVATE YOUR  
QA PROGRAM?**

Get Involved Today