



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.



RADIANT PERFORMANCE AWARD

Honoring one operator for exceptional QA performance and contributions throughout the year.

Criteria for Evaluation:

- Maintains a QA average above 95% throughout the year.
- Follows protocols with minimal errors.
- Shows a positive attitude and professionalism.
- Willingly helps the team and takes extra tasks.
- Excels in problem-solving and critical thinking.

Consideration Process:

- Review of QA evaluation records and feedback from Replay Evaluators.
- Input from supervisors and peers, highlighting specific examples of excellence.
- Assessment of overall impact on team performance and morale.



BEACON OF COMMUNICATION AWARD

Honors one supervisor whose leadership and guidance illuminate the path for their team's success.

Criteria for Evaluation:

- Leads the team to high performance.
- Mentors operators to build skills and confidence.
- Promotes teamwork and a positive work culture.
- Resolves conflicts and makes solid decisions under pressure.
- Communicates clearly and consistently.

Consideration Process:

- Supervisor performance reviews and team feedback.
- Evidence of successful mentoring relationships or training outcomes.
- Examples of contributions to significant team achievements or milestones.



ILLUMINATE PATHWAY AWARD

Honoring one director for strategic vision, impactful leadership, and driving their team's future success.

Criteria for Evaluation:

- Drives innovation through visionary leadership.
- Plans long-term to improve team operations.
- Supports organizational goals and QA standards.
- Collaborates effectively with stakeholders.
- Prioritizes employee well-being and culture.

Consideration Process:

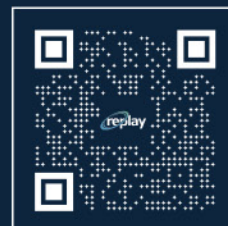
- Review of major projects, initiatives, or achievements led by the director.
- Feedback from operators, supervisors, and other leaders on leadership style and impact.
- Evidence of measurable improvements in operational efficiency or team performance.



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**READY TO
ELEVATE YOUR
QA PROGRAM?**

Get Involved Today