

The 2006 NENA Communication Center of the Year Award

This year's recipient was the Morgan County Communications Center. Nominated by their Director, Pam Monsees, the entire staff has endured a very stressful and very trying year in dealing head on with the new technologies of VoIP 9-1-1 calls. Over the first four months they received many calls from VoIP phones all over the country. "Fortunately, the calls we received were not true emergencies and the call takers were able to direct callers to dial from a traditional line, or to dial the 10 digit non-emergency number..." Until April 6, 2006 at 0846 hours. They received a true emergency call from a party in Winder, Georgia. They used the various resources they had accumulated in dealing with VoIP calls and NCIC teletypes to get help to a woman who had fallen down a flight of stairs with her baby in hand. They were able to make contact with the proper authorities and Georgia and had responders to the victim's door in only 14 minutes. Great job! While also dealing with the stresses of VoIP, their center was also in the middle of a switchover from their conventional VHF radio system to a new DTR system. The cutover occurred on June 8th and was described like this. "Our consoles were up and down like an elevator in a busy office building." Through all this, the group from Morgan County Communications weathered the storm and "rolled with the punches". For winning the 2006 Coloradon NENA Comm Center of the Year award, they were given a nice plaque and a check for \$300 in order to do something to reward each and every one of them.