



**PRESS RELEASE
FOR IMMEDIATE RELEASE**

FOR ADDITIONAL INFORMATION

David S. Keller, Commissioner
Commissioners' Office
14 North Main Street
Chambersburg, PA 17201
717-261-3812
dskeller@franklincountypa.gov

FOR IMMEDIATE RELEASE
**Franklin County 9-1-1 Dispatcher Named Northeast Regional Winner in
Smart Telecommunicator Awards**

*Gregg Cerrone, Franklin County DES, Recognized for Excellence
in Handling 9-1-1 Emergencies*

April 16, 2015 - CHAMBERSBURG, PA – April is National 9-1-1 Education Month and the second full week is traditionally celebrated as National Public Safety Telecommunications Week. This year a local dispatcher from Franklin County DES is receiving national acclaim. Gregg Cerrone was voted the Northeast Regional Honoree in the 4th annual Smart Telecommunicator Awards.

The Smart Telecommunicator Awards aims to recognize and reward 9-1-1 telecommunicators for leadership, performance, compassion for callers, ability to inspire co-workers and overall contributions to their Public Safety Answering Points (PSAPs). Last month 9-1-1 call-takers and dispatchers (telecommunicators) across the U.S. were nominated by peers and individuals, and forty finalist entries were then selected for an online public vote. After thousands weighed-in, Cerrone was named the top winner for his region.

According to the nomination submitted, Telecommunicator Cerrone received a call reporting a person sending suicidal messages through Facebook. The caller did not know the person, but was able to provide basic details such as a cell phone number, date of birth and general location. Cerrone used a 3rd party service and the cell phone provider to obtain an approximate location of the person. Response units were able to locate the person and transport them for treatment of an overdose.

"Gregg's dedication to public safety is exemplary, and we're proud of the way he utilized the full capabilities of the 9-1-1 system to save someone's life," said Commissioner & Board Chairman Dave Keller.

"I graduated with Gregg at James Buchanan High School in 1972. He is a tremendous telecommunicator and very worthy of this award. He makes us all JB proud," said Commissioner Bob Thomas.

###

For additional information on Franklin County visit www.co.franklin.pa.us

"Gregg's analytical and intuitive skills, and his use of technology, saved another life," said Commissioner Bob Ziobrowski.

The Smart Telecommunicator Awards are conducted by [Smart911](#), the acclaimed national public safety service, in partnership with the Industry Council for Emergency Response Technologies (iCERT) and the Denise Amber Lee Foundation.

One national winner and three other regional winners were also announced. To read about the other winners, please visit: www.smart911.com/sta

In addition to the Smart Telecommunicator Award, Smart911 will present a donation of \$500 to each winner's charity of choice and \$1,000 to the national winner's charity. Cerrone has selected the [Drew Michael Taylor Foundation](#) to receive this donation.

"The job of a telecommunicator requires an individual to diffuse emergencies and avert tragedy, while maintaining their composure, at any given moment," said Tom Axbey, CEO of Rave Mobile Safety. "Not everyone can succeed in these very challenging duties. We continue to be awestruck by the stories we hear of telecommunicators deft skills and going well above-and-beyond the normal call of duty."

Smart911 allows citizens to [create a Safety Profile online](#) for their household that includes information they want 9-1-1 and response teams to have during an emergency. When a citizen makes an emergency call, their Safety Profile is automatically displayed to the 9-1-1 call-taker, allowing them to send the right response teams to the right location with the right information. Fire crews can be aware of such things as how many people live at a home and the location of bedrooms. EMS can know about specific conditions for fast, precise medical treatment. And because profiles can contain photos, in the event of a missing child, police can gain an advantage, receiving critical information in seconds versus hours.

Smart911 is currently available in 36 states and more than 1000 municipalities across the country. Citizens are encouraged to create their Safety Profile with Smart911 today to have their information immediately available to 9-1-1. Smart911 is private and secure, is only used for emergency responses, and only made available to the 9-1-1 system in the event of an emergency call.

ATTACHED PICTURE: In the picture are Commissioner Robert Ziobrowski, Randy Taylor and Marcie Taylor, Commissioner David Keller, Gregg Cerrone, Grandson Bryson, wife, Georgia Cerrone and Commissioner Robert Thomas.

###

