

CITY OF PORTLAND

BUREAU OF EMERGENCY
COMMUNICATIONS

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For Immediate Press Release Friday, January 8, 2010

Portland 9-1-1 responds to the NBC Today Show's feature story "9-1-1 Emergency: Are Operators Ready for Your Call" to assure the community they ARE in good hands.

Yesterday morning, NBC's Today Show aired the attached story "9-1-1 Emergency: Are Operators Ready for Your Call?"

http://www.msnbc.msn.com/id/21134540/vp/34745516

In this segment, Reporter Jeff Rossen presented the results of a three-month investigation into the nation's 9-1-1 system. Their findings: the system was dangerously flawed, especially in regards to training and helping callers during medical emergencies. This feature focused on the tragic story of a mother's call for help when she found her young son strangling in their backyard soccer net. Ultimately her son died. She felt he could have been saved had the 9-1-1 call taker been able to provide her with CPR instructions. That family is suing the City of Murphy, Texas.

The City of Portland's Bureau of Emergency Communications (BOEC), who provides 9-1-1 services to Portland, Gresham, Fairview, Troutdale, Maywood Park, and unincorporated Multnomah County, feels it is important to respond to this story to assure our community, both citizens and visitors, that they are in very good hands. We are concerned that this story could lead our public to question their trust in their local system and be afraid that they will not get the help they need.

The following is a link to our response, which we have just posted on our website. We are asking for your assistance by adding this link to your own website.

http://www.portlandonline.com/911/index.cfm?c=50386

We relish the opportunity to talk to you directly and would be happy to have you visit our center.

For more information, please contact PIO Jacquie Carson. Media line/503-823-1925.

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