
BUREAU OF EMERGENCY COMMUNICATIONS



PIO Contacts:

Todd DeWeese

Phone: (503) 823-1466

Pager: (503) 940-1661

Fax: (503) 823-3940

todd@ci.portland.or.us

Madelyn Taylor

Phone: (503) 823-1479

Pager: (503) 795-5052

Fax: (503) 823-3940

madelyn@ci.portland.or.us

P.O. Box 1927 Portland, Oregon 97207 (503) 823-0911 FAX (503) 823-4630

For Immediate Release

September 11, 2002

NEWS RELEASE

9-1-1 Dispatchers Recognized on September 11, 2002 Annual Telecommunicator Recognition Day

Before September 11th, the date now associated with the terrorist attacks in 2001, the date was nationally recognized as a date to honor Emergency Telecommunicators. The day was first proclaimed by President Ronald Reagan in 1987 (see attached page) and has been celebrated ever since.

Dispatching is more than just a job; it is a calling. Many dispatchers in Portland have made a career, a life in fact, of providing service. Dispatchers, here and across the country, help people on the absolute worst day of their lives. Rain or shine, day or night, holiday or not, there are dispatchers on-duty.

Dispatchers work in stressful and nearly impossible situations. Oftentimes, they hear how 9-1-1 calls were mishandled, yet rarely receive credit for the difference they make everyday. They help people give birth, stop the bleeding, open airways, help keep them safe until the police can arrive, get them out of burning structures, and help them find resolution to problems and crime.

The Bureau of Emergency Communications (BOEC) handles more than one million emergency and non-emergency calls each year. Each BOEC Dispatcher handles, on average, about 9,100 calls per year. That's 9,100 opportunities to help someone, 9,100 chances to make a difference and 9,100 lives that dispatcher can affect.

We would like to invite members of the local media to sit alongside a dispatcher for an hour or two this Wednesday, September 11, 2002 and help us celebrate our own Heroes. You will have the opportunity to listen to emergency and non-emergency calls as they happen and hear police, fire and medical crews dispatched ... from the other side of the radio.

Please contact our PIO's to schedule a time for your sit along.

The President Proclamation 5696 of August 26, 1987
August 31, 1987

By the President of the United States of America A Proclamation

Protecting the lives and property of citizens is one of government's fundamental responsibilities. In times of emergency, citizens must have a quick and easy way to summon police and other rescue services. The 9-1-1 emergency telephone number fulfills this need and proves its value hundreds of times every day throughout our country.

In 1968, 9-1-1 was designated the universal emergency telephone number in North America. Today we can see with satisfaction that much has been done to implement this system. Thousands of municipalities have established the 9-1-1 telephone system, making it possible to save more lives and to increase the public's confidence in local emergency response systems. The 9-1-1 system has enabled communities to respond to a greater number of emergency calls with added efficiency and lower costs to the public.

State and local governments have made a commitment to implement the 9-1-1 telephone system across our Nation as soon as possible. Some States have mandated that the system be operational by a certain date, while others have made much progress on a voluntary basis. These efforts to enhance the welfare and safety of our citizens deserve public recognition and every commendation.

The Congress, by Public Law 99-448, has designated September 11, 1987, as "9-1-1 Emergency Number Day" and has authorized and requested the President to issue a proclamation in observance of this occasion.

NOW, THEREFORE, I, RONALD REAGAN, President of the United States of America, do hereby proclaim September 11, 1987, as 9-1-1 Emergency Number Day. I call upon the people of the United States to observe this day with appropriate ceremonies and activities.

IN WITNESS WHEREOF, I have hereunto set my hand this twenty-sixth day of August, in the year of our Lord nineteen hundred and eighty-seven, and of the Independence of the United States of America the two hundred and twelfth.

Ronald Reagan