

BUREAU OF EMERGENCY COMMUNICATIONS



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For Immediate Release

October 10, 2002

NEWS RELEASE

Portland 9-1-1 Dispatcher selected as Oregon's 2002 Telecommunicator of the Year

The Oregon Association of Public-Safety Communications Officials (APCO) will recognize Bureau of Emergency Communications (BOEC) 9-1-1 Dispatcher, Lynette Fay, as Oregon's 2001/2002 Telecommunicator of the Year at the Annual APCO Conference on Thursday, October 10, 2002.

Fay, a nine-year veteran of Emergency Communications, rotates duties as a 9-1-1 Operator, a dispatcher for police, fire and EMS responders and is a valued member of BOEC's coaching team, often working with new employees. She frequently receives recognition for her performance.

Co-workers and supervisors alike respect Fay. Trainees value her knowledge, expertise and willingness to share that with them. In addition, Fay is respectful of others, and contributes in making the work place a positive place. Her sense of humor is contagious, and oftentimes helps others deal with difficult situations. Fay is an instrumental member of BOEC's Health and Safety Committee.

An Oregon Emergency Telecommunicator of the year "routinely demonstrates an exemplary work ethic, exceptional performance of duties, shows and uses initiative and leadership qualities, and promotes teamwork. In addition, this nominee must have generated and successfully completed a project in addition to their usual duties, which is a valuable contribution to local or statewide emergency telecommunications."

The duties of a 9-1-1 Telecommunicator are oftentimes hectic, nerve-wracking and stressful. A small percentage of the people in the country can do this job and Fay does it extremely well. Please join her family and us in congratulating Lynette Fay, Oregon APCO Telecommunicator of the Year.

Lynette Fay will be available for comment. Please contact one of the PIO's to schedule an interview.

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