

# OREGON APCO/NENA 2012-13 AWARD WINNERS

**Lifesaver Award** – The Lifesaver Award recognizes an individual, team, center or centers who exemplify commitment to service above and beyond the call of duty through innovative/quick thinking, initiative, excellent use of knowledge and skills seldom drawn upon, calm and controlled presence of mind, extraordinary individual or team effort – which results in the preservation of human life. Our very own Lora Layman received the Lifesaver award for her work on 10/12/13 when she stayed on the phone with a 17-year old female who had been in a car crash in the woods and did not know her location. Lora was instrumental in staying on the phone and determining where the female and her friend were located so crews could get to them. **Congratulations Lora Layman!**

**Supervisor/Lead of the Year Award** (Maximum of one (1) award per year) - The Supervisor/Lead of the Year Award recognizes the Line Supervisor or Lead Dispatcher (union or non-union whose primary job responsibility is working in the dispatch center in a direct supervisory or lead position) whose efforts on behalf of the dispatch center demonstrate the highest level of commitment to its personnel and their excellence, professionalism and success. The individual will exemplify leadership, integrity, trustworthiness, dependability and forward thinking; coach and encourage the strengths and skills in each employee to assist in achieving each dispatcher's personal best; demonstrate initiative and creativity in policies, procedures and/or new programs; enhance or improve the operation and morale of the center; promote the Telecommunicator Code of Ethics on a daily basis through example; build and maintain a positive rapport with co-workers and customers alike. Congratulations to **Wendy Lotman!**

**Manager of the Year Award** (Maximum of one (1) award per year) – The Manager of the Year recognizes the Administrator, Director or Manager not assigned to first line supervision in the dispatch center, whose efforts on behalf of his/her agency demonstrate the highest level of commitment to its personnel, partner agencies and customers. Professional development and well-being of personnel, excellence in customer service and progressive/innovative paths to the future are focal goals. This individual exemplifies leadership, integrity, trustworthiness, dependability and forward thinking on a global level; coaches and encourages strengths in all personnel; demonstrates initiative and creativity in the development and implementation of policies, procedures, systems and programs; directs efforts toward developing and maintaining positive morale within the agency; lives the example of ethical behavior on a daily basis; builds bridges and cohesive relationships both within the agency and with partners, associates, and the public, to the benefit of all. **Congratulations Lisa Turley!!**

