

Wonder Woman Award 2022

Amanda Hynum, Bureau of Emergency Communications

Amanda is a strong ally and champion of equity at BOEC. She understands and holds space for her privileges and lack of privileges, and encourages others to do the same. Even in academy, Amanda advocated for anti-racism and a space where employees feel safe. Amanda is among the few dispatchers who give their days off to attend Equity Committee and is an important part of improving the culture at BOEC.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Ashley Tjaden, Bureau of Emergency Communications

Ashley continues to be a champion for Equity in the work she does at the City and within the Bureau of Emergency Communication. She leans into the difficult conversations, leads by example and challenges those around her to take steps towards a more culturally responsive and equitable institution. She stepped in to support the Commissioner's Office when we unexpectedly needed it. She demonstrated the ability to learn quickly, adapt and meet the needs of many staff without hesitation. We appreciated her time with us and would like to nominate her for this work!

Nominated by: Michelle Rodriguez, and The entire Office of Commissioner Mapps
Commissioner Mingus Mapp's Office



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Wonder Woman Award 2022

Ashley Tjaden, Bureau of Emergency Communications

Ashley is the embodiment of the Fabulous Wonder Woman Award. She currently serves as an Equity Coordinator and Administrative Coordinator for the Bureau of Emergency Communications, or Portland 911. Ashley joined the bureau in June of last year and hit the ground running, compiling the work of our Equity Committee and synthesizing it into an Equity Lens, leading our Equity Leadership Team, and generally adding momentum to our equity initiatives. She balances this very important work with her Business Operations duties, which is both astonishing and inspiring to me.

Ashley engages the community in various committees outside of her day-to-day work, from community centric public safety groups to groups designed to inform and improve the 911 industry. She has made a concerted effort to learn about our industry, having started from the average person's baseline understanding of 911, and then improving it, adding her perspective on Equity and Inclusion along the way. Ashley is extremely organized, informed, motivated, and driven. She is an exceptional speaker and presenter, and her praises are sung at just about every Leadership Team meeting I can recall. Ashley is also compassionate, empathetic, and cares about the successes of others, even if it means devoting some of her own personal time to see someone realize an achievement. She is an outstanding role model and mentor, which comes naturally with her genuine care for others. Ashley has guided me, and others, through moments of professional development, as well as great personal growth, especially when we talk about equity and inclusion. We are so lucky to have Ashley on our team here at BOEC, and the city is lucky to have her as an advocate and champion. She truly is a Fabulous Wonder Woman, and I am a better person having worked with her.

Nominated by: Thomas Kurtzbein II
Bureau of Emergency Communications



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Wonder Woman Award 2022

Ayanna Curry, Bureau of Emergency Communications

Ayanna Curry is the best part of my mornings. When Mondays seem gray, Ayanna is the sunlight on my MS Teams. She is encouraging to others and let's them know how much they matter when times get tough. She is the type of person to offer help even when her plate is overfilled just to make the work easier on others. In her role, she fixes timesheets, P-Card issues, and other countless boo-boo's other people have made. She does so kindly, patiently, and never passes judgement. She works late into the evening during her normal off-hours to be part of the Equity Committee and meet at times that work best for others 24-hour shift Dispatchers. Ayanna deserves recognition, respect, and a raise! ;)

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Chelsea LaBar, Bureau of Emergency Communications

If you want something to come together, Chelsea is the key to success. When deadlines are tight and things are hectic, Chelsea is committed to keeping it moving and on track. The ideas and drive she brings to training, recruitment, and hiring are shifting the bureau toward organizational change. Chelsea works tirelessly to empower high quality diverse candidates to apply. Chelsea is creative, thoughtful, and flexible to new ways of thinking and doing things. It's an absolute pleasure to partner with her.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Christie Tuttle, Bureau of Emergency Communications

Christie is a talented and willing Dispatch Trainee and an engaged learner. She expresses interest and support in equity initiatives and looks for ways to make the bureau better. She's focused hard on being a good dispatcher, and I can't wait to see how she will use her gifts in the bureau.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Denise Willey, Bureau of Emergency Communications

Denise is the fastest in the West! There's no question that gets by her unanswered, and not task left undone. Denise is always willing to stop what she's doing to research, train, or make a process better. She exceeds at anything she tries to do.

She is a strong asset and relied on by many in the bureau.

She's also always has a funny story ready to tell about her animals or home renovation projects.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Erika Madrigal, Bureau of Emergency Communications

Erika is the epitome of courage and strength. She speaks up for what is right, advocates for equity, and is among the very few 9-1-1 dispatchers who gives her days off to serve on the Equity Committee and make the bureau a better place for other BIPOC employees and community members. In her role she has made an impact reviewing the bureau's Strategic Plan and is helping develop the bureau's first Equity Plan.

Erika inspires me to work harder and more collaboratively each time I get to meet with her.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Glenn Lemoine, Bureau of Emergency Communications

Glenn always finds a way to make a meeting fun. She is quick-witted and pulls out quips that leave the team laughing out loud. Glenn is kind, thoughtful, and encouraging of those around her. When I entered the team, Glenn was the first to welcome me in and offer her help. She is wonderful to work around and deserving of this award.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Jen Reagle, Bureau of Emergency Communications

Jen is wonderful advocate for equity in an industry that is still finding it's path toward justice. Jen is bold and fearless when combating racism and injustice. I have the pleasure of working with Jen on a project to inspire dispatchers to think differently about who is benefitted and burdened in the field of Public Safety and to help staff become familiar with the history of racism in law enforcement. Jen is creative, confident, and sincere in how she approaches the work.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Keren Ceballos, Bureau of Emergency Communications

Keren's work ethics and attention to detail are inspiring. She does the work equal to three people in her title and takes on the workload of five or more. She has organized BOEC's finances and budget beyond excellent and she does so with very little recognition. Like in Finance, Keren set the foundation for the bureau's Equity Work. She put in place an Equity Committee, implemented the first Anti-Racism trainings, and served as the bureau's equity representative in citywide advocacy. Keren challenges me to work harder and grow in amazing ways I never knew I could. Keren will be an excellent resource and asset to her Community Safety Division team!

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Kim Hunt, Bureau of Emergency Communications

Kim has been an asset to BOEC for over 27 years. She is exceptional in her role as a coach and emergency calltaker/dispatcher, because she has never let the intensity or politics of the job affect her skill and passion for helping others - both those in the community, and those on the floor at BOEC. Kim is always using her power as a tenured, valued member of staff for good; as a coach, championing what is best for her trainees, and as a dispatcher, championing what is best for the citizens in the community and the responders who answer the calls we take. Kim has been there throughout many changes. Her scope of knowledge and perspective is invaluable. She is fair, just, honest and true. The day she decides to retire will be a great loss for the people and City of Portland, but a well-earned achievement for Kim.

She is a wonderful human and deserves every accolade and more.

Nominated by: Anonymous



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Wonder Woman Award 2022

Lisa St. Helen, Bureau of Emergency Communications

Entering the Public Safety arena can be incredibly difficult for someone who has not had background or exposure in it. It can also feel lonely when everyone else knows references to acronyms, priority levels, and seemingly share the same thoughts about the work. However, Lisa St. Helen went out of her way to make me feel welcome and worthy. When I asked naïve questions or posed spirited yet challenging ideas, Lisa meets me where I am and treats me with respect. In an industry that isn't used to new ideas, and probably didn't show her the same kindness when she entered, Lisa makes others feel like they are valued and belong.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Lora Layman, Bureau of Emergency Communications

She is an excellent teacher, mentor, and role model in her field. As a trainee, having her as a teacher is motivational in itself.

Nominated by: Anonymous



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Wonder Woman Award 2022

Megan Crowder, Bureau of Emergency Communications

Megan Crowder is a knowledgeable coworker and reaches for excellence in everything she does. She's responsive, helpful, and inventive. I had the pleasure to meet with Megan over her ideas for an equity project she is working on implementing. She is open, organized, and innovatively plans to bring her passion for reading and learning to others to advance equity

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Megan Crowder, Bureau of Emergency Communications

I am nominating Megan Crowder, one of BOEC's Administrative Specialists, because she embodies bureau and City core values. She diligently completes work on-time, improves processes, and supports people in all departments. She models positive energy, dedication, and professionalism and is absolutely a Wonder Woman!

Nominated by: Steve Mawdsley
Bureau of Emergency Communications



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Wonder Woman Award 2022

Melanie Payne, Bureau of Emergency Communications

Melanie Payne goes above and beyond her job in every project she encounters. She is engaged in important reform work to make the bureau more equitable in hiring, more conducive to learning, and sets the bar higher for all of us. She manages an amazing team and amid changing deadlines and shifting goalposts she makes juggling it all look easy. She is kind and encouraging when things get tough and brings positive spirit of possibilities each time I get to work with her.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Michelle Little, Bureau of Emergency Communications

Michelle is an amazing asset to 9-1-1. She cares so much for her community, and is so passionate about reaching out to and employing BIPOC communities, that she goes above and beyond to serve as a role model. This year, she was featured at a national 9-1-1 conference for her policy ideas, and she's volunteered to speak in a local commercial about the importance of diversity at 9-1-1. She speaks with heart and does this just to serve diverse communities better.

Absolutely stellar job, Michelle.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Michelle Perrone, Bureau of Emergency Communications

Michelle Perrone has taken her journey toward equity into her own hands and does not wait for the work to come to her. She has engaged on her own learning path to understand racism and how she can play a role in stopping it in the workplace. We need more supervisors like Michelle who seek information and tools to advance equity and make the workplace more inclusive for diverse coworkers.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Mickie Reed, Bureau of Emergency Communications

I am happy to nominate Mickie Reed as a Fabulous Wonder Woman. As a Supervisor at BOEC, Mickie has reported to work throughout the pandemic. At the frontlines of public safety, Mickie has supported our employees through the pandemic, a challenging and stressful change to how we do business, COVID, and low staffing and morale. She spearheaded a campaign to allow therapy dogs to visit our staff and continues to be involved as the head of our Peer Support Team. She has worked with many of our employees as they struggled to process a traumatic call, often on her own time, and always followed up to ensure the employee was ok. On occasion, she has extended her support to an employee's family, offering information on managing stress, mental health resources, and encouragement. She does all of this on top of her day-to-day responsibilities, asking for and expecting nothing in return. As a City of Portland employee, Mickie works tirelessly to ensure all employees are treated with respect, receive equitable treatment, and honor our core values. If she notices an issue, she addresses it immediately. She strives to promote continued learning for herself and others, and always advocates for our staff. Our bureau couldn't ask for a better example of a good leader. In addition, Mickie also serves her community as a volunteer dispatcher for Mountain Search and Rescue, helping to coordinate searchers when someone is lost or missing in rugged areas. And if that isn't enough, she is an integral part of her neighborhood, always lending a hand, an ear, or simply enjoying some good conversation. In essence, Mickie is a Wonder Woman!

Nominated by: Sherrie Koss
Bureau of Emergency Communications



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Wonder Woman Award 2022

Nakita Thomas, Bureau of Emergency Communications

I got the pleasure of shadowing Nakita this year, and it stirred me deeply. Nakita is a standout 9-1-1 Dispatcher. I listened as she caringly talked people through the worse moments they've been through. She adeptly coached people with disabilities through medical emergencies while EMS was on the way, she verbally guided an entire apartment complex through evacuating their building from a fire, and unremittingly stuck with a houseless women attempting to escape distress and trauma. All of these in the span of 20 minutes. In between calls, she talked to me about her advocacy work for equity and her unending commitment to making 9-1-1 just for all people no matter their background. Nakita is one of the few 9-1-1 dispatchers who attends Equity Committee Meetings on her off hours, which occur the days she works 10-hour shifts. Even though she works nights, in her off hours during the day she attends leadership trainings to expand her skillsets so that she can advance in her career and profession as a telecommunicator. If I am ever in the unfortunate position of needing to call 9-1-1, I want Nakita on the other end to guide me.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Rachel Miles-Davis, Bureau of Emergency Communications

Rachel is a champion for equity in 9-1-1 and is always willing to make time for Equity. She is among the few 9-1-1 Dispatchers who will come in on her off days, or before or after a 10-hour shift just to give her innovative ideas and experiences to help BIPOC thrive at the bureau. She keeps track of what other jurisdictions are doing to enhance equity, and reads up on new ideas and solutions that can be applied here at BOEC. Thank you, Rachel, for bringing your energy and support for equity.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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Wonder Woman Award 2022

Rebekah Conklin, Bureau of Emergency Communications

Rebekah stands out to me as someone you want to be around. She always has a smile on her face and a positive attitude, and it's a pleasure to work alongside her. You can tell by the way she interacts with her peers that she really loves what she does and takes pride in her work.

Nominated by: Anonymous



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Wonder Woman Award 2022

Rosa Antoine, Bureau of Emergency Communications

Rosa keeps the bureau's spirit's up at a time when it is the most difficult to be a 9-1-1 dispatcher. She puts valued effort into organizing creative content and engaging articles in the Headset Gazette. She is always on the look-out for partnership opportunities and ways to weave equity into her work. Rosa's efforts are the type of collaborations we should all be striving for to make our workforce strong.

Nominated by: Ashley Tjaden
Bureau of Emergency Communications



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