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572-2023

Proclamation

Proclaim July 12, 2023 to be Stephen Zipprich Day of Appreciation

Placed on File

Whereas, emergencies requiring police, fire, or medical services occur at any time; and

Whereas, prompt police, fire, or medical response is critical to the protection of life and the preservation of property; and

Whereas, Public Safety dispatchers in the City of Portland's Bureau of Emergency Communications (BOEC) are the first contact for our community's calls for help for emergency services; and

Whereas, BOEC dispatchers are highly trained professionals with expertise in police, fire, medical, and Portland Street Response dispatch protocols; and

Whereas, the International Academies of Emergency Dispatch sets standards for emergency dispatch and response services worldwide and is the leading body of emergency dispatch experts; and

Whereas, BOEC Senior Dispatcher, Stephen Zipprich demonstrated leadership and positivity when BOEC implemented new emergency response protocols in May of 2021, which was a challenging transition for dispatchers; and

Whereas, Stephen shows sophistication in marrying call-taking with protocol use by demonstrating exemplary customer service, compassion, and professionalism; and

Whereas, Stephen uses the protocol appropriately to keep callers, patients, and responders safe and informed; and

Whereas, Stephen remained focused on proper procedure while showing compassion until help arrived on the scene in a dramatic incident where Stephen assisted a caller who attempted to harm herself and then called for help; and

Whereas, Stephen was honored as North America's 911 Dispatcher of the Year for exemplary emergency dispatching and professional excellence by the International Academies of Emergency Dispatch; and

Introduced by

[Mayor Ted Wheeler;](#)

[Commissioner Rene Gonzalez](#)

Bureau

[Emergency Communications \(9-1-1\)](#)

Contact

Nick Coffey

Commissioner's Staff
Representative

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Requested Agenda Type

Time Certain

Date and Time Information

Requested Council Date

July 12, 2023

Requested Start Time

9:45 am

Time Requested

20 minutes

Whereas, Stephen has consistently served as an exceptional role model for his peers, going above and beyond in his role even under the most challenging circumstances, inspiring all city employees and setting a standard of excellence for all; and


Whereas, we are all grateful for the important and life-saving work accomplished by Stephen Zipprich and all BOEC dispatchers every day.

Now, therefore, I, Ted Wheeler, Mayor of the City of Portland, Oregon, the "City of Roses," do hereby proclaim July 12, 2023, to be

Stephen Zipprich Day of Appreciation

In Portland and encourage all Portlanders to observe this day.

Documents and Exhibits

 [Proclamation](https://www.portland.gov/sites/default/files/council-documents/2023/stephen-zipprich-day-proclamation-2023.pdf) (https://www.portland.gov/sites/default/files/council-documents/2023/stephen-zipprich-day-proclamation-2023.pdf) 138.78 KB

Agenda Items

572 Time Certain in [July 12-13, 2023 Council Agenda](https://www.portland.gov/council/agenda/2023/7/12) (https://www.portland.gov/council/agenda/2023/7/12)

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