



John Day
Emergency
Communications
Center

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Nicholas Green,

I would like to take the time to recognize an outstanding employee of the John Day Emergency Communications Center and recommend that she be recognized with the Lifesaver Award.

During the early morning hours of November 30th 2017, Emergency Telecommunicator Savannah Lovell answered a 9-1-1 call for help reporting an apartment fire with kids still inside. Due to Savannah's quick and professional performance in the line of duty, lives were saved.

The emergency 9-1-1 call that Savannah answered would have been unintelligible to the untrained ear, as it was a hysterical caller screaming that there was a fire at a local apartment complex with babies still inside. Savannah continued to calm the caller in order to obtain crucial information, and at the same time dispatched the appropriate emergency responders (Prairie City Fire, John Day Fire, John Day Ambulance, Prairie City Ambulance and the John Day Police Department). Savannah demonstrated the highest level of personal and professional conduct and performance in the line of duty and because of this, emergency responders arrived on scene with little time lost.

Although this was a tragic incident that emergency responders hope to never have to experience in their career, Savannah responded to this quickly and calmly, getting the appropriate responders on scene in the shortest time possible. Savannah's actions during those early morning hours, when most are at home sleeping with their families, saved lives and homes on that day.

The **Lifesaver Award** recognizes an individual who exemplifies 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 effort which results in the preservation of human life. (APCO standards)

Valerie Maynard
John Day ECC Manager