DONNA K. FITZGERALD

EMERGENCY COMMUNICATIONS SPECIALIST

CONTACT

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SUMMARY

APCO-certified Emergency Communications Specialist (ENP) with 11 years of 9-1-1 dispatch and emergency communications experience at Multnomah County Communications (MCCIS). Processed 95,000+ 9-1-1 calls annually with a 98.7% call-answer rate within Oregon PSAP standards. Reduced Priority 1 dispatch-to-unit time 19% by redesigning CAD pre-alert protocols. Mentored 14 new telecommunicators; recognized with the Oregon NENA Telecommunicator of the Year Award (2023).

SKILLS

- 9-1-1 Call Processing
- CAD Systems (Motorola PremierOne)
- Multi-Agency Incident Coordination
- Emergency Medical Dispatch (EMD)
- Radio Dispatch Procedures
- Telecommunicator Training (CTO)
- PSAP Compliance & Quality Assurance
- Critical Incident Management

EDUCATION

Portland State University

Portland, OR

Bachelor of Arts

Sep 2009 - May 2013

Criminal Justice & Communication

GPA: 3.6

LANGUAGES

English ●●●●●

Spanish ●●●○○

EXPERIENCE

Multnomah County Communications (MCCIS) Portland, OR

Emergency Communications Specialist Sep 2016 - Present

Process 9-1-1 and non-emergency calls, dispatch police and fire resources, and coordinate multi-agency incidents for Multnomah County.

- Process 95,000+ 9-1-1 calls annually with a 98.7% call-answer rate within Oregon PSAP compliance standards
- Reduced Priority 1 dispatch-to-unit time 19% by redesigning CAD pre-alert and pre-arrival instruction protocols
- Coordinate multi-agency critical incidents including 14 SWAT activations, 8 mass-casualty events, and 3 building collapses
- Serve as Primary Answering Point (PAP) supervisor during escalating incidents, directing 6 concurrent dispatcher positions
- Mentored 14 new telecommunicators through 6-month certification program with 100% completion rate
- Selected as CAD system subject-matter expert for 2022 county-wide CAD migration, training 42 dispatchers on new platform

Portland Police Bureau – Communications Division Portland, OR

Police Dispatcher Aug 2013 - Aug 2016

Dispatched patrol units, managed radio channels, and processed 9-1-1 and non-emergency calls for Portland Police Bureau.

- Dispatched 50,000+ calls annually across 6 patrol radio channels serving 800+ sworn officers
- Achieved 99.1% radio acknowledgment accuracy rate across all dispatched units during 3-year tenure
- Completed Emergency Medical Dispatch (EMD) certification, providing pre-arrival CPR instructions on 34 cardiac events

PROJECTS

Project Lead

Emergency Communication Protocol Development Jan 2020 - Jun 2020

Developed and implemented an emergency communication protocol for mass casualty incidents, resulting in a 20% reduction in communication errors

CERTIFICATES

Emergency Number Professional (ENP)

Dec 2017

APCO International

APCO International Emergency Number Professional board certification – highest 9-1-1 professional credential.

Emergency Medical Dispatch (EMD) Certified

Mar 2018

International Academies of Emergency Dispatch

Certified to provide pre-arrival medical instructions for cardiac arrest, trauma, and other medical emergencies.

NENA 9-1-1 Certified Training Officer (CTO)

Jan 2019

National Emergency Number Association (NENA)

Certified to train and evaluate new 9-1-1 telecommunicators.

CPR/AED Certification

Mar 2022

American Red Cross

Professional Rescuer BLS, current.

CAD systems • Emergency communication software