



# Recognizing Outstanding Service Excellence

## **TONYA PRATER — CAMPUS DISPATCHER, PUBLIC SAFETY**

On September 26, 2012 Campus Dispatcher Tonya Prater received a call from a patient advising Public Safety that she was having difficulty getting TriMet medical transport from her appointment at the Center for Health and Healing to her home. When the medical transport driver arrived, the patient believed the driver was under the influence and did not feel comfortable riding with him. She reported the incident to Portland Police and to TriMet, however, she said that TriMet refused to send another driver. Tonya made telephone calls for the requestor and spent approximately 20 minutes on the phone and was successful in arranging for TriMet to send another medical transport. Dispatch manager, Mark Wilton, received a telephone call the next morning from the patient stating that our Campus Dispatcher, Tonya, went above and beyond her duties to assist her in getting home. She stated that the dispatcher should get a ROSE Award for her outstanding customer service.

*Submitted by Mark Wilton, Public Safety*

**GOLDEN ROSE AWARD RECIPIENT**

**OCTOBER 2012**