

## SENATE RESOLUTION NO. 31

Senators Singh, Anthony and Geiss offered the following resolution:

1 A resolution to recognize April 9-15, 2023, as National Public  
2 Safety Telecommunicators Week (NPSTW).

3 Whereas, The safety of Michigan's residents and visitors is of  
4 utmost importance and emergency response is a critical component in  
5 ensuring that safety; and

6 Whereas, 911 public safety telecommunicators are an integral  
7 part of the emergency response system, playing a crucial and life-  
8 saving role by answering and prioritizing calls for police, fire,  
9 and medical assistance, while also providing essential medical  
10 instructions to callers and coordinating the dispatch of emergency  
11 personnel; and

1           Whereas, There are approximately 2,200 highly skilled public  
2 safety telecommunicators in Michigan serving a population of  
3 approximately 10 million, who possess a unique set of skills  
4 including the ability to manage high levels of stress, communicate  
5 clearly and calmly under pressure with life and death situations,  
6 and multitask effectively at an extreme level to provide efficient  
7 responses and essential information to responders; and

8           Whereas, Michigan public safety telecommunicators process an  
9 average of 6.5 million 911 calls annually, demonstrating the  
10 critical nature of their work to ensure the safety and security of  
11 our communities; and

12           Whereas, The first point of contact between the public and  
13 emergency services during a crisis is public safety  
14 telecommunicators, and their ability to accurately assess and  
15 respond to emergency situations is essential to the safety and  
16 well-being of everyone involved; and

17           Whereas, Public safety telecommunicators are required to have  
18 strong communication skills, active listening, quick thinking and  
19 decision-making, multitasking, knowledge of local resources and  
20 emergency protocols, and emotional stability, all while keeping the  
21 responding personnel safe; and

22           Whereas, Often, public safety telecommunicators handle  
23 difficult and traumatic situations, such as death, suicide, abuse,  
24 and other traumatic events and are required to maintain accuracy  
25 and composure in high pressure situations; and

26           Whereas, National Public Safety Telecommunicators Week  
27 initially started in 1981 by the Contra Costa County Sheriff's  
28 Office in California. In 1994, President William J. Clinton signed  
29 a Presidential Proclamation declaring the second week of April as

1 NPSTW; and

2       Whereas, This week is a time to celebrate and thank  
3 telecommunications personnel across Michigan who serve our  
4 communities, citizens, and public safety personnel 24 hours a day,  
5 seven days a week; now, therefore, be it

6       Resolved by the Senate, That the members of this legislative  
7 body recognize April 9-15, 2023, as National Public Safety  
8 Telecommunicators Week (NPSTW). We acknowledge public safety  
9 telecommunicators as first responders for their vital and life-  
10 saving roles in emergency response and their highly specialized  
11 skill set; and be it further

12       Resolved, That we express our deep appreciation to all public  
13 safety telecommunicators in Michigan for their unwavering  
14 dedication, professionalism, and exceptional service to our  
15 communities. We also recognize the unique skills necessary for them  
16 to adapt to changing circumstances and navigate complex and  
17 rapidly-evolving situations.