

MICHIGAN SENATE

Senate Resolution No. 31

Offered by Senators Singh, Anthony and Geiss

A RESOLUTION TO RECOGNIZE APRIL 9-15, 2023, AS NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK (NPSTW)

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

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

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

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

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

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

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

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

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

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

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

Adopted by the Senate, April 13, 2023.


Secretary of the Senate