

SENATE RESOLUTION NO. 31

Senators Singh and Anthony 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

12 Whereas, There are approximately 2,200 highly skilled public

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

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

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

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

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

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

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

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

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