

## HOUSE RESOLUTION NO. 223

Reps. Mueller, Alexander, Breen, Glanville, Jaime Greene, Haadsma, Hope, Liberati, Paiz, Rheingans, Rogers, Schuette and Weiss offered the following resolution:

1           A resolution to declare April 15-19, 2024, as National Public  
2 Safety Telecommunicators Week in the state of Michigan.

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

1 personnel; and

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

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

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

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

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

27       Whereas, National Public Safety Telecommunicators Week (NPSTW)  
28 initially started in 1981 by the Contra Costa County Sheriff's  
29 Office in California. In 1994, President William J. Clinton signed

1 a Presidential Proclamation declaring the second week of April as  
2 NPSTW; and

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

7       Resolved by the House of Representatives, That the members of  
8 this legislative body declare April 15-19, 2024, as National Public  
9 Safety Telecommunicators Week in the state of Michigan. We  
10 acknowledge public safety telecommunicators as first responders for  
11 their vital and life-saving roles in emergency response and their  
12 highly specialized skill set; and be it further

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