

OFFERED BY COUNCILORS BENJAMIN J. WEBER, SHARON DURKAN,  
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SANTANA, WORRELL, AND LOUIJEUNE



## CITY OF BOSTON IN CITY COUNCIL

### RESOLUTION RECOGNIZING NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK

- WHEREAS,** The second full week in April is recognized as National Public Safety Telecommunicators Week to honor telecommunications personnel in the public safety community; *and*
- WHEREAS,** 911 dispatchers across the country and here in Boston answer emergency and non-emergency phone calls, connecting callers to emergency care and providing valuable resources to those in need; *and*
- WHEREAS,** Each call represents a resident in need, looking to speak to a calm, helpful person in what could be one of the most difficult or frightening moments of their lives; *and*
- WHEREAS,** The telecommunicator is the first voice you hear when you dial for help. Behind the scenes these telecommunicators interpret an ever-increasing array of information, which enables emergency personnel to better locate and assist those who are in distress; *and*
- WHEREAS,** Locally the Boston Police Operations Division dispatchers, 911 call takers, and operations support union employees serve as the City's Public Safety Answering Point; *and*
- WHEREAS,** During the COVID-19 public health emergency telecommunications personnel worked on the front lines while experiencing staffing shortages and demands to take on mandatory shifts; *and*
- WHEREAS,** An estimated 240 million calls are made to 911 in the United States each year; *and*
- WHEREAS,** Telecommunications personnel are highly-trained unsung heroes of the public safety system, assisting police, firefighters and paramedics during emergencies; *and*
- WHEREAS,** The Boston City Council supports our telecommunications personnel and recognizes them for their hard-working professionalism and dedication to the residents of Boston; *and* **NOW, THEREFORE BE IT**

***RESOLVED:*** That the Boston City Council recognizes April 14-April 20 as National Public Safety Telecommunicators Week in the City of Boston and celebrates all of the unsung efforts of the City's telecommunications personnel.

Filed on: April 10, 2024