

OFFERED BY COUNCILORS BENJAMIN J. WEBER, SHARON DURKAN,
BREADON, COLETTA, FITZGERALD, FLYNN, MEJIA, MURPHY, PEPÉN,
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