

DENNIS CONARD, SHERIFF

Michael K. Brown
Chief Deputy Sheriff



Clifford G. Tebbitt
Jail Administrator

(563)326-8625
(563)326-8689 (FAX)

EMERGENCY 9-1-1
400 West 4th Street
Davenport, Iowa 52801-1104

www.scottcountyiowa.com
sheriff@scottcountyiowa.com

National Public Safety Telecommunicator Week

April 12 - April 18, 2009

Each year, the second full week of April is dedicated to the men and women who serve as public safety telecommunicators. It was first conceived by Patricia Anderson of the Contra Costa County (Calif.) Sheriff's Office in 1981 and was observed only at that agency for three years. Members of the Virginia and North Carolina chapters of the Association of Public-Safety Communications Officials (APCO) became involved in the mid-1980s. By the early 1990s, the national APCO organization convinced Congress of the need for a formal proclamation. Rep. Edward J. Markey (D-Mass.) introduced what became H.J. Res. 284 to create "National Public Safety Telecommunicator Week." According to Congressional procedure, it was introduced twice more in 1993 and 1994, and then became permanent, without the need for yearly introduction.

Across the nation, 9-1-1 dispatchers are celebrating National Public Safety Telecommunicators' Week. The United States Congress designated the second week in April as a time to honor all 9-1-1 dispatchers who answer the calls for help and provide emergency assistance to the public and emergency public safety responders.

Most people do not think about the people behind the voices of 9-1-1 until they need to call for help. Some people equate 9-1-1 with police cars and fire trucks, with lights and sirens blaring, or an ambulance speeding off to a hospital emergency room. While police, fire, and ambulances are obviously linked to 9-1-1, it may be difficult to visualize the people who perform the functions behind the scenes. 9-1-1 dispatchers are the "first" first responders in emergencies. In addition to the long hours, holidays, and weekends worked that these professionals endure, the 9-1-1 dispatchers often volunteer their time in other ways to support the community, such as helping to educate children about 9-1-1, participating in school events, and lending a helping hand for various community causes.

This week is dedicated to public safety Telecommunicators who aid in providing 9-1-1 emergency assistance to citizens everywhere. The term "9-1-1" is often associated with rapid emergency response, poise under pressure, aid and compassion in times of distress, and critical decision-making within seconds. Many people do not stop to think about these seemingly nameless, faceless individuals until they experience an actual emergency themselves. These professionals make the difference between life and death in many instances. This year the week of April 12 - April 18 is dedicated to recognizing these individuals across the nation and taking time to show appreciation for all that these dispatchers do on a daily basis.