

Resolution 10282

A RESOLUTION ENTITLED "THE FIRST FIRST RESPONDERS RESOLUTION,"

A RESOLUTION TO RECOGNIZE THE VALUE OF 911 TELECOMMUNICATORS IN THEIR ROLE IN NORTH CAROLINA PUBLIC SAFETY FOR RESPONDING TO EMERGENCY CALLS FROM CITIZENS OF THE STATE AND DISPATCHING THOSE CALLS TO FIRST RESPONDERS IN THE FIELD.

WHEREAS, 911 Telecommunicators are an essential part of the public safety infrastructure in this city and state ; and

WHEREAS, 911 Telecommunicators are trained to play a critical role in emergency response as the first line of communication for persons needing law enforcement, fire, or medical response, and serve as a lifeline to law enforcement, fire, and medical response personnel in the field; and

WHEREAS, 911 Telecommunicators serve 24 hours a day, seven days a week, the same as firefighters, law enforcement officers, and emergency medical services workers; and

WHEREAS, 911 Telecommunicators make the same sacrifices in their personal lives as firefighters, law enforcement officers, and emergency medical services workers by leaving their families, friends, and the safety of their homes to handle the emergency 911 calls that save the lives, protect the property, and ensure the safety of their community during emergency events; and

WHEREAS, 911 Telecommunicators heroically answer emergency 911 calls around-the-clock whereby they provide medical guidance, instruct callers on staying safe in extremely trying and often terrifying situations, and help guide callers to safety during disasters, while simultaneously dispatching field units to the emergency situations; and

WHEREAS, 911 Telecommunicators must handle the stress of answering 7 million calls each year - one after another, daily - while serving as the voice of calm in chaos and providing assistance during a call that may represent the worst day of the caller's life. On a daily basis, 911 Telecommunicators hear cries of devastation and screams for help, and serve as the support as citizens cope with loss of loved ones; and

WHEREAS, 911 Telecommunicators routinely toggle between several calls at the same time, while working with multiple high tech emergency services delivery platforms to manage all elements of each call to efficiently and smoothly process and dispatch 911 and non-emergency pressing calls, responding to each call professionally, which presents a unique stressor within the first responder world; and

WHEREAS, 911 Telecommunicators handle all of these stressful situations for the callers while working to keep their fellow first responders in the field safe; and

WHEREAS, to honor the dedicated individuals who serve in this crucial position, the Durham City Council recognizes the work of 911 Telecommunicators in public safety as the "First First Responders."

NOW BE IT THEREFORE RESOLVED:

SECTION 1. The Durham City Council recognizes 911 Telecommunicators serve as first responders in North Carolina's public safety and proclaims them to be the "First First Responders."

SECTION 2. The Durham City Council expresses its appreciation for the 911 Telecommunicators of this city and state for their dedication to their communities and the State of North Carolina.

SECTION 3. This resolution shall be submitted to the City Clerk for immediate publishing.

SECTION 4. This resolution is effective upon ratification by the City Council.



APPROVED BY
CITY COUNCIL

MAR - 6 2023

CITY CLERK