



## A REPRESENTATIVE STATEMENT HONORING 911 TELECOMMUNICATORS

**WHEREAS**, 911 Telecommunicators are an essential part of the public safety infrastructure in this 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 officers, fire, or medical response and serve as a lifeline to law enforcement officers, 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

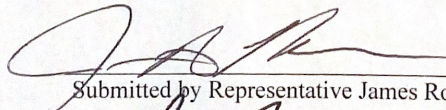
**WHEREAS**, 911 Telecommunicators routinely toggle between several calls at the same time, while working with multiple high tech emergency services delivery platforms to manage all elements of each call to efficiently and smoothly process and dispatch 911 and non-emergency pressing calls, responding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

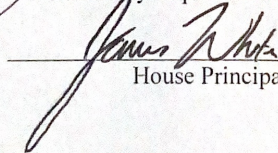
**WHEREAS**, 911 Telecommunicators must handle the stress of answering 7 million calls each year – one after another, daily – while serving as the voice of calm in chaos and providing assistance during a call that may represent the worst day of the caller's life. On a daily basis, 911 Telecommunicators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

**NOW, THEREFORE**, 911 Telecommunicators perform a crucial role in the public's safety and should be recognized as "First Responders" and shown appreciation for the dedication and service they render to their communities and the State of North Carolina.

**IN WITNESS WHEREOF**, the undersigned certifies that the foregoing statement was read in the House and placed upon the Journal on the 15th day of February, 2023.

  
Submitted by Representative James Roberson

  
House Principal Clerk