



A SENATORIAL 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 the same sacrifices in their personal lives; 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 nonemergency 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. They also 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 Senate on the sixteenth day of February, 2023.



Submitted by Senator Mujtaba A. Mohammed

Sarah Holland
Senate Principal Clerk