

NEWS RELEASE

FOR IMMEDIATE RELEASE _____

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NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK RECOGNIZED

SUFFOLK, VA (April 12, 2019) There is a saying, *“Between the thin red line and the thin blue line lies the thinnest gold line. The gold line represents those that are rarely seen but mostly heard. The calm voice in the dark night. **DISPATCHERS.** The golden glue that holds it all together.”*

The Suffolk Police Department and Suffolk Fire & Rescue would like to notify our citizens that the week of April 14th through April 21, 2019 has been designated National Public Safety Telecommunicators Week. In 1991, a Congressional resolution designated the second full week in April each year as National Public Safety Telecommunicators Week. Since that time, public safety agencies nationwide have recognized telecommunicators, dispatchers, communication operators and radio control personnel for the pivotal role they play in public safety. It is a week where everyone can celebrate and thank those who dedicate their lives to serving the public.

Public safety dispatchers provide a critical service to the community and all emergency personnel while performing their duties with integrity, quality, accountability and respect. They play a crucial role in the lifesaving process, providing an invaluable connection between emergency services and the people who need them. In 2018, Suffolk’s dispatchers received a total of 50,415 9-1-1 calls, and 87,532

non-emergency calls. For 2019 through March 31st, dispatchers have received 11,465 9-1-1 calls, and 18,920 non-emergency calls.

As the first person on the scene of nearly every crime, fire and medical emergency, the 9-1-1 dispatcher continues to be an invaluable resource for agencies of all sizes.

Suffolk's knowledgeable and highly trained individuals help save countless lives by answering emergency and non-emergency calls, dispatching law enforcement, medical and fire professionals and equipment, and providing support to citizens in distress — 24 hours a day, 7 days a week, 365 days a year.

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