



Wylie City Council

AGENDA REPORT

Department: Fire
Prepared By: Brandon Blythe

Account Code: _____

Subject

National Public Safety Telecommunicator Week.

Recommendation

Presentation.

Discussion

When a citizen thinks of 9-1-1 they usually think of police, fire trucks, and ambulances with lights and sirens blaring. But the initial first responder is the 9-1-1 dispatcher answering the emergency call. Dispatchers were recently overlooked as an emergency responder but, have been reclassified as first responders. They work long hours, holidays, and weekends, with poise under pressure, aid, and compassion in times of distress, all while making critical decisions under pressure. They are first responders to the general public, as well as being first responders to fire and police personnel. They are the voice, giving medical direction to a parent, whose infant is no longer breathing, or contacting other emergency agencies for assistance, when local fire and police personnel are overwhelmed. Many people do not stop to think about these individuals until they are faced with an emergency themselves, but these professionals often make the difference between life and death in many instances.