

REFERENCE TITLE: recognizing public safety telecommunicators

State of Arizona
Senate
Fifty-sixth Legislature
Second Regular Session
2024

SCR 1030

Introduced by
Senators Rogers: Alston, Bolick, Hatathlie, Kern, Kerr, Marsh, Petersen,
Shamp, Shope

A CONCURRENT RESOLUTION

RECOGNIZING PUBLIC SAFETY TELECOMMUNICATORS FOR THEIR TREMENDOUS
CONTRIBUTIONS TO PUBLIC SAFETY.

(TEXT OF BILL BEGINS ON NEXT PAGE)

1 Whereas, public safety telecommunicators are available at all times
2 to answer 911 and other emergency calls involving a variety of situations,
3 including health emergencies, accidents, natural disasters, fires and
4 toxic chemical releases and so much more. Public safety telecommunicators
5 are the first to respond to some of the most critical and life-threatening
6 moments people may face by applying their specialized and lifesaving
7 training to coach callers through the crises until additional emergency
8 responders arrive on the scene. These highly trained individuals also
9 gather essential information during high-risk incidents, such as active
10 shooter situations, to protect the public and provide situational
11 awareness to responding officers; and

12 Whereas, during life-threatening times of crisis, public safety
13 telecommunicators must quickly and calmly provide an array of accurate,
14 in-depth instructions that can be the difference between life and
15 death. Without the readily available and expert assistance of public
16 safety telecommunicators, critical initial treatment would be delayed,
17 outcomes would be poorer and the results could be fatal; and

18 Whereas, public safety telecommunicators are a critical link in
19 communications with not only the public but also with fellow first
20 responders. When law enforcement officers, firefighters and emergency
21 medical technicians call on the radio, it is public safety
22 telecommunicators who receive those transmissions and who use their
23 training to route available resources to responders in the field and
24 analyze additional data from record management systems, callers and
25 databases to provide critical information to on-scene units. Public
26 safety telecommunicators play a critical role in every emergency incident,
27 from initial reception through dispatch and until the final disposition;
28 and

29 Whereas, public safety telecommunicators are often the first to
30 respond to horrific firsthand reports of crimes, accidents and other
31 emergencies. In 2023, the Arizona Legislature extended traumatic event
32 counseling to public safety telecommunicators, recognizing that these
33 dedicated individuals make great sacrifices to serve our communities.

34 Therefore

35 Be it resolved by the Senate of the State of Arizona, the House of

36 Representatives concurring:

37 That the Members of the Legislature commend the hardworking members
38 of the public safety telecommunicator profession for their dedication and
39 self-sacrifice and recognize public safety telecommunicators as a vital
40 part of our state and local first responder teams.