
THE GENERAL ASSEMBLY OF PENNSYLVANIA

HOUSE RESOLUTION

No. 377 Session of
2024

INTRODUCED BY GREEN, T. JONES, KHAN, CABELL, SCOTT, COOPER,
CEPHAS, BARTON, PARKER, MAJOR, BELLMON, KUZMA, MUNROE, KRUPA,
SOLOMON, STRUZZI, VENKAT, GIRAL, HOHENSTEIN, McNEILL, KINSEY,
MADDEN, SANCHEZ, MERSKI, PICKETT, CAUSER, NEILSON, FLICK,
HILL-EVANS, HADDOCK, BOROWSKI, DALEY, CEPEDA-FREYTIZ, PROBST,
CERRATO, GILLEN, KENYATTA, SHUSTERMAN AND VITALI,
APRIL 8, 2024

REFERRED TO COMMITTEE ON VETERANS AFFAIRS AND EMERGENCY
PREPAREDNESS, APRIL 8, 2024

A RESOLUTION

1 Recognizing the week of April 14 through 20, 2024, as "Public
2 Safety Telecommunicators Week" in Pennsylvania.

3 WHEREAS, Thousands of Pennsylvanians call or text 911 to ask
4 for help in emergencies each day; and

5 WHEREAS, Public safety telecommunicators are often the first
6 point of contact in a chain of responders during emergency
7 situations; and

8 WHEREAS, Public safety telecommunicators often do thankless
9 work, but are aptly described as "heroes" and "guardian angels";
10 and

11 WHEREAS, Public safety telecommunicators perform a variety of
12 tasks, including obtaining essential information, calming others
13 and sending the appropriate first responders to the correct
14 locations; and

15 WHEREAS, Public safety telecommunicators possess a variety of

1 talents, including the ability to multitask, listen attentively,
2 think carefully, speak confidently and act quickly in stressful
3 situations; and

4 WHEREAS, Public safety telecommunicators often utilize
5 critical skills, including assessment, clear communication,
6 empathy, teamwork, emotional control, deescalation and triage in
7 serving our communities; and

8 WHEREAS, Public safety telecommunicators provide essential,
9 stabilizing and lifesaving instructions to 911 callers; and

10 WHEREAS, Public safety telecommunicators often go above and
11 beyond and give their whole selves to be with people during some
12 of the worst moments in their lives; and

13 WHEREAS, Public safety telecommunicators endure a great
14 amount of stress, posttraumatic stress disorder and mental
15 health challenges, which some first responders also experience
16 due to the calls they field; and

17 WHEREAS, Nearly 2,500 public safety telecommunicators process
18 about 14.5 million requests for emergency assistance in
19 Pennsylvania annually; and

20 WHEREAS, "National Public Safety Telecommunicators Week" was
21 founded in 1981 by Patricia Anderson of the Contra Costa County
22 Sheriff's Office in California; and

23 WHEREAS, "National Public Safety Telecommunicators Week" is
24 recognized each year during the second week in April; and

25 WHEREAS, As a result of public safety telecommunicators'
26 dedication, service and commitment to their critical roles, it
27 is our duty as a community to honor their work; therefore be it

28 RESOLVED, That the House of Representatives recognize the
29 week of April 14 through 20, 2024, as "Public Safety
30 Telecommunicators Week" in Pennsylvania.