

Hi, My name is \_\_\_\_ and I am a Public Safety Communications Professional. I belong to a community which has evolved over the past 30+ years, originating in basements and dimly-lit rooms to provide support behind the scenes to law enforcement, fire and EMS responders. Today, we have grown into a profession. Forced by demands of your community, demands of the public safety community, and the demands of mission critical functions, the profession has a much different face. The technology employed is advancing rapidly and has a significant impact on the industry and, in particular, the skills and abilities of essential personnel to operate in the environment. Today our society is more culturally diverse than ever before, and language barriers are a daily encounter. These individuals are essential personnel, individuals to whom law enforcement, fire and EMS responders rely upon around the clock to gather, record and relay vital information to enhance their job performance and physical safety in the field. Often this requires rapid multi processing of information that is coming in from various sources, and demands that critical thinking be applied to prioritize tasks to effectively meet the needs of citizens and field units alike.

Many Public Safety Professionals are trained in Emergency Medical Dispatch and are able to offer pre-arrival information, which certainly qualifies them as the first responder on the scene. They are trained to give life-saving advice to callers to keep them safe in other types of emergencies as well, while maintaining calm and clear thinking. The environment requires that high standards are consistently met, performance is often scrutinized, and strict procedures and guidelines must be learned and followed without fail. There is little room for lapse in judgment or attention at any time, requiring these individuals to be in top form for every shift. Without these uniquely qualified individuals, your community would have no direct link to public safety responders trained to deliver emergency aid. Who would your friends and neighbors call in the event of an emergency? How would the efficient and effective delivery and continued support of responses occur from the public safety community?

*Every day – All day* these individuals are ready and prepared to respond to the needs of our community, regardless if the middle of the night, Christmas morning, Thanksgiving, or that family reunion that is occasionally missed. On the forefront of public safety, these are the first responders to any public safety response, mission critical and essential in helping keeping our communities safe, preventing and assisting in solving crimes.

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