



## Nevada Highway Patrol

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### Media Release

## **The Department of Public Safety Recognizes Dispatchers During National Public Safety Telecommunications Week, April 11 -17**

The Department of Public Safety (DPS) is celebrating National Public Safety Telecommunications Week, April 11 -17, 2016. Each year, the second week of April is dedicated to honor the men and women who respond to emergency calls, dispatch emergency officials and equipment, and render lifesaving assistance.

The DPS would like to recognize the Nevada Public Safety Tele-Communicators (Dispatchers) that provide information and assistance to first responders and to the citizens of Nevada.

“Public Safety Dispatchers are the ones who answer the incoming calls and relay important information to our officers in the field. Dispatchers are an integral part of the process regarding our response to the community,” said Nevada DPS dispatch supervisor Tony Marengo. “I have found in my law enforcement career that dispatchers are the unsung heroes of public safety. They miss the excitement of riding in a speeding car with lights flashing and sirens wailing. They work behind the scenes, and are often unrecognized for their extremely critical work,” said Marengo.

“The Department is extremely proud of its dispatchers for their commitment to public safety and its uniformed first responders with whom they communicate with daily. A lot of appreciation goes to their unwavering role as the (first) first responders.” “Furthermore, a week is a very short time to thank all of our Public Safety Dispatchers for the dedicated and professional work that they perform all year long,” said Julie Butler, Administrator for DPS’s General Services Division.

“It is with great pride and deep appreciation that we take time this week to honor and thank each of our Public Safety Dispatchers for the job they do day in and day out. Our dedicated team of dispatchers are on the frontlines of public safety serving as the true first responders,” said Jackie Muth, Deputy Director of DPS.

“They are the ones who answer 911 when you need help. They are a calm voice in that moment of need, and the ones who get the information to tell first responders where they are needed. It takes a unique and talented person to do this job and do it well. And, it is fitting and proper that we take time this week to honor dispatchers for the job that each of them do. I am proud to work with each of you,” said Marengo. Patricia Anderson started a recognition program at the Contra Costa County (Ca.) Sheriff’s Office in 1981, which was only observed at that agency for three years. Members of the Virginia and North Carolina chapters of the Association of Public-Safety Communications Officials (APCO) became involved in the mid-1980s.

By the early 1990s, the national APCO Organization convinced Congress of the need for a formal proclamation. Rep. Edward J. Markey (D-Mass.) introduced what became H.J. Res. 284 to create "National Public Safety Tele-communicator Week." According to Congressional procedure, it was introduced twice more in 1993 and 1994, and then became permanent, without the need for yearly introduction.

The official name of the week when originally introduced in Congress in 1991 was "National Public Safety Tele-communicators Week." In the intervening years, it has become known by several other names, including "National Public Safety Telecommunications Week" and "International Public Safety Tele-communicator's Week." The Congressional resolution also stated there were more than "500,000 telecommunications specialists" assisting first responders across the country.

The State of Nevada has been recognizing Public Safety Tele-Communicators (Dispatchers) for their service since the early 1990s.

If you know a Tele-Communicator, take the time to write a commendation or simply thank them for all they do to help keep the citizens of Nevada safe.

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