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GOVERNOR

State of Michigan
STATE 9-1-1 COMMITTEE
East LANSING

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National Public Safety Telecommunications Week Recognizes Michigan's Emergency Telecommunicators

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East Lansing. To recognize the important role of telecommunicators and their vital contributions to public safety, the United States Congress has designated April 12-18, 2009, as National Public Safety Telecommunications Week. In Michigan, the State 9-1-1 Committee is privileged to honor the men and women who serve in this role to protect the citizens of our Great Lakes State.

"Michigan's 2,000 telecommunicators are unsung heroes," declared Harriet Miller-Brown, State 9-1-1 Administrator. "It is an honor to celebrate these exemplary individuals who demonstrate the highest levels of professional conduct and extraordinary performance. Their dedication and hard work touches the lives of countless people daily."

In Michigan, the state's 182 public safety answering points (PSAPs) serve as the consistent point for dispatching police, fire, and EMS response. In addition to answering emergency calls, telecommunicators also provide medical pre-arrival instruction; activate emergency operations coordinators, towing services, hospitals, road commissions, and public works departments; initiate severe weather alerts; handle call-outs for specialized response teams such as search and rescue, activating medical examiners, and hazmat response teams. Telecommunicators receive calls through many various 9-1-1 dialing systems including wireless, traditional telephones, and Voice Over the Internet (VoIP).

"Our telecommunicators are the reassuring voice of help and comfort for people when they are hurt, in danger, or in crisis," Miller-Brown continued. "This week, we salute and thank them for providing the vital services they do each day."

The State 9-1-1 Committee (renamed in 2008 from the previous title of Emergency Telephone Service Committee) was established in accordance with Public Act 79 of 1999. Its 21 member organizations work together to promote the successful development, implementation, and operation of 9-1-1 systems across the State of Michigan.

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Association of Public Safety Communications Officials • Commercial Mobile Radio Service • Department of Labor and Economic Growth
Department of State Police • Deputy Sheriff's Association • Fraternal Order of Police • Michigan Association of Ambulance Services
Michigan Association of Chiefs of Police • Michigan Association of Counties • Michigan Communications Directors Association
Michigan Association of Fire Chiefs • Michigan Professional Firefighters Union • Michigan Public Service Commission • Michigan Sheriff's Association
Michigan State Police Troopers Association • National Emergency Number Association • Telecommunications Association of Michigan • Upper Peninsula
Emergency Medical Services • Members of the general public appointed by the Governor, Speaker of the House, and Majority Leader of the Senate