



Your Partner in Public Safety and Management Consulting

National Telecommunicators Week 2023 **April 9-15, 2023**

Celebrating the First *First Responders*



by [Julie Heimkes](#), Senior Consultant

In honor of the 2023 National Public Safety Telecommunicators Week, **Winbourne Consulting, Inc.** would like to thank **telecommunications personnel nationwide** who serve our communities, citizens, and public safety personnel 24 hours a day, seven days a week.

I sat in the telecommunicator chair with that magic headset back in the days of basic 911 when we dispatched using paper cards and paper maps. We then moved to a CAD system and Enhanced 911, which were exciting improvements. Today's technology is even more impressive and constantly evolving to make the job of a telecommunicator better, faster, more efficient, and easier to protect the first responders and the citizens they serve.

The emotional and mentally draining side of dispatching has not changed as quickly as technology. During the last ten years, there has been a push to reclassify dispatchers from a clerical/secretarial status to a first responder classification like law enforcement officers, firefighters, rescue squads, and emergency medical service providers. In 2019, states began to modify their laws to include telecommunicators as first responders. Twenty states have changed their laws today, and the remaining push for that change, and recently, some states have added the recognition of PTSD to this classification

The reclassification makes sense to those telecommunicators who arrive the day before a hurricane and remain at their center during the storm and days after the storm, knowing they have family and friends in harm's way. These dedicated individuals also continued to work throughout the COVID pandemic, working tirelessly in very trying conditions.

Telecommunicators are the first voices a 911 caller hears on perhaps the worst day of

their life as they report their baby not breathing, a drive-by shooter just shot their son, or their mother seems to be having a heart attack and is not responding. Telecommunicators assess the situation and provide a calming voice to the caller until the first responders arrive.

Telecommunicators are the safety net for the first responders, dedicated to keeping them safe and ensuring they return home safely at the end of their shift.

I am constantly amazed and impressed by all of the telecommunicators I have met during my career in public safety. We at Winbourne Consulting would like to thank each of you for your hard work, dedication, resiliency, and commitment to this stressful and usually chaotic job.



Articles of Interest

National Public Safety Telecommunications Week – April 9-15, 2023



Do you ever wonder who's the person behind our emergency calls to 911? All we know about them is their voice, which is why National Public Safety Telecommunications Week (NPSTW), observed every second week in April, has been set aside to recognize and celebrate the work of telecommunicators helping to save millions of lives every day. If it weren't for the telecommunicators flawlessly doing their jobs, billions of lives would have been lost due to untimely assistance. So, throughout this week, we honor and thank those invisible telecommunicators who have continued to serve in this demanding profession.

HISTORY OF NATIONAL PUBLIC SAFETY TELECOMMUNICATIONS WEEK

National Public Safety Telecommunications Week was founded to honor the telecommunication personnel dedicating their lives to public safety. It was a local initiative that was initially set up in 1981 by Patricia Anderson of Contra Costa County, which later went on to become a nationwide, week-long event.

There's quite an interesting backstory that marked the establishment of the week. It goes something like this: Sheriff Rainey of the Contra Costa County wanted to treat all his administrative staff (then called secretaries) to lunch one afternoon, to show appreciation for their work, but did not realize that the administration's lines should never go

unanswered during business hours. At that time, it was a practice to forward all administration lines to dispatch after business hours, but the day Sheriff Rainy bought them lunch, the whole administration pushed their calls to dispatch at 11 am and recklessly left the building.

Read the full article here: [NATIONAL PUBLIC SAFETY TELECOMMUNICATIONS WEEK - April 9-15, 2023 - National Today](#)



[Georgia]

County recognizes first responders for their selfless service

By Jerry Neace

February 21, 2023| Updated: February 21

Habersham County commissioners took a moment during their meeting Monday evening to recognize two Baldwin police officers and two E-911 operators for their selfless service to their community.

On December 21, 2022, E-911 Dispatcher Jaron Loggins learned of a call at the 911 center about a homeless man who needed blankets and supplies to keep warm during the cold weather event that occurred during the Christmas holidays. Loggins took his lunch break and met the gentleman at a local business and provided him with the requested supplies, which Loggins paid for out of his own pocket.

On January 26, 2023, E-911 Senior Dispatcher Kim Fauscett learned of a welfare check for an elderly caller who was without power and food at her Baldwin residence. Law enforcement was dispatched to that location and confirmed the woman needed help.

Read the full article here: [County recognizes first responders for their selfless service - Now Habersham](#)

[Texas] Milam County Sheriff, 911 dispatchers lobby lawmakers for mental health leave



“In law enforcement, the dispatcher is our lifeline.”

By Donnie Tuggle

Published: Mar. 26, 2023, at 9:15 PM EDT

CAMERON, Texas (KBTX) - 911 dispatchers across the Lone Star State hope to be designated first responders through proposed **House Bill 1486**.

Despite being the first point of contact during emergencies, these telecommunication officers are not recognized as first responders like their peers.

House Bill 1486, introduced by Representative Stan Gerdes of House District 17, proposes to grant mental health leave for 911 telecommunicators and dispatchers.

This bill differs from **Senate Bill 1359**, which took effect on September 1, 2021, and requires law enforcement agencies to create and implement a mental health leave policy for peace officers who experience trauma on the job.

House Bill 1486 would require law enforcement and state agencies with full-time telecommunicators to implement mental health leave for those affected by workplace trauma. The bill would provide clear and objective guidelines establishing the circumstances under which a telecommunicator is granted and may use mental health leave, entitle a telecommunicator to mental health leave without a deduction in salary or other compensation, enumerate the number of mental health leave days available to a telecommunicator, and detail the level of anonymity for a telecommunicator who takes mental health leave.

Read the full article here: [Milam County Sheriff, 911 dispatchers lobby lawmakers for mental health leave \(kbtx.com\)](https://www.kbtx.com)



[Illinois] Exclusive look at Cook County 911 dispatchers' quiet rooms

By **Mark Rivera**

Friday, March 24, 2023 6:45PM

DES PLAINES, Ill. (WLS) -- We're going inside new state-of-the-art 'quiet' rooms for Cook County Sheriff's Office 911 dispatchers.

The rooms are designed to give dispatchers a break from the stress and demands of answering hours and hours of emergency calls, and ultimately benefit the people who call them for help.

Cook County Sheriff's police telecommunicator, Michelle Dorn, loves her job.

"They're gonna always remember when they had to call 911, so it's always good to be that person to help them through it -- who got them the help," Dorn said.

But at times, it can be mentally exhausting.

"We are pretty much the first first responder. So we get the initial calls of people screaming, the initial panic of situations that they're in," she said.

That's where brand new quiet rooms with light therapy at the Cook County 911 dispatch center in Des Plaines come in.

"If I've had a stressful day at work, be it a bad phone call or busy radio traffic with the officers, I can come back here and sit in a quiet room away from the noise in the hectic things that happened in the 911 center," Dorn said.

FGM Architects designed the Quiet Rooms and the Cook County Sheriff's Office says the firm connected them with Dr. Joel Robertson.

"If we let that physiology run and let it run without being able to back it down quickly, cortisol is released [and] adrenalin is released -- we've got cardiac disease," he said.

Over the last six years, total calls to Cook County dispatchers have nearly doubled to more than 700,000 in 2022.

In that same span, 911 emergency calls have nearly doubled as well to nearly 221,000 a year, according to the sheriff's office. Which is why Cook County Sheriff Tom Dart said these spaces to decompress are essential.

"The public will never understand what these people go through every day," Dart said of the dispatchers.

He said, due to consolidation, this center now dispatches for 14 other law enforcement agencies.

"In this case, bigger is somewhat better but with that though the pressures and the stress also go like this," he said. "And that's why these type of rooms really need to be sort of the norm."

Find article here: [Exclusive look at Cook County Sheriff's Office 911 dispatcher quiet rooms - ABC7 Chicago](#)

Winbourne Happenings



CITY OF BOSTON

As a subcontractor to Plante Moran, Winbourne Consulting will assist in identifying the full picture across the entire City of the service management: including budgeting, staffing, governance, service management, and high-level assessment of technologies. The City of Boston wants a holistic view of how technology services are aligned to business needs, how they are built and operated, and how they are budgeted and governed to enable the federated service organizations to work better together, identify inefficiencies, reduce risk, and improve agility.

Industry Events



April 16 - 20, 2023
Durham Research Triangle
Embassy Suites Raleigh
201 Harrison Oaks Boulevard
Cary, NC 27513

The **International CAD Consortium** is one of the premier forums in public safety technology support and technology advancement. The annual



May 17 - 18, 2023
9-1-1 Staffing Crisis Summit
APCO International
9-1-1 Staffing Crisis Summit
program

roundtable of this group brings together first responder members across the spectrum from 9-1-1 professionals, police, fire, EMS, technical teams, and vendors.

Learn more: [ICC International CAD Consortium](#)

Hyatt Regency Dulles
2300 Dulles Corner Blvd.
Herndon, VA 20171

Learn More: [Program – 9-1-1 Staffing Crisis Summit \(apcointl.org\)](#)

NAVIGATOR

April 17 - 20, 2023
Gaylord Rockies Resort and
Convention Center
Denver, CO

NAVIGATOR returns in 2023 with a smashing lineup of your favorite speakers and fabulous events. We are excited to offer our industry professionals once again what they crave—the best presentations to keep you in the know, an exhibit hall filled with the latest and greatest in the industry, and networking opportunities. We look forward to making this an unforgettable, enlightening conference.

Learn more: [Summary - NAVIGATOR 2023](#)



May 22-24, 2023
Salt Palace Convention Center
Salt Lake City, UT

As the premier professional event dedicated to discussing technology in law enforcement, attendees should expect quality presentations, professional development, and networking covering a broad array of new and emerging technologies on:

- Digital Asset Management
- Technology Strategy
- Cybersecurity and Cybercrime
- Artificial Intelligence
- Autonomous Vehicles/UAS
- Mobile Policing
- Digital Forensics
- Information Sharing & More

Learn more: [IACP Technology Conference | International Association of Chiefs of Police \(theiacp.org\)](#)



CONFERENCE & EXPO

Conference & Expo | June 19-21
Technical Meeting | June 22-23
Mandalay Bay Convention Center

Interact with all the professionals that make up the fire and life safety community. We're looking forward to networking, creating needed solutions, and continuing to provide the most comprehensive education and certification programs available.

Learn more: [2023 NFPA Conference & Expo | NFPA](#)



June 17 - 22, 2023
Gaylord Texan



Grapevine, TX

At **NENA 2023**, you will not only hear about the public-safety issues of today and tomorrow but also gain practical, real-world know-how that you can take home with you and put into action immediately. Featuring inspiring keynote speakers, more than one hundred hours of breakout sessions that inform and empower, career-building courses and workshops with real-world applications, nightly networking events to help you make the right connections, and an Expo Hall showcasing cutting-edge products and services.

Learn more: [NENA 2023 | June 17-22](#)
[| Gaylord Texan | Grapevine, TX](#)

August 16 - 18, 2023

**Kansas City Convention Center
Kansas City, MO**

**Celebrate IAFC's 150th Anniversary
at FRI2023**

Each summer, thousands of the most prominent fire and emergency service leaders from across North America and around the globe come to FRI to learn, network and collaborate together.

FRI education covers all areas of the emergency service:

- Navigating the political environment
- Managing change
- Ethical leadership
- EMS issues
- Career development
- And more

FRI attracts hundreds of exhibitors to showcase the newest fire service innovations in apparatus, technology, equipment, gear and more. If you're a fire/EMS chief, chief officer or company officer - this is YOUR conference for leadership education.

Learn more: [Fire-Rescue International \(eventscribe.net\)](#)

Our Services

Public Safety Technology and Management Consulting Services

Public Safety Services

[Winbourne Consulting Inc](#) provides our clients with a wide range of public safety [services](#) (click on any of these to go to our website):

- [Project Management](#)
- [Assessments](#)
- [Strategic Planning](#)
- [Operational Best Practices](#)
- [Governance](#)
- [Implementation Services](#)



Areas of focus include:

- [911 Emergency Communications](#)

- Public Safety Sytems
- Digital Evidence and Body Worn Cameras
- Smart Cities
- Mission Critical Facilities
- Big Data

International Services

International Clients

Some areas of focus include:

- Emergency Communications
- Emergency Operations Centers
- Emergency Services
- NG9-1-1
- Wireless Communications
- LTE 5G Network
- 911 Implementation
- 112 Implementation
- Transportation Management
- Smart Cities



[Visit our Website](#)

**We are interested in your thoughts on the featured topics.
Please share them with us:**

Email: info@w-llc.com
or

Twitter: <https://twitter.com/winbournellc>



 [Share This Email](#)

 [Share This Email](#)

Winbourne Consulting, Inc. – Your Partner in Public Safety and Management Consulting (w-llc.com)

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by byadaughtry@w-llc.com in collaboration
with



Try email marketing for free today!