



NEWS RELEASE

Idaho Office of Emergency Management

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Idaho Governor Signs Public Safety Telecommunicators Awareness Week Proclamation

BOISE – Idaho Governor C.L. “Butch” Otter has signed a proclamation naming this week Public Safety Telecommunicators Week in Idaho.

“We are grateful for the hard work and dedication these dispatchers provide all over Idaho,” Governor Otter said. “Knowing there is a calm and experienced voice on the other end of the line when a person calls 911 is something we often take for granted. It’s important that we take time to thank and recognize these dedicated public servants.”

Telecommunicators, dispatchers and 911 operators are the first and most critical contact that citizens have with emergency services. In an emergency, citizens count on knowing that when they dial 911 someone is there to listen carefully, and send help. Public safety telecommunicators also provide a vital link for police officers, firefighters and emergency medical technicians who rely on the quality and accuracy of the information they get from dispatchers.

Dispatch centers throughout Idaho have tips to help the public understand how to best assist dispatcher when calling:

- Try to remain calm and speak loudly and clearly
- Listen carefully and answer the questions you’ll be asked. This helps the call taker understand your situation.
- Know your location and provide landmarks if possible
- If you call 911, don’t hang up. This delays getting the help you may need.

Idaho has 46 Public Safety Answering Points (PSAP) where 911 calls are answered. For more information visit our [website at www.IOEM.Idaho.gov](http://www.IOEM.Idaho.gov) For daily information on all-hazards preparedness and safety tips, be sure to follow IOEM on Facebook and Twitter @IdahoOEM.

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