

Humboldt County Board of Supervisors **PROCLAMATION**

in honor of

National Dispatcher Appreciation Week

WHEREAS, life and death emergencies can occur at any time and dispatchers are the first and most critical link in that moment when a citizen needs emergency assistance from law enforcement, or other emergency services; and

WHEREAS, an Emergency Communications Dispatcher is always poised and ready to answer a call for service, and no matter how stressful, frightening, or tragic that call may be, the training and experience they have ensures they don't panic, or freeze, but remain courageous calm as they perform their duties in the face of these challenging times; and

WHEREAS, when an emergency occurs, the prompt response of deputies is crucial to the protection of life and preservation of property, and the safety of those deputies is dependent upon the quality and accuracy of information obtained by the dispatcher, from citizens who telephone the Humboldt County Sheriff's Communications Center; and

WHEREAS, a dispatcher is able to multitask like no other person, they are able to answer a 9-1-1 call, answer an internal phone line, listen and respond to the radio, monitor other law enforcement jurisdictions, enter essential data into the computer, talk to fellow dispatchers, and deliver exceptional service in a dedicated, diligent, and compassionate matter all at the same time; and

WHEREAS, a citizen may only call 9-1-1 once in their lifetime, and the calm, reassuring voice in a time of need is priceless to our community. They have become the experts in crisis intervention and de-escalation. Dispatchers serve the public daily, in countless ways without recognition of their outstanding services; and

WHEREAS, the Sheriff's Emergency Communications Center answered 130,489 public calls in 2023, of which 26,561 were 9-1-1 calls, dispatched 65,503 calls for service; our dispatchers answered 9-1-1 calls within 10 seconds 98% of the time which far exceeds the national standard; and

WHEREAS, the Humboldt County Sheriff's Office Dispatcher team has a combined 77 years of service, and each dispatcher has exhibited compassion, understanding, and professionalism during the performance of their job in the past year.

NOW, THEREFORE, BE IT RESOLVED, that the Humboldt County Supervisors, Sheriff William Honsal and the staff of the Humboldt County Sheriff's Office hereby commends and thanks the Humboldt County Dispatchers for their service to this community and proclaims the week of April 14-20, 2024 as National Dispatcher Appreciation week.

Dated: April 9, 2024

Rex Bohn, Chair

