

Resolution

No. 24-122

RECOGNIZING MAUI COUNTY'S 911
EMERGENCY SERVICES DISPATCHERS FOR
RECEIVING THE "OUTSTANDING CALL
CENTER" AWARD

WHEREAS, on February 27, 2024, Maui County's emergency services dispatchers received the "Outstanding Call Center" award from the NG9-1-1 Institute for their exceptional work during the August 8, 2023, wildfires; and

WHEREAS, the NG9-1-1 Institute is a nonprofit organization that works with the Congressional NextGen 9-1-1 Caucus to promote the next generation of 911 services to improve public safety and effective emergency response throughout the nation; and

WHEREAS, the NextGen 9-1-1 Caucus educates lawmakers, constituents, and communities about the importance of citizen-activated emergency-response systems and is led by Senator Amy Klobuchar, Senator Ted Budd, Member of Congress Richard Hudson, and Member of Congress Anna Eshoo; and

WHEREAS, the NextGen 9-1-1 Caucus is the only bipartisan and bicameral organization in Congress dedicated to emergency communications and includes Senators Brian E. Schatz and Mazie Hirono of Hawaii among its membership; and

WHEREAS, the NG9-1-1 Institute recognized Maui County's emergency services dispatchers for their professionalism, expertise, and teamwork, which saved lives on August 8, 2023; and

WHEREAS, emergency services dispatchers' job duties include receiving 911 calls and coordinating and dispatching police, fire, and medical personnel; and

WHEREAS, Maui County's emergency services dispatchers answer, on average, 360 911 calls every day, in addition to non-emergency calls and 911 texts; and

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WHEREAS, starting on August 8, 2023, Maui County's emergency services dispatchers answered 4,523 911 calls in a 24-hour period; and

WHEREAS, former emergency services dispatchers of Maui County and a current dispatcher on maternity leave returned to work to assist and answer 911 calls during the wildfires; and

WHEREAS, Maui County's emergency services dispatchers and supervisors worked 12-, 16-, and 20-hour shifts during the wildfires to handle the high call volume; and

WHEREAS, emergency services dispatchers deal with immensely stressful situations that can impose a personal toll; and

WHEREAS, Maui County's emergency services dispatchers continue to serve our community in their vital role while coping with the trauma from the August 8, 2023, wildfires; now, therefore,

BE IT RESOLVED by the Council of the County of Maui:

1. That it recognizes Maui County's emergency services dispatchers for receiving the "Outstanding Call Center" award; and
2. That it commends Maui County's emergency services dispatchers for their outstanding work and dedication during the August 8, 2023, wildfires and for the work they perform in protecting emergency responders and communities 24 hours a day, seven days a week, 365 days a year; and
3. That certified copies of this Resolution be transmitted to the Honorable Josh Green, M.D., Governor, State of Hawai'i; the County of Maui's delegation to the State Legislature; the Honorable Brian E. Schatz, Mazie Hirono, Amy Klobuchar, and Ted Budd, United States Senate; the Honorable Jill Tokuda, Ed Case, Richard Hudson and Anna Eshoo, United States Congress; Wesley Wright, Executive Director, NG9-1-1 Institute; William "Speedy" Bailey, General Manager, American Medical Response; Fire Chief Bradford Ventura, Department of Fire and Public Safety, County of Maui; Davlynn Racadio, Emergency Services Dispatch Coordinator,

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Department of Police, County of Maui; Police Chief John Pelletier, Department of Police, County of Maui; and the Honorable Richard T. Bissen, Jr., Mayor, County of Maui.

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INTRODUCED BY:

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