

Resolution

No. 23-29

URGING THE ADMINISTRATION TO RECOGNIZE 911 EMERGENCY SERVICES DISPATCHERS AS FIRST RESPONDERS IN THE COUNTY OF MAUI

WHEREAS, 911 emergency services dispatchers in the County of Maui are part of the critical infrastructure of the public safety system; and

WHEREAS, these emergency services personnel play a critical role in emergency response, as these personnel are very often the first line of communication for persons needing law enforcement, fire, or medical response; and

WHEREAS, 911 emergency services dispatchers are a lifeline to law enforcement, fire, and medical responders in the field; and

WHEREAS, 911 emergency services dispatchers are responsible for an array of duties and services, including operating advanced automated terminals, using multiple lifesaving procedures and technologies to obtain critical information from callers, analyzing the information provided to them, and, in some cases, using specialized mapping systems to send the appropriate and closest available emergency unit and communicate the best course of action for the caller to take before the emergency unit arrives; and

WHEREAS, 911 emergency services dispatchers deal with immensely stressful situations as their job responsibilities involve making split-second decisions that affect the safety and well-being of the public and field responders and delivering vital emergency pre-arrival instructions daily; and

WHEREAS, information gathered and relayed by 911 emergency services dispatchers can mean the difference between life and death for callers and field responders; 911 emergency services dispatchers provide an integral basis for effective public safety response and often can prevent incidents from worsening before field responders arrive; and

WHEREAS, although 911 emergency services dispatchers are not physically at the scene of emergencies, they often suffer from

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Post-Traumatic Stress Disorder as their job duties include answering multiple traumatic calls, banding successful radio incidents, and communicating with people in states of distress, fear, or injury; and

WHEREAS, 911 emergency services dispatchers receive specialized training and must be certified to work in 911 emergency telecommunications centers; and


WHEREAS, State Senate Resolution 22-72 urged the counties to recognize 911 emergency services dispatchers as first responders in their respective jurisdictions; and

WHEREAS, the recognition sought by Senate Resolution 22-72 is not within the Council's power to establish; now, therefore,

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

1. That it urges the Administration to recognize 911 emergency services dispatchers as first responders in the County of Maui; and
2. That certified copies of this Resolution be transmitted to the Honorable Josh Green, M.D., Governor, State of Hawaii; the Honorable Ronald Kouchi, President, State Senate, State of Hawaii; the Honorable Scott K. Saiki, Speaker of the House, State of Hawaii; Everett Kaneshige, Statewide Interoperability Coordinator, Office of Homeland Security, Department of Defense, State of Hawaii; the Honorable Mitch Roth, Mayor, County of Hawaii; the Honorable Derek S.K. Kawakami, Mayor, County of Kauai; the Honorable Rick Blangiardi, Mayor, City and County of Honolulu; Randy Perreira, Executive Director, Hawaii Government Employees Association; Davlynn Racadio, Emergency Services Dispatch Coordinator, Department of Police, County of Maui; John Pelletier, Chief of Police, County of Maui; David Underwood, Director of Personnel Services, County of Maui; Victoria J. Takayesu, Acting Corporation Counsel, County of Maui; and the Honorable Richard T. Bissen, Jr., Mayor, County of Maui.

INTRODUCED BY:


YUKI LEI K. SUGIMURA