# A RESOLUTION RECOGNIZING 911 TELECOMMUNICATORS AS FIRST RESPONDERS

IN MADISON COUNTY, OHIO

WHEREAS, Madison County, known as "Crossroads of the Heartland," is celebrated for Center between Columbus and Cincinnati with strong farms.; and

WHEREAS, 911 Telecommunicators—commonly known as dispatchers—are the calm, knowledgeable voices that guide callers through life-threatening emergencies, providing critical, life-saving instructions while coordinating police, fire, and EMS response; and

WHEREAS, 911 Dispatchers are the first point of contact in virtually every emergency, bearing the responsibility of interpreting chaos, offering reassurance, and facilitating rapid deployment of appropriate response resources; and

WHEREAS, these professionals sacrifice nights, weekends, holidays, and time with their families to serve the public—often without public recognition, despite enduring the emotional and psychological burdens that come from constant exposure to trauma and crisis; and

WHEREAS, dispatchers regularly instruct callers in CPR, childbirth, and active shooter response, and help prevent harm by detecting critical cues such as background noises or distressed voices—actions that save lives before police, fire, or EMS arrive; and

WHEREAS, 911 Dispatchers are currently classified in Ohio under clerical designations, which fails to reflect the rigorous training, psychological toll, and essential emergency functions they perform; and

WHEREAS, recognizing dispatchers as First Responders is not merely symbolic, but vital to ensuring access to resources such as mental health support, specialized training, and the respect that comes with the critical nature of their work;

NOW THEREFORE, the Board of Commissioners of Madison County do hereby formally declare its respect for and recognition of 911 Telecommunicators as First Responders in Madison County, Ohio.

The Board of Commissioners thank 911 Telecommunicators and other first responders for their heroic and life-saving role in public safety.

IN WITNESS WHEREOF, we have hereunto subscribed our names and caused the seal of the County of Madison to be affixed to this Resolution.