

TOWN *of* NEW HARTFORD

ONEIDA COUNTY

NEW HARTFORD CENTRAL DISPATCH

32 KELLOGG ROAD, NEW HARTFORD, NEW YORK 13413-2850

Telephone: 1-315-733-6666

Fax: 1-315-724-8618

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April 12th-18th is National Public Safety Telecommunications Week

In recognition of **National Public Safety Telecommunications Week**, the New Hartford Village and Town Boards have issued Proclamations recognizing the members of New Hartford Central Dispatch for their dedication and hard work.

National Public Safety Telecommunications Week is the time when people from all over the public safety field and beyond express appreciation for the people who make telecommunications work. The week was started by Association of Public-Safety Communications Officials (APCO) member, Patricia Anderson in 1981 in Contra Costa, California and has grown into a national celebration. In 1991 Congress proclaimed the second full week of April **National Public Safety Telecommunications Week**.

A recent APCO study, **Responsive Efforts to Assure Integral Needs in Staffing** (RETAINS), found the national telecommunicator turnover rate to be 19 percent, a 3 percent increase since the initial study, conducted in 2005. The report also examined issues and trends that could further support Public Safety Answering Points (PSAP's), an integral component of the Emergency Services Sector (ESS).

The Emergency Management and Response—Information Sharing and Analysis Center (EMR-ISAC) examined the APCO's Next Generation Project RETAINS study regarding communications centers' retention rates, employees' organizational commitment, and employees' psychological distress. A number of patterns emerged despite differences between centers in terms of size, location, and type. The majority (83 percent) of centers experienced an increase in the number of dispatched calls in the last three years. Work schedule flexibility and the hourly pay of starting employees significantly affected rates of retention. Also, PSAP employees seek greater support, recognition, and appreciation, whether from their supervisors and center directors or from the public at large.

"Too often it takes catastrophic events to shed light on the urgent contributions public safety communications work makes to our nation's well being," said APCO International President Chris Fischer. "During more routine moments, public safety professionals labor well out of the public eye and, often, with limited resources and insufficient support."

For more information on **National Public Safety Telecommunications Week** go to www.apcointl.org.

