



SHERIFF DAVID J. MAHONEY
DANE COUNTY SHERIFF'S OFFICE

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April 6, 2007

National Public Safety Telecommunications Week will take place April 8 - 14, 2007

I encourage each of us to take a moment or two during the coming week to contact the dedicated men and women of our Dane County 911 Center and thank them for their contributions to Public Safety, the citizens we serve, and our own!

Each of us, myself included, takes for granted the service provided by the dispatchers who are truly the first to respond to a citizen's call for help. Whether it is a medical emergency in which a panicked young mother is coached by phone to dislodge the object blocking their child's airway, or instructing CPR procedures to a family member attempting to keep life going in a loved one, these professionals are the calm voice to all, including the first responding officers faced with life and death decisions on the street.

All dispatchers have two constant companions; other dispatchers and stress. They depend on one and, like us, ignore the other. They are chastened by upset callers, taken for granted by the public, and criticized by the officers. The rewards they get are much the same as ours, inexpensive and infrequent, except for the satisfaction they feel at the end of a shift, having done what they are expected to do to the best of their ability.

I began my career during a time when our 911 dispatchers were "part of the family", and joined with all public safety professionals, whether Police, Sheriff, Fire, or EMS in celebrating each success and embracing each other in every loss.

Please join me this coming week in thanking those who take care of us, those who make sure we go home to our loved ones at night: our dispatchers.

Dave Mahoney
Dane County Sheriff

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