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# News Release

**FOR IMMEDIATE RELEASE**

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## Weeklong observance highlights Murphy dispatchers

MURPHY (April 9, 2015) Making an emergency call to 9-1-1 is not usually done under the most pleasant of circumstances, but hearing a calming voice at the other end often helps bring a sense of order to the chaos, says Support Services Manager Kim Parker.

“Our 9-1-1 operators often deal with issues that can carry life and death consequences,” she said. “They deal with calls that, more often than not, are pressing and need quick resolution. Their training and composure are essential to completing their mission.”

Public safety dispatchers around the country, including those in Murphy, are being recognized during National Public Safety Telecommunicators Week, April 12-18. The recognition is sponsored by the Association of Public Safety Communications Officials. The City Council honored the dispatchers with a proclamation to that effect during their regular meeting on April 7.

Each year, the week is set aside to bring attention to the work of the public safety professionals who answer 9-1-1 calls, dispatch emergency professionals and equipment, and render life-saving assistance to citizens everywhere.

“Murphy’s telecommunicators are trained and certified in both adult and infant CPR as well as in Emergency Medical Dispatching,” said Parker. “This training gives them the ability to help keep the caller calm and coherent, and at the same time, provide clear, informative instructions to responding emergency personnel.”

The Murphy Communications Center is part of the Police Department and is staffed 24-hours a day, 365 days a year. In addition to responding to emergency calls and dispatching fire and police personnel, the dispatch staff also:

- checks vehicles and people for warrants or stolen status via state and national databases;
- disseminates appropriate information to citizens upon request;
- maintains the location and status of all police officers, firefighters, and paramedics while assigned to a call for service;
- monitors City facilities via electronic door locks and 41 closed circuit television cameras; and
- receives calls (both emergency and non-emergency) from residents, businesses, and motorists passing through the City.

“Our dispatchers are the first ones to respond to an emergency, and are often referred to as the first first responders,” she added. “They are a critical link in the public safety chain.”

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**ABOUT MURPHY** -- Murphy is a fast-growing community located in Collin County. The population is approximately 18,020, generally characterized as highly educated with a median household income above the state average. With more than 70 percent of the land developed, the community is dominated by single-family residences. City planners strive to preserve a country feel while exhibiting an aggressive economic development stance. The centrally-located municipal complex includes four buildings that house Fire, Police, City Administration and Public Works. Money Magazine has dubbed Murphy as the 27<sup>th</sup> Best Place to Live in America for small cities, and D Magazine placed Murphy as the fifth best suburb in the 2014 list, where it has consistently ranked in the top 10.