

Serving the Cities of Kent, SeaTac, Covington, and King County Fire District 37

*Professionally and Compassionately Helping People*

## Recognizing Those Who Take the 911 Calls

**Kent, Wash. - April 12, 2016-** They are the calm voice you talk to when you have an emergency and call 911. They are the steady voice dispatching firefighters and police officers to help those in need. They are the dependable voice that is the lifeline between emergency responders and those that need their help.

"*They*" are the emergency 911 call receivers and dispatchers, and they are recognized for what they do during National Public Safety Telecommunicators Week, which is held during the second week of April (10-16).

Here in south King County the local 911 call receiving and dispatch center is Valley Communications (Valley Com), which is located on Kent's east hill just off S. 277 Street. Valley Com dispatches nearly all police and fire departments in the area.

When a person calls 911, a specially trained Valley Com call receiver gathers the information about the incident, helps to keep the caller calm, and often provides instructions on what to do. The call receiver enters the information into a computer generated template and then sends it to the police and fire dispatchers.

The dispatchers then send the emergency responders to the call based on location and call type. Local emergency responders rely on the people of Valley Com to notify them of pending calls, to bring additional resources, and to facilitate communications between agencies. Dispatchers also play the part of a protective parent by monitoring incidents and helping to ensure that firefighters and police officers stay safe.

A 911 center is hard work and takes an emotional toll on the people who work there. All they have to offer is their training, compassion, and empathy to help people get through what may be the worst moment of their life.

Because of all that the call receivers and dispatchers of Valley Com and other centers do, the Kent Regional Fire Authority says *thank you* for being there for all of us.

To learn more about Valley Communications, go to [www.valleycom.org](http://www.valleycom.org).

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