



MEDIA RELEASE

Wednesday, April 5, 2023

FOR IMMEDIATE RELEASE

Barrie celebrates National Public Safety Telecommunicators Week

(Barrie, ON) – Every year, the second full week of April is dedicated to honoring the thousands of men and women who respond to emergency calls, dispatch emergency professionals and equipment, and render life-saving assistance to citizens. Residents are encouraged to [share quick note of thanks](#) for the unsung heroes who work tirelessly behind the scenes to ensure the safety of the public during emergencies. The messages will be shared with all of Barrie’s public safety telecommunicators.

“Dispatchers exhibit compassion, understanding and professionalism each and every day,” said Mayor Nuttall. “The safety of our community, and our emergency services team is dependent on these incredible individuals as they are the unseen heroes of our community.”

National Public Safety Telecommunicators Week, which runs from April 9 to April 15 recognizes the crucial role that public safety telecommunicators play in emergency response. Public safety telecommunicators are the dedicated professionals who answer 911 calls, dispatch emergency responders, and provide vital information to those on the front lines of emergencies. They are the first point of contact for those in distress, and their calm and collected responses can make all the difference in life-and-death situations.

The Communications Branch of the Barrie Fire and Emergency Service (BFES) receives and processes requests for emergency and non-emergency assistance and dispatches for a total of 21 Municipal Fire Services. Nearly 35,000 emergencies were dispatched in 2022 and the Barrie Fire Communication Centre is responsible for over 800,000 residents within Simcoe County, Dufferin County, Grey County, District of Muskoka and York Region.

Submit a note of thanks to Barrie’s public safety telecommunicators via barrie.ca/911.

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