



FREDERICK COUNTY GOVERNMENT
DIVISION OF EMERGENCY MANAGEMENT

Jessica Fitzwater
County Executive

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News Release

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April 9-15 is National Public Safety Telecommunicators Week

Frederick County celebrates the FIRST, first responders

FREDERICK, Md. – The second week in April is designated as National Public Safety Telecommunicators Week, meant to recognize the first, first responders and celebrate the dedicated public servants that answer the call to 911 24 hours a day, 7 days a week, 365 days a year.

Public Safety Telecommunicators are the unseen, unsung heroes of public safety. These anonymous heroes are prepared and committed to giving their best to help people in their time of need and are the vital link between the community and law enforcement, fire, and emergency medical agencies.



Frederick County's 911 specialists answer thousands of calls each year. They are the calm voice at the other end of the call, gathering vital information for emergency personnel, and ensuring the proper help gets dispatched to the scene as quickly as possible.

In 2022, Frederick County 911 answered over half a million calls, including 176,500 calls for law enforcement, 40,860 calls for fire/emergency medical services, and 8,347 calls for Animal Control. Additionally, call takers helped safely deliver four babies and saved two lives by providing CPR instructions.

If a Public Safety Telecommunicator made a difference in your life, provided help to a loved one, or did an exceptional job in helping you with a situation, you can thank them at www.FrederickCountyMD.gov/Thank911. If you are interested in making a difference and serving the community as part of our team, learn more at www.FrederickCountyMD.gov/Work4911.

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Photo: Frederick County Executive Jessica Fitzwater greets 911 call-takers Tuesday. She toured Frederick County 911 to present a proclamation declaring this week as Public Safety Telecommunicators Week in Frederick County.

Frederick County: Rich History, Bright Future

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