

National Public Safety Telecommunicators Week April 13 - 19, 2025

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The week of April 13-29, 2025, marks the time of year when we recognize the invaluable service that our Public Safety Communications Centre (PSCC) operators in Saint John and across the country provide to our officers and the community.

The PSCC is a critical part of the Saint John Police operations. It is responsible for providing emergency and non-emergency call-taking and dispatching services 24 hours a day, 7 days a week.

PSCC operators, often referred to as the “first first responders”, play a vital role in emergency response. They are the calm voices on the other end of the line, offering reassurance and guidance during some of the most challenging moments in people’s lives. Their ability to remain composed under pressure and their expertise in managing emergency situations are essential to the effectiveness of our organization.

This year, we highlight the theme “One Call, A Thousand Lives”, emphasizing the profound impact that each PSCC operator has on the lives of countless individuals. Whether it’s dispatching emergency services, providing life-saving instructions, or offering emotional support, their work is crucial to the safety and

security of our community.

In addition to the Saint John Police, the PSCC is a Public Safety Answering Point (PSAP) for the Province of New Brunswick responsible for answering 911 calls regionally from St. Stephen to Sussex. Additionally, they provide emergency and non-emergency call taking and dispatching services for the Saint John Fire Department and 34 other fire departments between St. Stephen and Sussex.

The members of the Saint John Public Safety Communications Centre provide a vital link to the community, police, and fire. Whether dealing with a high stress 911 call or a general report, our operators provide a professional, caring, and courteous first point of contact, all while gathering pertinent information to ensure proper resources can be directed at any time, anywhere. “We are extremely proud of the tireless dedication and commitment of our operators as we celebrate them this week, for the service they provide.” Chief R.M. Bruce

Together a safe, secure, healthy community

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