

**McCarthy, Louise (EPS)**

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**From:** Scott Burns  
**Sent:** Tuesday, October 27, 2015 2:39 PM  
**To:** McCarthy, Louise (EPS)  
**Subject:** Listening Session 10/29/15

State 911 Department  
1380 Bay Street, Building C  
Taunton, MA 02780

October 27, 2015

Re: Public Listening Session

Attn: Louise McCarthy, General Counsel

To Whom It May Concern:

While I understand that it may not be within the purview of the State 911 Department, effort should be made, through regulation to move all Public Safety Dispatchers to Group 2 Retirement.

This could go a long way with reducing stress and turnover within the communications centers.

Dispatching is a high stress position dealing with critical public safety emergencies and play an important role in the First Responder network.

Some 90% of emergency dispatchers will leave the profession before the age of retirement. 60% quit before the 3 year mark, and many more before that.

Many dispatchers are on call 24/7 and often work mandatory overtime shifts to cover staffing shortages.

Whatever the State 911 Department can do to advance the professionalism and retirement of dispatchers is a benefit to the profession.

Respectfully Submitted,

Scott Burns, 15 Years 911 Dispatch  
Holyoke Police Department