

# OPINION: “Our New Bedford dispatchers are in crisis mode and need our help!”

*The following is an opinion sent to New Bedford Guide. It does not reflect the opinion of New Bedford Guide, nor is it an OP-ED. In fairness and objectivity, we share opinions from our readers whether we agree or disagree with their opinion.*

Do you have a counter opinion to this opinion? Have an opinion about something else? Email us at [info@newbedfordguide.com](mailto:info@newbedfordguide.com).

---

## “NEW BEDFORD RESIDENTS PLEASE READ!

When your 911 calls are going to Fall River and response is delayed please know that this is occurring in your New Bedford Communications Center.

Know that New Bedford communications staff is dwindling down to almost single digits! We are down to 12 full-time dispatchers in a room that runs 24/7!! There were 25 overtime shifts posted for next week due to shortage and staff on vacation!

Working 70-90 hours each week back to back is not realistic! Mind you if we refuse a force due to our mental health we get written up.

We are in crisis mode, administration and the city were notified of what the future would hold and continue making it difficult to resolve this. Someone needs to make a story about this. Our dispatchers need our help!!”-Kristen Soriedem.