



STATE OF TEXAS  
OFFICE OF THE GOVERNOR

Across the state, public safety telecommunicators act as our “unseen first responders,” but these men and women continually serve our communities and help save lives every day. These professionals, which include 9-1-1 operators, dispatchers, and other communications specialists, answer calls for help and use their high-quality communication and decision-making skills to address the needs of the caller according to the specific challenges raised by their emergency. Not only do they maintain the calm, professional, and disciplined demeanor that handling a 9-1-1 call requires, but these first responders also think and respond rapidly to crisis situations, and often lend a supporting voice to reassure frightened, upset, and confused callers.

As we have faced the unprecedented challenges of the novel coronavirus (COVID-19) pandemic, public safety telecommunicators have remained unwavering in their dedication to providing essential services to Texans in need during these difficult and distressing times. To address these needs, Texas has almost 600 public safety answering points where over 4,000 telecommunicators answer 9-1-1 calls, with a large percentage of those calls coming from wireless phones. The Commission on State Emergency Communications works with telecommunicators and local and state governments to ensure Texans have reliable access to emergency telecommunications services. Every year, the commission designates a week in April for an awareness campaign to highlight the many contributions and achievements of public safety telecommunicators and their importance in the public safety framework of the Lone Star State.

At this time, I encourage all Texans to learn more about the vital role these professionals play in our everyday lives, and to extend their appreciation to public safety telecommunicators. Their strength and expertise in times of crisis ensures Texans receive the help they need when they need it most.

Therefore, I, Greg Abbott, Governor of Texas, do hereby proclaim April 11-17, 2021, to be

## Public Safety Telecommunicators Week



in Texas, and urge the appropriate recognition whereof.

In official recognition whereof,  
I hereby affix my signature this the  
5<sup>th</sup> day of March, 2021.

A handwritten signature of Greg Abbott in black ink.  
Governor of Texas