



National Public Safety Telecommunications Week

April 13-19, 2025

Whereas, emergencies can occur at any time that require police, fire, or emergency medical services; and,

Whereas, when an emergency occurs the prompt response of police officers, firefighters and paramedics is critical to the protection of life and preservation of property; and,

Whereas, the safety of our police officers and firefighters is dependent upon the quality and accuracy of information obtained from citizens who telephone the City of Schertz emergency communications center; and,

Whereas, Public Safety Telecommunicators are the first and most critical contact our citizens have with emergency services; and,

Whereas, the Public Safety Telecommunicators Department has 16 employees: 1-Communications Manager with 20.5 years of experience, 4-Shift Supervisors with a combined 53 years of experience and, 12-Communication Officers with a combined total of 25 years of experience; and

Whereas, the Public Safety Telecommunicators for the City of Schertz answered approximately 100,000 calls in 2024, from which 85,000 calls were for service for Schertz and Cibolo Police Department; Schertz EMS Department and Schertz and Cibolo Fire Department and 86,000 TCIC Computer transactions; and

Whereas, Public Safety Telecommunicators are the single vital link for our police officers and firefighters by monitoring their activities by radio, providing them information, and ensuring their safety; and,

Whereas, Public Safety Telecommunicators of the City of Schertz have contributed substantially to the apprehension of criminals, suppression of fires and treatment of patients; and,

Whereas, each dispatcher has exhibited compassion, understanding and professionalism during the performance of their job in the past year.

Now Therefore, Be It Resolved that I, Ralph Gutierrez, Mayor of the City of Schertz proclaims.

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I encourage all citizens to join us in honoring the men and women whose diligence and professionalism keep our city and citizens safe.

IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the SEAL of the City of Schertz to be affixed to this on the 1st day of April 2025.

Ralph Gutierrez, Mayor