



# **National Public Safety Telecommunicators Week**

## **April 12-18, 2026**

**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 21.5 years of experience, 4-Shift Supervisors with a combined 57 years of experience and, 11-Communication Officers with a combined total of 29 years of experience; and

**Whereas**, the Public Safety Telecommunicators for the City of Schertz answered approximately 29,000-911 Calls answered, 64,000 Non-emergency lines answered, 1,400 Text to 911 answered. In 2025, there were 43,000 Calls for Service for Schertz PD, 25,000 Calls for Service for Cibolo PD, 5,000 Calls for Service for Schertz Fire, 4,000 Calls for Service for Cibolo Fire and 16,5000 Calls for Service for Schertz EMS;

**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 Rodriguez, Mayor of the City of Schertz proclaims.

## **National Public Safety Telecommunicators Week, April 12-18, 2026**

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 7<sup>th</sup> day of April 2026.

---

Ralph Rodriguez, Mayor