



April 1, 2010

*Dear 9-1-1 Coordinators,*

Each year a special week is designated to recognize 9-1-1 telecommunicators/dispatchers for the contributions they make to emergency services. They are the **VITAL link** between citizens needing emergency assistance and the emergency service providers: fire, police/sheriff, and medical assistance.

The week of **April 11-17, 2010** has been designated by the Greater Harris County 9-1-1 Emergency Network Board of Managers as **9-1-1 TELECOMMUNICATOR WEEK** in all of Harris and Fort Bend Counties. A Resolution is being presented to each agency to be posted in the communication department in recognition of this week.

Please make efforts in your agency to recognize your call-takers for the valuable effort that they make daily to public safety. Inform your department of this time and be sure to stop by and thank them somehow to let them know how much you appreciate their efforts. In the past, agencies have taken it upon themselves to recognize the telecommunicators locally in various ways.

**PLEASE POST THE RESOLUTION  
IN YOUR DEPARTMENT  
DURING THE WEEK OF APRIL 11-17, 2010**

Sincerely,

A handwritten signature in black ink that reads "Sonya Lopez Clauson".

Sonya Lopez Clauson  
Public Information Director

10220 Fairbanks N Houston Rd, Houston, Texas 77064  
Phone: (832) 237-9911 • Fax: (832) 912-1911 • [www.911.org](http://www.911.org)



# RESOLUTION

**WHEREAS,** over 1,200 dedicated Telecommunicators and dispatchers daily serve the citizens of Harris and Fort Bend Counties by answering their emergency calls for police, fire, and emergency medical services, and by dispatching the appropriate assistance as quickly as possible; and

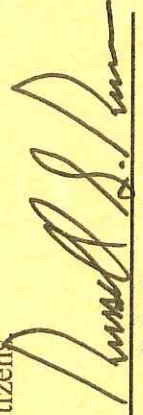
**WHEREAS,** there are over 9,000 calls to 9-1-1 each day throughout Harris and Fort Bend County, and public safety Telecommunicators are the vital link between the citizens calling for help and the agencies which assist

**WHEREAS,** public safety Telecommunicators are professionals whose behind-the-scenes and often unrecognized actions are responsible for helping protect people and property; and

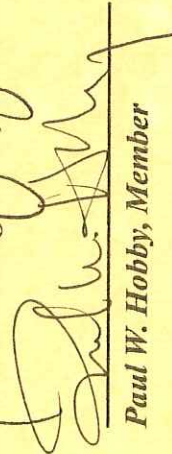
**WHEREAS,** professional Telecommunicators work to improve the emergency response capabilities of these communications systems through their leadership and participation in training programs to improve their skills; and

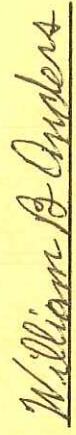
**WHEREAS,** the Greater Harris County 9-1-1 Emergency Network wishes to join with the Commission on State Emergency Communications and other 9-1-1 Entities across the Country in setting aside the second week of April, 2010 to recognize Telecommunicators for their crucial role in protection of life and property;

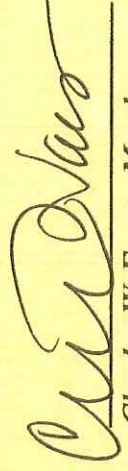
**NOW, THEREFORE, BE IT RESOLVED** by the Greater Harris County 9-1-1 Emergency Network, this 24th day of March, 2010, that the week of April 11-17, 2010 be designated as **PUBLIC SAFETY TELECOMMUNICATORS WEEK** in the territory served by the Greater Harris County 9-1-1 Emergency Network in honor and recognition of our community's 9-1-1 Telecommunicators, and the vital contribution they make to the safety and well-being of our citizens

  
Russell S. Rau, Chairman

  
Donald Hollingsworth, Member

  
Paul W. Hobby, Member

  
William B. Anders, Secretary

  
Charles W. Evans, Member

  
Robert L. Perkins, Member