



**Shelby Police Department
311 South Lafayette Street
Shelby, North Carolina 28151**



Press Release

To: Local Media Outlets
From: Jeff Ledford, Chief of Police
Date: April 12, 2014
Re: 2014 National Telecommunicator Week

Public safety agencies nationwide recognize the critical role played by public safety Telecommunicators. These professionals are true first “first responders” and the most critical contact citizens have with emergency services.

Every year, the second full week of April is dedicated to the men and women who serve as public safety Telecommunicators in the United States. In 1991, Congress proclaimed it a national week of recognition.

The Shelby Police Department will celebrate this year’s National Telecommunicators Week from April 13-19 to honor and recognize the professionals who handle thousands of emergency 9-1-1 calls each year in the City of Shelby. These 9-1-1 calls require the immediate response of public safety agencies to ensure the protection of life and preservation of property. Through their dedication, compassion, understanding and skill, our Telecommunicators ensure citizens get the help they need, when they need it.

When you dial 9-1-1, a telecommunications professional answers the call. You can help by knowing where you are, by staying on the line, and by following the directions given so the Telecommunicator can provide the assistance you need. You can rest assured there will always be someone on the other end of the line ready to help in an emergency.

Please join us as we honor the men and women who serve our community as 9-1-1 Telecommunicators.

The Shelby Police Department Communications Center is a CALEA accredited Public Safety Communications agency. If you have any questions, please contact the Shelby Police Department at (704) 484-6845, or by email at police@cityofshelby.com