



Here's to the hidden heroes.

It takes a special strength to be the voice of calm when lives are on the line. To take control in an emergency using just a telephone. To get the right kind of help to the right location. To give instructions that make a difference, no matter what the situation. Every minute, every day, 9-1-1 professionals like you promise callers that they'll stay with them until help arrives. But we say, when you're on the line, it already has.

**National Public Safety
Telecommunicators
Week is April 10–16, 2011.**

9 1 1TM
THE NUMBER TO KNOW

The National 9-1-1 Education Coalition

