

POLICE DEPARTMENT

Billy J. Cordell, Chief of Police

Burleson Police Department

May 17, 2020

For Immediate Release:

It is with great sadness the Burleson Police Department announces the passing of one of the department's public safety communications specialist. On Saturday, May 16, 2020, Norilisse Serrano was working the 911 console when she began having a medical issue. Burleson communications staff summoned medical assistance at 11:36 a.m., and she was transported to Texas Health Huguley Hospital – Fort Worth South, where she passed away at 12:39 p.m.

"On behalf of the City Council, I want to express our condolences to Norilisse's family and friends, as well as her Burleson Police Department family," stated Mayor Ken Shetter. "As always, we are so proud of our first responders, including our dispatchers, and are grateful for their heroic efforts in trying to save the life of their colleague."

Nori, as she was known, served as a telecommunicator with the Mansfield Police and Fire Communications Center for fourteen years. She began her career with the Burleson Police Department in March 2020. Nori held a Master's Telecommunications certificate with over twelve hundred total training hours.

"The entire City of Burleson staff would like to provide our condolences to the family of Norilisse Serrano," said Burleson City Manager Bryan Langley. "She was an invaluable member of the public communications team, and each day she showed tremendous dedication, professionalism and pride in assisting our first responders and the public. Norilisse was a true professional, and she will be greatly missed."

Funeral arrangements are pending. Donations can be made through the Chisholm Trail 100 Club, a non-profit that supports first responders in Johnson County. Donations can also be made through the City of Burleson call center at (682) 312-2780. The call center is available Monday – Friday, 8 a.m. to 5 p.m.

The Burleson Police Department appreciates all of the calls, well-wishes and support from the Burleson community and our Blue and Gold family across the United States.

"Nori's experience made her a tremendous asset for the Burleson Police Department," said Burleson Police Chief Billy Cordell. "We were honored she served our community. Our thoughts and prayers are with Nori's husband, nine-year-old daughter and her entire family."

Texas House Bill 1090 that was passed in the 86th Legislative Session classifies dispatchers as first responders, in the same way as EMS personnel, firefighters, and police.

