



## El Paso – Teller County Enhanced 9-1-1 Authority

2350 Airport Road, Colorado Springs, Colorado 80910

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Resolution 15-11

Authority Member Buckmiller moved approval of the following resolution:

A RESOLUTION HONORING PATTI KOLLER OF CRIPPLE CREEK COMMUNICATIONS, AS TELECOMMUNICATOR OF THE THIRD QUARTER 2015.

**WHEREAS**, the El Paso – Teller County Emergency Telephone Service Authority was created to provide a two-county-wide E9-1-1 system; and

**WHEREAS**, the members of the Authority wish to recognize outstanding call takers and dispatchers within the system through the Telecommunicator of the Quarter and Telecommunicator of the Year programs; and

**WHEREAS**, On July 30<sup>th</sup> it was a busy shift in Cripple Creek with calls to include a disruptive man in a casino and people in the lobby. Job duties include call-taking, dispatching and assisting citizens. Dispatchers often work alone but on this day there were two on duty. Dispatcher Patti Koller answered the phone calmly and repeated, “He fell down a mine shaft?” Patti remained composed while gathering information. Responders had difficulty locating the remote mine shaft and she stayed in contact with the neighboring PSAP coordinating and relaying information.

**WHEREAS**, High Angle Rescue, Mine Rescue, Mutual-aid Fire and Medical and Flight for Life responded. Patti provided excellent customer service with the phone calls she made to those that continued to come in. Through teamwork the responders got the man out of the mine shaft. He was flown to the hospital with serious injuries and required treatment in a hyperbaric chamber due to the gases in the shaft.

**WHEREAS**, What makes Patti’s professionalism and ability to process this difficult call so outstanding is that she was in the “application” phase of her training and had only been on the job for 58 days. Her trainer provided backup, but it was Patti who calmly and professionally managed the majority of this call. Dispatching is a challenging profession and Patti is demonstrating that she has what it takes. Cripple Creek is fortunate to have Patti on their team.

**NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:**

The El Paso – Teller County Enhanced 9-1-1 Authority honors Patti Koller as the Telecommunicator of the Third Quarter of 2015.

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Authority Member Gomes seconded the adoption of the foregoing resolution. The roll having been called, the vote was as follows:


Authority Member:	Buckmiller	<del>aye</del> /nay/not present/abstain
Authority Member:	Dalton	<del>aye</del> /nay/not present/abstain
Authority Member:	Gomes	<del>aye</del> /nay/not present/abstain
Authority Member:	Love	<del>aye</del> /nay/not present/abstain
Authority Member:	McDonald	aye/nay/ <del>not present</del> /abstain
Authority Member:	Niski	<del>aye</del> /nay/not present/abstain
Authority Member:	Rigdon	<del>aye</del> /nay/not present/abstain
Authority Member:	Rose	<del>aye</del> /nay/not present/abstain
Authority Member:	Weller	<del>aye</del> /nay/not present/abstain



Done the 25<sup>th</sup> day of November 2015, at Colorado Springs, Colorado.

El Paso-Teller County  
9-1-1 Authority

  
Chairman, Mike Dalton

  
Secretary, Matt Love