



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

2350 Airport Road, Colorado Springs, Colorado 80910

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Resolution 16-02

Authority Member Nisci moved approval of the following resolution:

A RESOLUTION HONORING ALICIA SEYMOUR OF THE COLORADO SPRINGS POLICE DEPARTMENT, AS TELECOMMUNICATOR OF THE YEAR 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 September 29<sup>th</sup> Alicia answered a 911 call like she has done thousands of times before and was presented with an unknown caller. There was a female voice on the other end of the line however all this woman was able to do was moan. Alicia immediately recognized the urgency and jumped in to ask the woman to press a button if she was able to speak to her; there was only dead air. She quickly used all of her resources to find an address for the cell phone, checked premise history for the address and noticed a history of suicide attempts. As the woman began to moan and make noises again, Alicia was quick to reassure her that she was sending help. She began to use the woman's name that she had found in the previous calls for service. She attempted to address the caller's safety and determine if the woman had tried to hurt herself. For over 15 minutes she continued to try and gather information and keep the woman calm.

**WHEREAS**, When police and fire finally made contact they discovered that the woman had survived a failed suicide attempt and had essentially shot her face off. Alicia did her job as she is expected to do but she did it with great compassion and empathy

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

The El Paso – Teller County Enhanced 9-1-1 Authority honors Alicia Seymour as the Telecommunicator of the Year 2015.

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

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



Mike Dalton  
Chairman, Mike Dalton

Done the 27<sup>th</sup> day of January 2016, at Colorado Springs, Colorado.

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

Matt Love  
Secretary, Matt Love