



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

2350 Airport Road, Colorado Springs, Colorado 80910

Resolution 17-02

Authority Member DE YOUNG moved approval of the following resolution:

A RESOLUTION HONORING DAWNE JACOBS OF THE CRIPPLE CREEK COMMUNICATIONS CENTER, AS TELECOMMUNICATOR OF THE FOURTH QUARTER 2016.

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, At the end of September, Dispatcher Dawne Jacobs displayed calmness and compassion when a health facility informed her that they received a call from a distraught female having a migraine headache stating she was going to blow her head off. All they had was a phone number and said she lived in Cripple Creek. Dawne called the female who was very upset and confirmed that she wanted to shoot herself. She would not provide her address stating that no one would help her and that she was afraid of the police. Dawne calmly assured her that she wanted to help and would keep talking to her as long as she needed to. In the meantime, a detective obtained a name and address from the phone number and law enforcement and medical were dispatched. The female became hysterical when Dawne relayed this information.

WHEREAS, Dawne was on the phone for almost 45 minutes, reassuring her, calming her down and talking about her pets. When law enforcement arrived the female became hysterical again. Dawne promised she would not hang up and instructed her to just sit on the steps and wait for the officers to tell her what to do and not make any sudden movements. The situation was ultimately resolved without injury to the female or officers. Dawne's calm demeanor and training were significant components in this positive outcome.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County 9-1-1 Authority honors Dawne Jacobs as the Telecommunicator of the Fourth Quarter of 2016.

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


Authority Member:	Dalton	<u>aye</u> /nay/not present/abstain
Authority Member:	DeYoung	<u>aye</u> /nay/not present/abstain
Authority Member:	McDonald	<u>aye</u> /nay/not present/abstain
Authority Member:	Niski	<u>aye</u> /nay/not present/abstain
Authority Member:	Reeves	aye/nay/ <u>not present</u> /abstain
Authority Member:	Rigdon	<u>aye</u> /nay/not present/abstain
Authority Member:	Rose	<u>aye</u> /nay/not present/abstain
Authority Member:	Truty	aye/nay/ <u>not present</u> /abstain
Authority Member:		aye/nay/not present/abstain




Chairman, Mike Dalton

Done the 25th day of January 2017, at Colorado Springs, Colorado.

El Paso-Teller County
9-1-1 Authority


Secretary, Pat Rigdon