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## Resolution 19-02

Authority Member Shannon moved approval of the following resolution:

A RESOLUTION HONORING FELICIA FRAKER OF THE EL PASO COUNTY SHERIFF'S OFFICE AS TELECOMMUNICATOR OF THE THIRD QUARTER 2018.

**WHEREAS**, the El Paso – Teller County Emergency Telephone Service Authority was created to provide a two-county-wide 9-1-1 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 June 5, 2018, Dispatch Supervisor Felicia Fraker was assigned to work as a primary 911 call taker. Within a two hour window of time, she answered two separate 911 calls for a child that was found hanging. Ms. Fraker processed both of these calls according to EMD protocol and delivered appropriate instructions to the callers. On both calls, medical and fire personnel were dispatched within 60 seconds and pertinent information was relayed while they were en route to the scene. Fortunately, the outcome was positive for both children in these situations.

**WHEREAS**, As with all calls involving children, these types of calls are very difficult for any call taker to process. Ms. Fraker did an outstanding job on both of these calls. She stayed calm and professional throughout the calls and provided the necessary instructions to the callers. Without Ms. Fraker's efficiency and dedication to the well-being of the citizens of El Paso County, the outcome could have been much different for these two children and their families.

**WHEREAS**, Ms. Fraker goes above and beyond the scope of her duties every day to ensure superior customer service and call processing.

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

The El Paso – Teller County 9-1-1 Authority honors Felicia Fraker as the Telecommunicator of the Third Quarter of 2018.

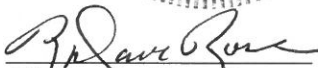
Authority Member NISKI seconded the adoption of the foregoing resolution. The roll having been called, the vote was as follows:

Authority Member:	DeYoung	<del>aye/nay/not present/abstain</del>
Authority Member:	Niski	<del>aye/nay/not present/abstain</del>
Authority Member:	Pritchard	<del>aye/nay/not present/abstain</del>
Authority Member:	Ribeiro	<del>aye/nay/not present/abstain</del>
Authority Member:	Rigdon	<del>aye/nay/not present/abstain</del>
Authority Member:	Rose	<del>aye/nay/not present/abstain</del>
Authority Member:	Shannon	<del>aye/nay/not present/abstain</del>
Authority Member:	Vacant	<del>aye/nay/not present/abstain</del>
Authority Member:	Wheeler	<del>aye/nay/not present/abstain</del>

Done the 23<sup>rd</sup> day of January 2019, at Colorado Springs, Colorado.



El Paso-Teller County  
9-1-1 Authority

  
Chairman, Dave Rose

  
Secretary, Pat Rigdon