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Resolution 19-03

Authority Member NISKI moved approval of the following resolution:

A RESOLUTION HONORING DANA HECKMAN OF THE COLORADO SPRINGS POLICE DEPARTMENT AS TELECOMMUNICATOR OF THE FOURTH QUARER 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 August 5, 2018, Emergency Response Technician (ERT) Dana Heckman answered a 911 call that would reveal itself as a tragic incident that no one in public safety ever wants to handle. The reporting party relayed to ERT Heckman that three small children had drowned in a pool at an apartment complex. ERT Heckman immediately created a call for service to dispatch police and fire units; while processing the call ERT Heckman drew upon her experience to utilize necessary protocols to give immediate pre-arrival lifesaving instructions.

WHEREAS, On any ordinary day a call for service requiring the use of CPR instructions is stressful and at times difficult to manage; ERT Heckman delivered correct and succinct instructions to the caller to simultaneously assist all three patients. ERT Heckman continued to provide these lifesaving instructions until medical personnel arrived. Tragically, one of the patients did not survive but two did, in part due to the quick actions by ERT Heckman.

WHEREAS, In discussion, no one has been able to recall a similar incident where an ERT delivered simultaneous CPR instructions for three patients. A quality assurance review of the call illustrated the incredible level of expertise and professionalism, well above and beyond standard measures, by ERT Heckman. The audio for this call may serve as a training tool for the International Academy of Emergency Dispatch to be used worldwide for new emergency telecommunicators. ERT Heckman is commended for her dedication to public safety through her exceptional use of lifesaving instruction in what can only be described as a chaotic situation.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County 9-1-1 Authority honors Dana Heckman as the Telecommunicator of the Fourth Quarter of 2018.

El Paso-Teller County 9-1-1 Authority

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


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



Done the 23rd day of January 2019, at Colorado Springs, Colorado.

El Paso-Teller County
9-1-1 Authority


Chairman, Dave Rose


Secretary, Pat Rigdon