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Resolution 19-04

Authority Member Shannon moved approval of the following resolution:

A RESOLUTION HONORING HEATHER MARR OF THE COLORADO SPRINGS POLICE DEPARTMENT AS TELECOMMUNICATOR OF THE YEAR FOR 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, PSD Heather Marr has all of the qualities that an excellent dispatcher should possess and more. Several major issues have occurred while PSD Marr was working, including an incident where an active shooter fired upon CSPD, CSFD and AMR personnel. The most recent incident occurred while she was working the Gold Hill area command. A woman called 911 to report that her brother, husband and she had all been stabbed by an unknown suspect while looking at the city lights on Gold Camp Road. PSD Marr did an outstanding job of keeping units apprised as the information was coming in.

WHEREAS, For this call there were multiple scenes to keep track of and multiple officers asking for and relaying information. There was also a short foot pursuit after setting up containment and the eventual capture of the suspect. Several phone calls from sergeants and lieutenants were received complimenting PSD Marr's dispatching skills after the incident occurred.

WHEREAS, Sergeant Tepley wrote the following "Our dispatchers as a whole are well trained and do a good job, but I have ALWAYS found that Heather Marr does a truly exceptional job. Her ability to keep track of multiple officers at multiple locations in extremely tense situations is remarkable. Her voice is clear and calm in every situation. I am sure that sometimes it can be frustrating as a dispatcher to have to deal with the officers jumping on the air but we never sense any frustration in her tone or voice. Heather is always willing to help and she provides critical information when needed and does it at the appropriate time. She is always patient with the officers and with the supervisors while we run on calls for service; however, this call for service stood out to me because of how chaotic it was and how many different scenes there were to monitor. Heather did an excellent job in running this call from dispatch and I want to

acknowledge her exceptional skills and patience in this instance. Her efforts in this case are an excellent example of meeting the Chief's vision of Responsiveness, Excellence and Humility!"

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County 9-1-1 Authority honors Heather Marr as the Telecommunicator of the Year for 2018.

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

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|-------------------|-----------|--|
| Authority Member: | DeYoung | aye/nay/not present/abstain |
| Authority Member: | Niski | aye/nay/not present/abstain |
| Authority Member: | Pritchard | aye/nay/not present/abstain |
| Authority Member: | Ribeiro | aye/nay/ not present /abstain |
| Authority Member: | Rigdon | aye/nay/not present/abstain |
| Authority Member: | Rose | aye/nay/not present/abstain |
| Authority Member: | Shannon | aye/nay/not present/abstain |
| Authority Member: | Vacant | aye/nay/not present/abstain |
| Authority Member: | Wheeler | aye/nay/ not present /abstain |

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




Chairman, Dave Rose

El Paso-Teller County
9-1-1 Authority


Secretary, Pat Rigdon