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Resolution 19-05

Authority Member Shannon moved approval of the following resolution:

A RESOLUTION HONORING NIKKI TRUJILLO OF THE EL PASO COUNTY SHERIFF'S OFFICE AS TELECOMMUNICATOR OF THE FIRST QUARTER 2019.

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 December, 5, 2018, a few minutes before the end of her shift, Senior Dispatcher Nikki Trujillo answered a 911 call from a caller at the Falcon Walmart. The caller reported that she had been carjacked, assaulted and robbed of her personal belongings. Understandably, the caller was hysterical and very difficult to understand. Through kind words and repetitive persistence, Nikki was able to obtain detailed suspect information and a vehicle description, which was relayed to the responding deputies. Nikki stayed on the line with the caller offering gentle reassurance until the caller was safe with a deputy.

WHEREAS, Several days later, Nikki learned that her own mother and the victim knew each other from a women's group. Through Nikki's mom, the victim expressed her gratitude and appreciation for Nikki's gentle nature while handling her call. This personal acknowledgement from the victim was very touching for Nikki and was reassurance that she was doing everything she could do to help the victim on the worst day of her life.

WHEREAS, Dispatchers typically receive very little recognition for the work that they do but this incident demonstrates the powerful impact that dispatchers have on our community. Nikki displayed superior empathy and customer service during this call and deserves to be recognized.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County 9-1-1 Authority honors Nikki Trujillo as the Telecommunicator of the First Quarter of 2019.

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

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:	Wheeler	aye /nay/not present/abstain
Authority Member:	Wiles	aye /nay/not present/abstain



Done the 28th day of May 2019, at Colorado Springs, Colorado.

El Paso-Teller County
9-1-1 Authority

Miles DeYoung
Chairman, Dave Rose
Vice chair, Miles DeYoung

Diann Pritchard
Secretary, Pat Rigdon
Treasurer, Diann Pritchard