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## Resolution 19-08

Authority Member RIBEIRO moved approval of the following resolution:

A RESOLUTION HONORING CAMERON BOWKER OF THE EL PASO COUNTY SHERIFF'S OFFICE AS TELECOMMUNICATOR OF THE SECOND 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 May 23, Dispatcher Cameron Bowker answered a 911 call from a male party advising his wife was having a stroke and he was unable to get her to the car. Based on the symptoms provided by the caller, it was evident that she needed medical attention immediately. Cameron quickly launched the EMD protocol and flawlessly asked all appropriate questions.

**WHEREAS**, On June 17<sup>th</sup>, PSAP Manager Kyla Gingrich, received a phone call from the original caller on this incident. He explained that he and his wife were visiting the Pikes Peak area from California. He was apprehensive about his cell phone signal in the Cascade area and was concerned that his call might be dropped. Not being from this area, he was not certain how his 911 call would be handled. The caller went on to share that he retired after 38 years in fire service and had served on his local 911 Authority Board in California. In addition, his wife just happened to be a former 911 Dispatcher in Ontario, Canada. Upon calling 911, he was prepared to answer EMD questions and to provide pre-arrival instructions while waiting for the fire department to respond. Throughout the phone call, he said that his experience with calling 911 on May 23<sup>rd</sup> was the most pleasant 911 experience he has ever had and he sincerely appreciated Cameron's professional and caring demeanor as he processed the 911 call.

**WHEREAS**, 911 dispatchers often go unrecognized for the work they do, but this personal acknowledgement from the caller demonstrates the powerful impact that dispatchers can have to the citizens of El Paso County and visitors to the Pikes Peak region. Cameron displayed superior call taking abilities and customer service during this call.

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

The El Paso – Teller County 9-1-1 Authority honors Cameron Bowker as Telecommunicator of the 2<sup>nd</sup> Quarter 2019.

Authority Member DEYOUNG 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:	Pritchard	aye/ <u>nay</u> /not present/abstain
Authority Member:	Ribeiro	<u>aye</u> /nay/not present/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:	Vasquez	<u>aye</u> /nay/not present/abstain
Authority Member:	Wheeler	<u>aye</u> /nay/not present/abstain
Authority Member:	Wiles	<u>aye</u> /nay/not present/abstain



Done the 28<sup>th</sup> day of August 2019, at Colorado Springs, Colorado.

El Paso-Teller County  
9-1-1 Authority

  
Chairman, Dave Rose

  
Secretary, Pat Rigdon