



Resolution 21-02

Authority Member JAMES moved approval of the following resolution:

A RESOLUTION HONORING ERIN KELLEHER OF THE EL PASO COUNTY SHERIFF'S OFFICE AS TELECOMMUNICATOR OF THE THIRD QUARTER 2020.

**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 November 12, 2020 while working as a call taker, Erin received a call from a frantic woman stating that her husband held a gun to his head and threatened suicide and then the line disconnected. Erin called back and determined that the male was becoming irate and aggressive toward his wife and child. With the situation quickly escalating and poor cell service in this rural area causing the line to disconnect multiple times, Erin was undeterred in getting the family help. Erin asked the female to keep an open line with her when it was no longer safe for her to provide updates. Erin became aware that the RP had possibly been assaulted and could no longer speak freely. Erin intently listened to what was occurring and assisted her dispatcher in providing responding patrol and tactical units with information. Erin worked diligently to assist the RP and her son in getting away from the suicidal male and attempted to get them out of the home. When it became clear to Erin that she would not be able to get them out, and with units now getting on scene, Erin began gathering detailed information about the locations of each person and what was occurring inside the home when units attempted to calmly resolve the situation. Erin maintained an open line with the RP and her child giving instructions and updates until responders were with them to ensure their safety.

**WHEREAS**, Erin's quick thinking and detailed information helped end a tense, and possibly deadly situation, peacefully. Erin's dedication to her job and compassion towards her callers are respected by her coworkers and supervisors. She diligently comes to work each day with a positive attitude and an unmatched determination to do good in her community.

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

The El Paso – Teller County 9-1-1 Authority honors Erin Kelleher as Telecommunicator of the Third Quarter of 2020.

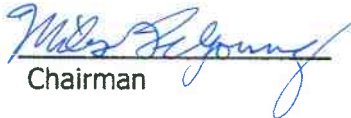
Authority Member WILES seconded the adoption of the foregoing resolution. The roll having been called; the vote was as follows:

Authority Member:	De Young	aye/nay/not present/abstain
Authority Member:	James	aye/nay/not present/abstain
Authority Member:	Parsell	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:	Vasquez	aye/nay/not present/abstain
Authority Member:	Wheeler	aye/nay/not present/abstain
Authority Member:	Wiles	aye/nay/not present/abstain

Done the 27<sup>th</sup> day of January 2021, at Colorado Springs, Colorado.

El Paso-Teller County  
9-1-1 Authority

(SEAL)

  
Chairman

  
Secretary