



Resolution 21-05

Authority Member Rigdon moved approval of the following resolution:

A RESOLUTION HONORING HOLLY ERICKSON OF THE TELLER COUNTY SHERIFF'S OFFICE AS TELECOMMUNICATOR OF THE FIRST QUARTER 2021.

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, At 12:54 am on December 19, 2020, Holly, who was the only dispatcher on duty at the time, took a call on the admin line from a male party who reported that he had just shot and killed his sister, and that his mom was tied up in the bathroom with a bomb strapped to her that would go off if anyone attempted to open the door.

WHEREAS, This is a "worst-case scenario" call, and a call that no dispatcher ever wants to take. Holly was filled with adrenaline but still sounded calm, cool, collected and articulate while she asked the caller pertinent questions, gathered important information and sent units to the call. She was sympathetic to the caller and his current situation, he said that his girlfriend broke up with him. She controlled the conversation, asked for clarification and kept the caller on the line. Because of her outstanding skills, the caller was compliant and even gave her his name. Ultimately the caller disconnected.

WHEREAS, At the time that the call came in, the Sergeant and Corporal were at the jail conducting a very important interview. When Holly dispatched them, they reminded her that they were busy, but she firmly and professionally conveyed the importance of this call to them. She managed the deputies who were responding, dispatched and monitored fire and was dealing with another dispatch center to get the medical units staged. Holly reached out for help when she realized the severity of the call that she was dealing with and how catastrophic the call could end up being. Instead of trying to handle it on her own she asked for permission to call another dispatcher in, which was granted. In addition, the supervisor was called and advised of the situation. Holly maintained control of the call, delegated tasks that were not directly connected to the call as needed, worked diligently on completing tasks that were given to her by units on scene, and the notes in her call were detailed, concise and accurate. Holly did a superb job with this call.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County 9-1-1 Authority honors Holly Erickson as Telecommunicator of the First Quarter of 2021.

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

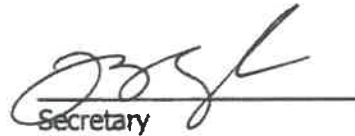
Authority Member:	De Young	<u>aye</u> /nay/not present/abstain
Authority Member:	James	<u>aye</u> /nay/not present/abstain
Authority Member:	Parsell	<u>aye</u> /nay/ not present /abstain
Authority Member:	Pritchard	<u>aye</u> /nay/not present/abstain
Authority Member:	Ribeiro	<u>aye</u> /nay/not present/abstain
Authority Member:	Rigdon	<u>aye</u> /nay/not present/abstain
Authority Member:	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 28th day of April 2021, at Colorado Springs, Colorado.

El Paso-Teller County
9-1-1 Authority


Chairman


Secretary