



Resolution 21-09

Authority Member O'NALE moved approval of the following resolution:

A RESOLUTION HONORING MIKE DECKARD OF THE EL PASO COUNTY SHERIFF'S OFFICE AS TELECOMMUNICATOR OF THE THIRD 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**, On March 2, 2021, Senior Dispatcher Mike Deckard answered a 911 call from a child reporting an unimaginable scenario in her family home. Before this call, the Communications Center had received multiple 911 calls about a family disturbance leading to a shooting in a rural part of El Paso County. As he gathered the location of the child, Mike quickly realized she was in the midst of a frightening and dangerous situation. Even with help coming as quickly as possible, it was still a significant distance away.

**WHEREAS**, To complicate the situation further, his only contact with the child was through a 911 only phone with lack of reliable cell service in the area. With determination and empathy, Mike quickly got to work providing instructions and gathering critical information from the terrified child. Although there were multiple reporting parties, dispatchers and responders still had limited to no information about the location of the individuals involved, who they were, and what exactly had occurred.

**WHEREAS,** Early in the call Mike realized he would not be able to safely guide the child out of the home due to the vast number of uncertainties about the scene and a lack of a viable and safe exit. With caution at the forefront of his mind, Mike carefully balanced the safety of the child with gathering information about the suspect and others in the home.

**WHEREAS,** At this time the suspect had already fired multiple shots, ultimately killing two and injuring another. During this call the suspect was unaccounted for and believed to still possibly be in the home and heavily armed. Mike needed to suspend questioning and provide lifesaving instructions due to the danger present multiple times. He quickly began gathering specific locations, descriptions, and directional information about the structure and property to assist responders in developing a plan to extract the child. With an identified exit point for responders, Mike remained on the phone, providing reassurance and updates to the child, until he heard deputies pull her through a window to safety.

**WHEREAS,** In the aftermath of this call, several members of the office, in varying positions had to listen to the harrowing audio of the call. All who heard the call were in awe of Mike's handling of this call. It is the calls like these, the terrifying and unimaginable, answered by the calm voice in the storm, that demonstrates the heroes amongst the heroes.

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

The El Paso – Teller County 9-1-1 Authority honors Mike Deckard as Telecommunicator of the Third Quarter of 2021.

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

Authority Member:	O'Nale	aye/nay/not present/abstain
Authority Member:	James	aye/nay/not present/abstain
Authority Member:	Carey	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 October 2021, at Colorado Springs, Colorado.

El Paso-Teller County  
9-1-1 Authority

  
Chairman

  
Secretary