



El Paso – Teller County Enhanced 9-1-1 Authority

2350 Airport Road, Colorado Springs, Colorado 80910

Resolution 12-01

Authority Member Autry moved approval of the following resolution:

A RESOLUTION HONORING MATT DUNICH, OF THE COLORADO SPRINGS POLICE DEPARTMENT, AS THE TELECOMMUNICATOR OF THE FOURTH QUARTER OF 2011.

WHEREAS, the El Paso – Teller County Emergency Telephone Service Authority was created to provide a two-county-wide E9-1-1 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 October 18, 2011, CSPD received a 9-1-1 call from a scared and anxious 5 year old boy regarding his mother who needed an ambulance. The child and his mother were locked in the bathroom of their apartment, hiding from her boyfriend during a domestic violence situation. The 5 year old caller's mom had taken a bottle of pills, and the male suspect was screaming in the background and banging on the bathroom door during the entire call. The scared young caller also reported that the male suspect had a gun and "he's the one the police have been looking for....he's hiding in the living room so the cops don't find him."

WHEREAS, when Matt received the call, he did not hesitate in acting quickly to get responders sent to the address. His priority throughout the call was to keep this child and his mother safe, and this was clearly evident in the way he handled the call for service. Matt displayed a remarkable talent for "thinking outside the box" in giving the young caller the necessary questions and instructions to ensure that he would be safe until responders arrived. It is hard to imagine how badly this situation may have ended without the exceptional efforts Matt showed for this child and his mother.

WHEREAS, this is just one of many examples of calls that Matt has handled in a manner that goes above and beyond the "normal" call of duty as a call-taker with CSPD. Matt maintains a current (2011) protocol compliance level of 98.66% average for all three disciplines, and consistently shows an interest and willingness to sharpen his call-taking skills. His strong sense of compassion and calm demeanor are demonstrated on each call he processes. The calming techniques and positive reassurance that he gives to callers often makes a genuine difference in the way that the calls are processed, and undoubtedly has had an impact in positive outcomes for many of these calls. Matt's previous

experience as a law enforcement officer is a great benefit to his skill set in his current position in the communication center at CSPD, and is displayed in the many quality calls that he has processed over the years during his career. His solid leadership skills and positive attitude make him a very valuable asset to the Colorado Springs Public Safety Communication Center.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County Enhanced 9-1-1 Authority honors Matt Dunich as the Telecommunicator of the Fourth Quarter, 2011.

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

Authority Member:	Anstine	aye / nay / not present / abstain
Authority Member:	Autry	aye / nay / not present / abstain
Authority Member:	Buckmiller	aye / nay / not present / abstain
Authority Member:	Carey	aye / nay / not present / abstain
Authority Member:	Gomes	aye / nay / not present / abstain
Authority Member:	Gower	aye / nay / not present / abstain
Authority Member:	Grayson	aye / nay / not present / abstain
Authority Member:	Reid	aye / nay / not present / abstain
Authority Member:	Weller	aye / nay / not present / abstain

Done the 25th day of January 2012, at Colorado Springs, Colorado.



James R. Gower
Chairman

El Paso-Teller County
Enhanced 9-1-1 Authority

D. Anstine
Secretary