

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

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**Number:** 4.34

Date Issued: July 27<sup>th</sup>, 2005

Date Effective: July 27<sup>th</sup>, 2005

**Subject:** 9-1-1 Hero Program

**Policy:** The El Paso – Teller County Enhanced 9-1-1 Authority shall follow a standardized procedure for recognition of candidates for the 9-1-1 Hero Program

**Purpose:** All PSAP personnel shall have appropriate knowledge on how to submit candidates for the 9-1-1 Hero Program

**Procedure:** PSAP Supervisor shall forward a copy of the “Call for Service” and an audio tape of the call being considered for the 9-1-1 Hero Program. This material shall be sent to the Public Safety Specialist at the 9-1-1 Office.

There shall be two types of awards:

- 1) Hero Medal and Public Presentation- This award shall be determined by the following criteria.
  - a. Caller is a child under the age of ten (10) years
  - b. The incident was a dangerous call or a posed life threat to any party involved
  - c. The victim in this call must be transported to a medical facility.
- 2) Certificate of Recognition- A certificate and letter will be mailed to the residence of the child being honored.
  - a. Caller is under the age of twelve (12) years
  - b. Incident did not involved a dangerous or urgent action
  - c. Transport to a medical facility was not required

This program may be terminated at any time by the El Paso – Teller County Enhanced 9-1-1 Authority.