

## Resolution 07-02

Authority Member \_\_\_\_\_ moved approval of the following resolution:

A RESOLUTION HONORING PATTY MCCORMACK AS THE TELECOMUNICATOR OF THE FOURTH QUARTER OF 2006.

**WHEREAS**, the El Paso – Teller Emergency Telephone Service Authority was created to provide a two-county wide E9-1-1 system; and

**WHEREAS**, the members of the Authority wished to recognize outstanding call takers and dispatchers within the system through the Telecommunicator of the Quarter and Telecommunicator of the Year; and

**WHEREAS**, on July 6, 2006, as both Call taker and Emergency Dispatcher, Patty flawlessly handled two 9-1-1 calls simultaneously. First, a woman was suffering shortness of breath. Then a 3<sup>rd</sup> party caller reported another woman experiencing chest pain. The caller was annoyed by persistent EMD questions, and the second was patient was uncooperative with PDIs. But Patty unwaveringly followed protocols and rapidly dispatched the correct responses. Both calls were 100% compliant.

**WHEREAS**, on September 23, 2006, Patty handled an urgent call for back-up from VPD who had used a tazer on a suspect twice and was still unable to subdue him. Agency assistance agreements routed the VPD call to TCSO. TCSO had a 25 minute ETA. Patty recognized the scene safety issues and the urgency of protecting VPD officers from escalating violence. She quickly dispatched CCPD officers providing back-up in less than 12 minutes. The suspect was taken into custody

without injury.

**WHEREAS**, on September 29, 2006, Patty was alone on duty in Dispatch and experienced a high call volume. She skillfully managed the calls by shifting operations from a vertical to horizontal arrangement and she used other CCPD employees as non-91-1 call takers. Tapes reveal that she correctly processed 10 emergency calls in less than three and a half hours. At the peak, there were 54 minutes of radio and phone time in a span of just 72 minutes.

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

The El Paso – Teller County Enhanced 9-1-1 Authority honors Patty McCormack as Telecommunicator of the Fourth Quarter, 2006.