

Resolution 07-03

Authority Member _____ moved approval of the following resolution:

A RESOLUTION HONORING BEN BILLS AS THE TELECOMMUNICATOR OF THE YEAR 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 the evening of August 29, 2005, Emergency Service Dispatcher (ESD) Ben Bills received a call of a four year-old child who fell from a second story window and landed on concrete. The child was unconscious and breathing. ESD Bills followed the Emergency Medical Dispatch protocol, reassuring the mother that help was on the way. Memorial Star was dispatched to the scene and the child was transported to Memorial Hospital. The story did not end there. Mr. Bills contacted the mother of the child to check on her daughter. The mother was so touched by Mr. Bills concern that she recognized him on a website she developed to provide her friends and family with updates. She asked in her daily report, how many people received calls from dispatchers who had handled an emergency after the event. She said she had, and recognized Mr. Bills for his compassion, caring thoughts and inquires.

WHEREAS, On March 8, 2006, Mr. Bills was at Woodmen Hills Elementary to teach a 9-1-1 education program to the kindergarten through 3rd grades. During the presentation, Mr. Bills looked at the little girl and remembered the photo of the small young girl who had fallen from the window. Mr. Bills called out to the young girl saying, “I know you.” At this moment the young girl came up and hugged Ben, sharing a warm exchange of emotions. To show his compassion and caring he gave her a remembrance of a big panda bear.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County Enhanced 9-1-1 Authority honors Ben Bills as Telecommunicator of the Year 2006.