

Resolution 07-13

Authority Member _____ moved approval of the following resolution:

A RESOLUTION HONORING CRYSTAL BROADY AS THE TELECOMUNICATOR OF THE THIRD QUARTER OF 2007.

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 June 1, 2007, Crystal was on single coverage when she received two 911 calls requesting medical assistance for separate incidents. The first was for a casino patron in her mid-60s who almost passed out. The second 911 was from a female at work reporting her husband was at home and “can’t breathe at all”. Crystal utilized both phones so neither caller had to be put on hold. During 16:33 minutes Crystal handled the following: two 911 calls, an administrative line call; made a phone call requesting Flight for Life; answered radio traffic from Cripple Creek PD, Victor PD, Division of Gaming, Cripple Creek EMS and a Teller Deputy who was on a Mutual-aid call. Crystal displayed excellent multi-tasking skills handling all the phone and radio traffic flawlessly.

WHEREAS, Crystal has been a dispatcher almost two years and the

above example is typical of the multi-tasking and professionalism Crystal displays on a daily basis.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County Enhanced 9-1-1 Authority honors Crystal Broady as Telecommunicator of the Third Quarter, 2007.