

## Resolution 08-04

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

A RESOLUTION HONORING MARY KING AS THE TELECOMUNICATOR OF THE FOURTH 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 September 18, 2007 at 17:45 hours a woman called 9-1-1 to report a structure fire. She reported that her kitchen was on fire and that she was trapped in the house unable to get out. Fire companies were dispatched and they were able to successfully rescue the woman. E11 arrived to find a single story, single family dwelling with heavy smoke showing. Multiple persons on the ground around the house all with smoke stained faces and clothing. On scene bystanders were yelling that handicapped female was still trapped inside the house. E11 and other companies attacked the fire and rescued the trapped female.

**WHEREAS**, A radio transmission tape was requested for training purposes and the 9-1-1 call tape was included. After listening to the call it was apparent that ERT Mary King did a phenomenal job in dealing with the woman who was obviously panicked and scared.

While listening to the call you can sense the desperation and the fact that this is a real life and death event unfolding. The calltaker maintained a calm and collected demeanor and kept the woman on the line until Engine 11s crew was able to pull her out. She gathered critical information that allowed the crews to locate and rescue the handicapped woman quickly which resulted in a very positive outcome for the woman.

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

The El Paso – Teller County Enhanced 9-1-1 Authority honors Mary King as Telecommunicator of the Fourth Quarter, 2007.