

Resolution 08-05

Authority Member _____ moved approval of the following resolution:

A RESOLUTION HONORING LYNN HART AS THE TELECOMUNICATOR OF THE YEAR 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 January 3, 2007, FCFES was faced with the one call every responder cringes from. At 12:33pm a 911 call was taken by Lynn Hart on a cardiac arrest of a 2 year old female. The caller was the victim's mother and was totally frantic and completely out of control emotionally. Due to the psychological state of the caller Ms. Hart had a very difficult task at hand. Lynn was able to glean vital information through the emotional venting of the caller. By taking a very patient yet commanding position with this caller, Lynn was able to direct immediate life saving directions to the caller. Throughout this even the caller kept regressing back to an emotional state left her unable to function in any way and each time the professionalism of Lynn came through and returned the caller back to tending to the victim. All attempts to revive the victim were unsuccessful and Ms. Hart continued to remain calm, reassure, and redirect the caller to keep going.

WHEREAS, Through the immeasurable stress of this call Ms. Hart was able to update the emergency responders with information that impacted the direction of treatment upon their arrival. This alone saved vital time that could have otherwise been consumed by an already chaotic situation. Airway was clearly the object of the responder's priorities due in total to this update. The responders were able to clear the victim's airway, regain a heart rhythm and pulse, and transported her to the hospital.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County Enhanced 9-1-1 Authority honors Lynn Hart as Telecommunicator of Year 2007.