

Resolution 09-03

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

A RESOLUTION HONORING JENNIFER MANRIQUEZ AS THE TELECOMMUNICATOR OF THE FOURTH QUARTER OF 2008.

**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 programs; and

**WHEREAS**, Jennifer Manriquez was off training one month and on 8-8-08 doing a single-coverage shift she received a call regarding two intoxicated males dressed in black and causing a disturbance on a street corner. Officers sent to the scene reported negative contact. Shortly afterward, the bank called 911 reporting two men outside fighting and trying to get into the lobby. The bank went into lockdown with customers inside and outside. Officers were quickly dispatched. The caller from the bank was very excited but Jennifer remained composed and consistent while gathering information. She kept the caller on the line and calmed her down while keeping her focused on relaying what was happening. Officers from three agencies responded and drew their weapons and soon the suspects were taken into custody. These were the same individuals from the previous call.

**WHEREAS**, This was an extremely dangerous situation for the officers, bank employees and citizens and Jennifer's clear and concise relay of information and prompt dispatching helped mitigate the situation quickly with no injuries. Dispatch personnel also monitor the holding cells and Jennifer kept officers updated when one of the prisoners was violent and was trying to harm himself. Jennifer multi-tasked and processed this call with the skills of a seasoned dispatcher.

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

The El Paso – Teller County Enhanced 9-1-1 Authority honors Jennifer Manriquez as Telecommunicator of the Fourth Quarter, 2008.