

Resolution 09-09

Authority Member _____ moved approval of the following resolution:

A RESOLUTION HONORING SUSAN ARAGON AS THE TELECOMMUNICATOR OF THE FIRST QUARTER OF 2009.

WHEREAS, the El Paso – Teller County 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, on August 26, 2008, Sue Aragon handled a call from someone reporting shots being fired at 395 S. Ellicott Hwy, the Ellicott School District building. Another dispatcher started off by speaking with someone reporting a white male in camouflage pants was possibly shooting. The caller saw a gun attached to the male's belt. At the same time, Sue was speaking to an off duty deputy, reporting hearing shots fired at the school too. Sue relayed this information about the descriptions given by the other caller to the off duty deputy. Sue thought quickly and asked the deputy if he was wearing camouflage pants and if he had his duty weapon with him, on his belt. The deputy confirmed this to be true. Sue then began giving instructions to the deputy to hold up his badge, showing others who were calling that he was a deputy and was not using his weapon. The deputy then approached the school, which had been placed on full lock down.

WHEREAS, as he was giving Sue information, the deputy was walking into the school to speak with the administration. Sue, again thinking quickly, asked the deputy to find out how many students were in the school that day. This allowed for the dispatcher to keep units better updated as to the happenings inside the school. By this time, all three schools were on lock down, with all students reported as being held inside.

WHEREAS, being able to think "outside the box" and the ability to make quick decisions are two of the hallmarks of being a good dispatcher, Sue's ability to do these things and maintain her calm, professional demeanor during what could have been a very intense situation makes her a great dispatcher. She showed how adaptable she can be, and how inventive she can be with taking calls. All in all, the dispatch center received

numerous calls that day about the happenings at the school. Sue’s work with her caller helped bring the entire event to a successful close. She also received several positive emails of thanks for her quick thinking.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County Enhanced 9-1-1 Authority honors Susan Aragon as Telecommunicator of the First Quarter, 2009.

Authority Member _____ seconded the adoption of the foregoing resolution. The roll having been called, the vote was as follows:

Authority Member:	Anstine	aye/nay/not present/abstain
Authority Member:	Carey	aye/nay/not present/abstain
Authority Member:	Gibson	aye/nay/not present/abstain
Authority Member:	Gower	aye/nay/not present/abstain
Authority Member:	Grayson	aye/nay/not present/abstain
Authority Member:	Moore	aye/nay/not present/abstain
Authority Member:	Silloway	aye/nay/not present/abstain
Authority Member:	Weller	aye/nay/not present/abstain
Authority Member:	Woodward	aye/nay/not present/abstain

Done the 25th day of March 2009, at Colorado Springs, Colorado.

(SEAL)

El Paso-Teller County
Enhanced 9-1-1 Authority

Robert Weller, Chairman

Michael Gower, Secretary