

Resolution 10-08

Authority Member _____ moved approval of the following resolution:

A RESOLUTION HONORING MARK GASS AS THE TELECOMMUNICATOR OF THE FIRST QUARTER OF 2010.

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 wish to recognize outstanding call takers and dispatchers within the system through the Telecommunicator of the Quarter and Telecommunicator of the Year programs; and

WHEREAS, Mark Gass, of the Ft. Carson Emergency Services Dispatch Center sets the standard for emergency communications professionals, not based upon one significant event or “save the day” moment, but his ongoing service above self.

WHEREAS, if agencies could mold the perfect 9-1-1 professional, it would be Mark. Without hesitation Mark steps up to the plate for any issue. He takes genuine pride in the services provided. During the most stressful times, Mark remains upbeat, positive and motivated. Mark is a calming influence to not only the callers, but also to his co-workers and responders during times of crisis. Mark is the first in line to put newly acquired training tools to the test. While relatively new to 9-1-1, Mark has truly “got it.” He stays over without being asked or directed when necessary. He has volunteered to obtain the necessary skills to train new hires and has already been assigned as a trainer. Some of the feed-back received from the field include, “It’s nice to know when Mark is on the radio; we know he’s got our back.” And “Mark’s confidence and calmness when dispatching is refreshing.” Mark is very reliable, you know you can count on him to be to work on time, all the time. Mark also easily adapts to change. He will quickly and efficiently embrace change, which motivates others to do the same.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County Enhanced 9-1-1 Authority honors Mark Gass as the Telecommunicator of the First Quarter, 2010.