

Resolution 10-12

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

A RESOLUTION HONORING TRACY REINHOLZ AS THE  
TELECOMMUNICATOR OF THE SECOND 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**, on Wednesday, January 13, 2010, at approximately 2240 hours, Teller County Sheriff's Office dispatcher Tracy Reinholz answered a 9-1-1 call from a number displaying a 970 area code and no physical address. At first the call appeared to be an accidental dialing and open line. Dispatcher Reinholz could hear the voices of a male, female, and what sounded like a young child. She remained on the line attempting to obtain a response from the caller.

**WHEREAS**, it quickly became apparent to Dispatcher Reinholz that there was some type of dispute occurring. There was never any direct communication with anyone at this location, the caller dialed 9-1-1, unknown to the aggressor. Dispatcher Reinholz informed her partner, Dispatcher Tanja Paige, who immediately began researching the number. As Dispatcher Reinholz continued to listen to the conversation, it became obvious to her that the situation was rapidly escalating and she was afraid that the female was in imminent danger of physical abuse. Dispatcher Paige learned that the number was not attached to a residential phone, but listed to a cellular phone. She identified the cellular company and was instrumental in quickly explaining the immediate need to obtain a physical address from the billing information.

**WHEREAS**, a Florissant, Colorado address was identified and deputies were immediately dispatched to this address. During their response, the deputies were continually provided updates until they arrived at the address. Once at the scene, deputies approached the residence and asked dispatch what they could hear. As the deputies knocked on the door, Dispatcher Reinholz advised them that she could hear the

knocking over the open telephone line. At that time, all talking ceased from inside the residence and the sound of a shotgun being loaded was heard and the female voice exclaimed, “Don’t shoot”. Upon relaying this to the deputies, they immediately breeched the door and entered the residence. Inside the residence, they came into contact with one male, identified as the suspect, the suspect’s wife and the couple’s five year old daughter. Deputies also observed numerous weapons throughout the residence. Without the quick action and effort demonstrated by these dispatchers, it is possible that this incident may have had a very tragic ending.

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

The El Paso – Teller County Enhanced 9-1-1 Authority honors Tracy Reinholz as the Telecommunicator of the Second Quarter, 2010.

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:	Autry	aye/nay/not present/abstain
Authority Member:	Buckmiller	aye/nay/not present/abstain
Authority Member:	Carey	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:		aye/nay/not present/abstain

Done the 23<sup>rd</sup> day of June 2010, at Colorado Springs, Colorado.

(SEAL)

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

\_\_\_\_\_  
Jim Grayson, Chairman

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Michael Gower, Secretary