



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

2350 Airport Road, Colorado Springs, Colorado 80910

Resolution 15-02

Authority Member Buckmiller moved approval of the following resolution:

A RESOLUTION HONORING JESSICA RIVERA OF THE COLORADO SPRINGS POLICE DEPARTMENT, AS TELECOMMUNICATOR OF THE FOURTH QUARTER OF 2014.

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 October 15, 2014, Jessica processed a very intense childbirth call. After initially struggling to obtain the address from a very panicked father and another woman on the scene (possibly grandma), it was determined the location of the call was in the Security/Widefield area. Rather than transfer the call to EPSO, Jessica recognized the panic in the caller's voice and continued to process the call while a co-worker notified EPSO for a response. After completing the case entry questions, the RP blurted out the baby was breech. It was coming legs first and the foot was already out. The female RP pleaded with Jessica to please hurry.

WHEREAS, Jessica did a great job of controlling the call and the caller. She seamlessly jumped to the PAI's and assisted in delivering the baby. To add to the confusion, once the baby was born, there was another child on scene that cried intermittently through the call and it was difficult to determine if the newborn was crying or breathing. Finally a much calmer neighbor showed up and became the RP Jessica communicated with. Jessica continued to try and verify with this new RP that the baby was breathing. Once the new RP verified the baby was breathing, she continued with PAI's addressing the mother and her newborn. Often times at CSPD due to call volume and frequency of these types of calls, we fail to recognize the ERTs and the amazing job they do. Jessica is a very reliable and professional ERT that deserves to be recognized.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County Enhanced 9-1-1 Authority honors Jessica Rivera as the Telecommunicator of the Fourth Quarter, 2014.


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


Authority Member:	Buckmiller	<input checked="" type="radio"/> aye/nay/not present/abstain
Authority Member:	Dalton	<input checked="" type="radio"/> aye/nay/not present/abstain
Authority Member:	Gomes	<input checked="" type="radio"/> aye/nay/not present/abstain
Authority Member:	Love	<input checked="" type="radio"/> aye/nay/not present/abstain
Authority Member:	McDonald	aye/nay/not <input checked="" type="radio"/> present/abstain
Authority Member:	Niski	<input checked="" type="radio"/> aye/nay/not present/abstain
Authority Member:	Rigdon	<input checked="" type="radio"/> aye/nay/not present/abstain
Authority Member:	Rose	<input checked="" type="radio"/> aye/nay/not present/abstain
Authority Member:	Weller	<input checked="" type="radio"/> aye/nay/not present/abstain



Done the 28 day of January 2015, at Colorado Springs, Colorado.

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


Chairman


Secretary
Keith Buckmiller