



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

2350 Airport Road, Colorado Springs, Colorado 80910

Resolution 14-03

Authority Member ANSTINE moved approval of the following resolution:

A RESOLUTION HONORING PAUL OWENS, OF THE EL PASO COUNTY SHERIFF'S OFFICE AS THE 2013 TELECOMMUNICATOR OF THE YEAR.

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 4, 2012, at 1:14 AM, Emergency Services Dispatcher Paul Owens received a transfer call from the Colorado Springs Police Department reporting a medical call. It was quickly determined that the caller, Tina Milligan, was reporting that her mother was dead and their house was on fire. Ms. Milligan was trapped in the basement with flames and smoke on the floor directly above her. There were no windows in the basement and no way for Ms. Milligan to escape.

WHEREAS, During the call, Ms. Milligan complained of an inability to breathe. Her eyes and throat were burning due to the smoke inside the residence. As responders were en-route, Ms. Milligan told Dispatcher Owens the location of each member of her family. For ten minutes, Dispatcher Owens provided life saving instructions while assuring Ms. Milligan that help was on the way. During those minutes, Ms. Milligan's neighbor called to report that her family members had escaped the burning structure. They had made it to the neighbor's house and were suffering from burns and smoke inhalation. The house was fully consumed by fire.

WHEREAS, While constantly assuring Ms. Milligan that help was on the way, Dispatcher Owens advised Ms. Milligan of the names of family members that had escaped the residence. He assured her that all family members other than her mother were safe. Dispatcher Owens continued speaking with and assuring Ms. Milligan that help was coming until she stopped responding to his questions. After several hours, which seemed an eternity, Paul learned that a firefighter had entered the house through a window and saved Ms. Milligan. Dispatcher Owens remained professional, caring and compassionate throughout this call. His determination to ensure timely, accurate and descriptive updated proved essential in saving Ms. Milligan's life.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County Enhanced 9-1-1 Authority honors Paul Owens as the Telecommunicator of the Year 2013.


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


Authority Member:	Anstine	<u>aye</u> /nay/not present/abstain
Authority Member:		aye/nay/not present/abstain
Authority Member:	Buckmiller	aye/nay/ <u>not present</u> /abstain
Authority Member:	Dalton	aye/nay/ <u>not present</u> /abstain
Authority Member:	Gomes	<u>aye</u> /nay/not present/abstain
Authority Member:	Harmon	aye/nay/ <u>not present</u> /abstain
Authority Member:	Rose	<u>aye</u> /nay/not present/abstain
Authority Member:	Smith	<u>aye</u> /nay/not present/abstain
Authority Member:	Weller	<u>aye</u> /nay/not present/abstain

Done the 22nd day of January 2014, at Colorado Springs, Colorado.

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

(SEAL)


Chairman


Secretary