

Resolution 09-04

Authority Member _____ moved approval of the following resolution:

A RESOLUTION HONORING DENISE ACKART AS THE TELECOMMUNICATOR OF THE YEAR 2008.

WHEREAS, the El Paso – Teller 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; and

WHEREAS, On Sunday, September 16th at approximately 10:19 hours, Denise Ackart received a 911 call from Drakes Pharmacy in Woodland Park. The reporting party told her that they had a very upset female at the front window in the store. The reporting party also told her that she was threatening employees with a gun and had a hood on her head. Denise asked the reporting party if the subject was trying to rob them, and was told yes. The reporting party said the female did not want money, but wanted drugs. Denise asked the reporting party to stay on the line if she possibly could as she had more questions. Denise kept calm during the call and after dispatching other responding officers and making necessary notifications. A Sgt. that responded with another officer made the first contact with the female suspect. The suspect walked towards the officer with a gun. Denise was still on the phone with the reporting party when the suspect was shot by an officer. Denise immediately called extra officers and requested assistance from the sheriff's department. Denise kept the reporting caller on the line because she wasn't in danger and was providing valuable information. Denise remained calm during this very stressful call and kept the reporting party calm while making other notifications.

WHEREAS, Denise did a professional job handling the robbery call and obtaining all the information. She calmly, effectively and clearly relayed the information to responding officers. Her dispatching skills resulted in many others who were at the scene not being placed in danger. She is truly a benefit to dispatchers in our region and an asset to the Woodland Park Police Department.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County Enhanced 9-1-1 Authority honors Denise Ackart as Telecommunicator of the year 2008.