



Resolution 26-01

Authority Member Jensen moved approval of the following resolution:

A RESOLUTION HONORING NATALLYA HYLDAHL OF THE TELLER COUNTY SHERIFF'S OFFICE AS TELECOMMUNICATOR OF THE FOURTH QUARTER 2025.

**WHEREAS**, the El Paso – Teller County Emergency Telephone Service Authority was created to provide a two-county-wide 9-1-1 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 November 1<sup>st</sup>, 2025, at approximately 1730 hours, Telecommunicator Natallya Hyldahl received a 911 call from two hikers on a trail near Devil's Playground on Pikes Peak. The callers reported their friend, a young adult male, had collapsed on the trail and was drifting in and out of consciousness.

**WHEREAS**, With precision and urgency, Natallya immediately utilized her ANI/ALI information and CLQ function to pinpoint the patient's exact location, a critical step given the remote and rugged terrain. She quickly launched Emergency Medical Dispatch Protocols and began assessing the patient. When the situation escalated and the patient became unresponsive with ineffective breathing, Natallya guided the callers to begin chest compressions, providing clear and steady direction throughout the call.

**WHEREAS**, Because of the patient's location, nearly four miles down a trail off Pikes Peak Highway, response crews faced a significant delay in reaching the scene. For over an hour,

Natallya remained on the line, using her EMD tools to coach the callers through over 3,500 continuous, life-saving compressions. Despite being on her 13<sup>th</sup> hour of duty, she remained calm, focused, and compassionate, keeping her callers engaged and reassured through an incredibly difficult situation.

**WHEREAS,** Through her exceptional composure and dedication, five different responding agencies were able to locate the patient and successfully life flight him to the hospital. What makes this call even more extraordinary is that it occurred the day after Natallya was released from training. Despite that, she demonstrated the confidence, technical ability, and emotional strength of a seasoned professional.

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

The El Paso – Teller County 9-1-1 Authority honors Natallya Hyldahl as Telecommunicator of the Fourth Quarter 2025.

Authority Member Jamy L seconded the adoption of the foregoing resolution. The roll having been called; the vote was as follows:

Authority Member:	Bryant	aye/nay/not present/abstain
Authority Member:	De Leon	aye/nay/not present/abstain
Authority Member:	Graham	aye/nay/not present/abstain
Authority Member:	James	aye/nay/not present/abstain
Authority Member:	Jensen	aye/nay/not present/abstain
Authority Member:	Koch	aye/nay/not present/abstain
Authority Member:	Wolff	aye/nay/not present/abstain
Authority Member:	York	aye/nay/not present/abstain
Authority Member:	Young	aye/nay/not present/abstain



Done the 28<sup>th</sup> day of January 2026, at Colorado Springs, Colorado.

El Paso-Teller County  
9-1-1 Authority

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Officer

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Officer