



Resolution 24-08

Authority Member Elders moved approval of the following resolution:

A RESOLUTION HONORING LAUREL KALLENBACH OF THE EL PASO COUNTY SHERIFF'S OFFICE AS TELECOMMUNICATOR OF THE SECOND QUARTER 2024.

**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**, Over the past three years, Laurel Kallenbach has helped multiple children through a myriad of traumatic circumstances; a mother wrapped in barbed wire and entangled in a tractor's auger, a mom who couldn't stop seizing, a mother who couldn't maintain consciousness, and most recently, a mother who was driving on 1-25 who suddenly experienced a major medical event.

**WHEREAS**, Laurel's most recent accomplishment involved a 13-year-old caller whose mother was driving on 1-25 southbound near Monument. The child called 911 crying and in a panic. He and his mom were in their car, and he believed his mom was having a stroke. Laurel's tone immediately became compassionate. He said his mom would not pull over, but he knew something bad was happening to her. The symptoms sounded like a seizure. Laurel quickly asked to be put on speaker phone and kindly but firmly instructed the mother to pull over so help could be sent to her.

**WHEREAS,** With Laurel’s encouragement and guidance, the boy helped his mom get the vehicle to the shoulder, come to a complete stop, took the keys from the ignition, and confirmed their new location. As he gained confidence, Laurel guided him through the emergency medical protocol dispatchers use for a seizure. The boy described his mother’s progress, counted her breaths, and ensured that her airway was not compromised. At one point when it seemed that CPR might be necessary, Laurel talked him through the steps he needed to take to walk around the car to his mom’s driver’s door, always ensuring that his safety was a priority.

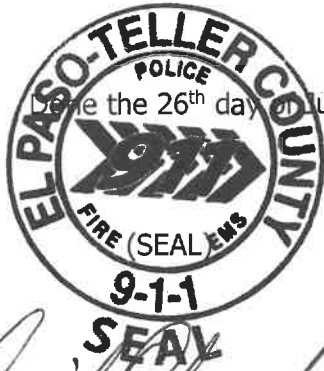
**WHEREAS,** Only moments away from a major catastrophe, Laurel gained this child’s complete trust. Without her quick thinking and competence, the outcome for him, his mother, and the others traveling near them on I-25, that day might have been very different.

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

The El Paso – Teller County 9-1-1 Authority honors Laurel Kallenbach as Telecommunicator of the Second Quarter 2024.

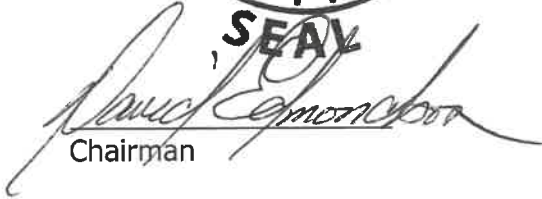
Authority Member Graham seconded the adoption of the foregoing resolution. The roll having been called; the vote was as follows:

- Authority Member: Bryant                      ~~aye~~/nay/not present/abstain
- Authority Member: De Leon                      ~~aye~~/nay/not present/abstain
- Authority Member: Edmondson                      ~~aye~~/nay/not present/abstain
- Authority Member: Flohrs                      ~~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: Wiles                      aye/nay/~~not present~~/abstain
- Authority Member: Wolff                      ~~aye~~/nay/not present/abstain



On the 26<sup>th</sup> day of June 2024, at Colorado Springs, Colorado.

El Paso-Teller County  
9-1-1 Authority

  
Chairman

  
Secretary