



Pueblo County Sheriff's Office

Kirk M. Taylor Sheriff
J.R. Hall Undersheriff

Mark A. Mears
Bureau Chief
Emergency Services

David J. Lucero
Bureau Chief
Detention

Jeffrey S. Teschner
Bureau Chief
Law Enforcement

News Release

For Immediate Release
Contact: Gayle Perez 719 924 5471
Date: April 12, 2021

911 Professionals Celebrated During National Telecommunicators Week

Pueblo, CO: They are the first to answer the emergency calls. They are the calm in critical moment and the reassuring voice during a crisis. They are the Heroes in the Headset or better known as Communication Officers.

In recognition of the resilient, dedicated work communication officers provide daily to First Responder agencies and the community, we celebrate, thank and honor the Pueblo County Sheriff's Office Communication Officers during National Telecommunicators Week, April 11-17, 2021.

National Telecommunicators Week is held the second week of April to honor the dedicated professionals who devote their lives to serving the public.

“This team is to be recognized for the sacrifices they make in working around the clock to be that bridge between the public and the first responders,” said Pueblo County Sheriff Kirk M. Taylor. “Our community is very lucky to have such dedicated, highly skilled professionals working for them during a crisis.”

This year, the Sheriff's Office is recognizing the 20 members of the communications staff who work nights, holidays, weekends all year long to help keep the public safe. They dispatch calls for sheriff's deputies, firefighters, emergency service personnel and coordinate with other first responder agencies in addressing the needs of the public in emergencies and in other routine situations.

Communications officers do more than answer phones as they provide the calming, reassuring voice to people as they go through some of the worst times in their life. They go through intense training programs and follow strict accreditation protocols while delivering professional and passionate service to the residents they serve, while their work behind the scenes often goes unnoticed.

This past year, the Pueblo County Sheriff's communication officers were especially busy as the

call volume increased over the previous year, despite the international pandemic. In 2020, the team answered more than 25,000 911 calls, 85,000 non-emergency calls and added more than 33,000 calls for service.

Comm officers work through numerous changes and evolve with technology. In recent years, the center has added Text-to-911, automated station alerting for the seven fire agencies it dispatches and incorporated the Fire Priority Dispatch System protocols to process calls of a fire, rescue or hazardous material nature more effectively.

The Pueblo County Sheriff's Office communication center has attained prestigious accreditations from the International Academies of Emergency Dispatch (IAED) and is one of less than 300 centers in the world to obtain the Accredited Center of Excellence (ACE) distinction for handling medical calls. The center also earned a second Commission on Accreditation for Law Enforcement Agencies (CALEA) certification in 2020.

###