



Emergency Management
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BENTON COUNTY EMERGENCY SERVICES

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MEDIA RELEASE

9-1-1 DISPATCHER SAVES LIFE

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Richland WASH: 9-1-1 dispatcher Esther Duncan will receive The Richland City Manager's Medallion for her life saving efforts during a 9-1-1 call.

Early in the morning on October 6, 2009 the Southeast Communications Center (SECOMM) received a 9-1-1 call from a gentleman needing an ambulance because his wife was not breathing. An ambulance was immediately dispatched to his home while 9-1-1 Call Taker Duncan calmly and effectively talked him through the steps of Cardio Pulmonary Resuscitation (CPR).

"If I had not called 9-1-1, my wife would not be alive today," said the caller. "The dispatcher told me to give her two breaths and 30 chest compressions. She made me put the phone down and count out loud. My chest compressions were not fast enough and the dispatcher instructed me to do it faster. After the ambulance got there, I did not know for about 40 minutes whether she was alive or not. It was a lot slower than what you see on T.V. The paramedics brought her out and said that they had a pulse. I was elated."

"The extensive training and experience of this dispatcher saved this woman's life," said Jim Barber, SECOMM Manager. "Training is the key for the service we provide to our citizens." It takes up to one year to fully train a SECOMM telecommunicator.

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