



Resolution 25-04

Authority Member De Wath moved approval of the following resolution:

A RESOLUTION HONORING DEIDRE DIFAZIO OF THE EL PASO COUNTY SHERIFF'S OFFICE AS TELECOMMUNICATOR OF THE FIRST 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 the evening of December 4th, 2024, Senior Emergency Services Dispatcher Deidre Difazio saved a man's life. A suicidal man in Security called 911 to determine EPSO's response time after he had made a call for help to the Veteran's Crisis Line. Dispatch had received no calls from the Veteran's Crisis Line, and Deidre reassured the man that we were now sending responders to help him.

WHEREAS, Over the course of two phone calls, and almost 20 minutes of calm encouraging conversation, Deidre developed a rapport with the distraught man. Multiple times he said he was holding his loaded rifle to his chest. He told her he had flipped the safety off. He was actively fingering the trigger. He told her he didn't want her to hear what he was going to do and begged her to disconnect so that he could shoot himself. Deidre never waived. She convinced him to take the rifle away from his chest, put it down, and meet deputies at the door. She negotiated the terms of the meeting, working through the obstacle of the man's embarrassment over the deputies' light bars being activated, which drew attention from the neighbors, and making sure he went to the door with nothing in his hands other than his cell phone. Deidre was keeping up this tense conversation while coordinating with the law

dispatcher and the deputies to ensure everyone's safety. The man balked multiple times and wanted to walk back to his bedroom to get his rifle and end his life. Deidre was persistent, ultimately convincing the man to stay at the doorway of the home, unarmed, while a deputy approached to speak to him in person.

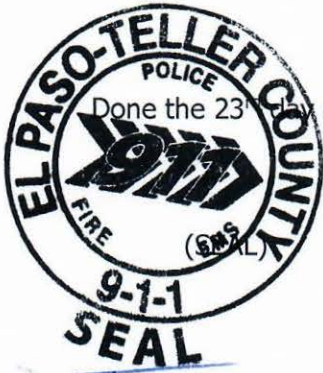
WHEREAS, Deidra's patience and persistence transformed a situation where we might have responded to find a deceased person to one where a citizen who was suffering from extreme mental trauma was transported to get the help he desperately needed. This was not an easy call to work through, and the stakes were very high for everyone involved. Deidre was exactly the right person to have answered the phone on what could have been this man's last day.

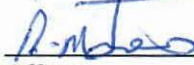
NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County 9-1-1 Authority honors Diedra Difazio as Telecommunicator of the First Quarter 2025.

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

Authority Member:	Ball	aye/nay/not present/abstain
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:	VACANT	aye/nay/not present/abstain

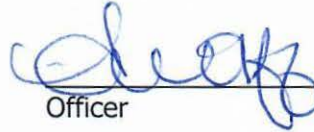




Officer

Done the 23rd day of April 2025, at Colorado Springs, Colorado.

El Paso-Teller County
9-1-1 Authority



Officer