



Resolution 23-01

Authority Member JENSEN moved approval of the following resolution:

A RESOLUTION HONORING ANGELICA PEDRO-RAMIREZ OF THE EL PASO COUNTY SHERIFF'S OFFICE AS TELECOMMUNICATOR OF THE FOURTH QUARTER OF 2022.

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, In the early morning hours of November 6th, Angelica received a call that would change the course of a man's life forever. She answered this call the same way she had answered hundreds of others, having no idea of the gravity of the situation awaiting her on the other end. Once she asked what happened, the caller on the other end stated, "I just don't want to live anymore." Angelica's tone immediately changed to become much softer, and she jumped into action. The caller had been drinking and was slurring his speech, but Angelica did not let that slow her down at all. Utilizing her CIT training and her innate sense of compassion, Angelica kept this caller engaged and talking. She was careful not to set any unrealistic expectations and made great effort not to interrupt him when she needed to say something.

WHEREAS, During all of this, Angelica never forgot to look out for the safety of our deputies as well. She was very quick to ask about any officer safety issues without hindering the natural flow of the conversation. She demonstrated active listening skills through this call by vocalizing affirmations and asking follow-up questions when the caller told her something personal. At one point, the caller brought up his grandchildren. He became obviously emotional when Angelica

asked him follow-up questions and stated, "Let's get you better so you can get back to them." Any time this caller started to veer back into his own darkness, Angelica got him turned back around and focused.

WHEREAS, Towards the end of the call, the caller said that he thought that deputies were on scene. Angelica told him to make sure, as she did not want to disconnect until help was with him. After he confirmed that they were there, Angelica disconnected the line. She then moved on to her next task of the night, as the call ended no differently than any other call, she had taken that night. But that call had made an immense impact on one of the parties involved: the caller. The caller ended up being voluntarily transported for his mental health issues in addition to some physical issues he was having. After the patient had been dropped off at the hospital, Angelica received an unusual phone call. The ambulance that transported the patient called in to speak to her. They had the chance to speak with the caller at length during the ambulance ride to the hospital. The ambulance personnel told Angelica what he had shared and said, "Thank you and you saved his life. You stayed on the phone the entire time and he wouldn't have made it if it weren't for you."

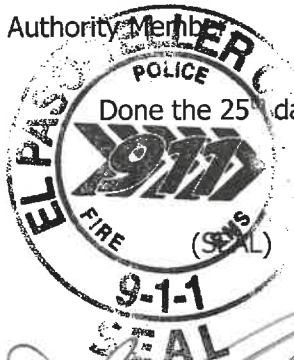
WHEREAS, This was not enough for her caller. He personally called in the very next morning to speak with Angelica. When he found out that she was not on shift, he asked that a message be passed along to her. He said, "Tell her I said thanks for getting me through it."

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County 9-1-1 Authority honors Angelica Pedro-Ramirez as Telecommunicator of the Fourth Quarter of 2022.

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

Authority Member:	Carey	aye/nay/ <u>not present</u> /abstain
Authority Member:	Edmondson	<u>aye</u> /nay/not present/abstain
Authority Member:	James	<u>aye</u> /nay/not present/abstain
Authority Member:	Jensen	<u>aye</u> /nay/not present/abstain
Authority Member:	O’Nale	<u>aye</u> /nay/not present/abstain
Authority Member:	Pritchard	<u>aye</u> /nay/not present/abstain
Authority Member:	Ribeiro	<u>aye</u> /nay/not present/abstain
Authority Member:	Wheeler	<u>aye</u> /nay/not present/abstain
Authority Member:	Wiles	<u>aye</u> /nay/not present/abstain



Chairman

Done the 25th day of January 2023, at Colorado Springs, Colorado.

El Paso-Teller County
9-1-1 Authority

Secretary