EL PASO-TELLER COUNTY
9-1-1 AUTHORITY
POLICE · FIRE · CO · EMS · DISPATCH

Resolution 26-08

Authority Member Graham moved approval of the following resolution:

A RESOLUTION HONORING DAWNE DIAMOND OF CRIPPLE CREEK POLICE DEPARTMENT AS TELECOMMUNICATOR OF THE THIRD QUARTER 2026.

WHEREAS, the El Paso-Teller County Emergency Telephone Service Authority (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 May 28th, 2026, Dawne Diamond received a 911 transfer from Colorado Springs Police Department. The call was concerning a male party who had reported falling in the Bronco Billy's Casino.

WHEREAS, Due to the call being processed as a medical, Cripple Creek Fire and Medical were dispatched. The caller stated he was in front of the Bronco Billy's cashier's cage, however as the responders arrived on scene they couldn't find the caller. Dawne continued to ask him questions about his surroundings to further understand where he had fallen. The party even started to report how he arrived in Cripple Creek in a van with several other people. The responders still could not find the party, so she started to ask about his surroundings such as the color of the wall and floor. He started to describe what kind of furniture a hotel room would have. At this time officers also started to assist in the search for him. Dawne got information from the caller about his wife, sister and brother-in-law that he stated came up to Cripple Creek with him. Dawne asked the casino to page his family in an attempt to locate where he was last known to be. As the responders attempted to locate the caller and dispatch attempted to contact the caller's wife, the caller told Dawne that he had memory issues and he was on a land line. Dispatch contacted his wife who assumed that she was being scammed and refused to speak with our department. After being on the call for about an hour, she was able to trace his location to a retirement home in Colorado Springs. Dawne had her partner call the retirement home and had a nurse go and locate him.

WHEREAS, Dawne showed compassion and care through every second of this call, making sure the elderly caller never felt alone and making sure he knew that the responders were doing everything they could to find him. She showed patience in working with him for such a long time as the story changed. Dawne also showed a good understanding of her resources trying to locate this disoriented caller.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso-Teller County 9-1-1 Authority honors Dawne Diamond as Telecommunicator of the Third Quarter 2026.

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

Authority Member:	Simmons	aye/nay/not present/abstain
Authority Member:	White	aye/nay/not present/abstain
Authority Member:	Trainer	aye/nay/not present/abstain
Authority Member:	York	aye/nay/not present/abstain
Authority Member:	Young	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:	Wolff	aye/nay/not present/abstain

Done the 28th day of October, 2026, at Colorado Springs, Colorado.

EL PASO-TELLER COUNTY POLICE 911 FIRE EMS 9-1-1 SEAL

Chairman

El Paso-Teller County
9-1-1 Authority

Secretary