

ECO Terry Ellis

ECO Terry Ellis is the recipient of the QA Spotlight of the Month for May. On May 5, 2022, at 18:47 hours, ECO Ellis received a call from a female citizen (reference CAD 202205050528) to report that a female had thrown her baby out of a window. As dispatchers, we just don't expect to hear certain things, and this incident would most likely be placed into that category. ECO Ellis needed only a couple of seconds to gather his thoughts and then he bravely began to ask questions and entered a "Person-Down" call for service, which requires a multi-agency response from police, fire, and EMS. During the call, a crowd began to gather and was preparing to assault the female, and ECO Ellis discouraged the caller from engaging in violence. Several calls were coming into the center, but only ECO Ellis was able to obtain the exact address. ECO Ellis faced the challenge of distracting



sounds from the mother crying and pleading for her child, as well as the crowd yelling, screaming and threatening bodily harm. ECO Ellis did not allow the chaos nor his own emotions to prevent him from obtaining pertinent information about the welfare of the child. ECO Ellis displayed his expertise in being able to gather information and effectively communicate with citizens who are experiencing emotional distress. ECO Ellis' career as an emergency communications officer began almost four years ago. ECO Ellis is proud of his tenure, as he recognizes the high responsibility of a telecommunications officer, while going above and beyond the realms of the position.