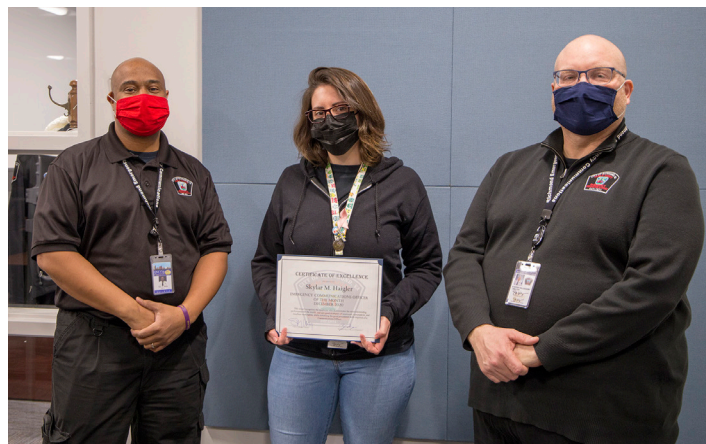


## ECO Skylar Haigler

Emergency Communications Officer (ECO) Skylar Haigler has been with the Department since April 17, 2017. ECO Haigler has committed herself to helping others, which includes, but not limited, to her team members, the emergency responders, and the citizens of Richmond. She is the proven link between the public and first responders by delivering quality and courteous customer service. ECO Haigler displays professionalism, accountability, and reliability no matter what assignment she is handling.

With only three (3) years of tenure, she is definitely a model employee to new hires as she is responsive in her plight in being a helpful team member. ECO Haigler continues to assist supervision in any way that she can whether it is answering Administrative lines when we are tied up, assisting with breaks and lunches from Fire Radio, and even contacting auxiliary resources during high impacts events even though she is not assigned to a police channel. Currently, she is completing the remaining training to have our trainee released from the police radios.

ECO Haigler has received several accolades for her strong performance as a Fire Operator in the past, and December is no different. She was recognized for role as the TAC operator during a 2- Alarm fire in the 1200-Blk of Nelson St on December 19, 2020 (CAD F02012190070). As each call was entered, ECO Haigler provided updates to the companies enroute. As the first company arrived on scene, they immediately gave pre-arrivals and declared a working fire at the same time. Two minutes later, the 2nd Alarm was requested; ECO Haigler gave timely notifications to the Incident Commander for who the incoming companies were, prompted for PAR checks, and kept up with



all radio traffic. As the battle to contain this fire continued, Fire Fighters were met with extreme heat and a weakening structure which led to the flawless delivery of an evacuation order from ECO Haigler. As ECAS Stewart stated, “This was a stellar performance from both involved”.

ECO Haigler had no unscheduled leave and her Agency Performance Statistics are as follows:

Quality Assurance: 100%

Event Entry Time: 8 secs.

Police Dispatch Time: 22.56 secs.

Fire Dispatch Time: 8.89 secs.

ECO Haigler has earned the trust and respect of her fellow peers and supervisors as she is always the first to assist in any way she can, while maintaining the utmost professionalism and regard for safety. Whether assisting the department with training or working a fire radio position, her dedication and commitment to the Department and citizens of Richmond is unparalleled. During the month of December she brought n desert to give us all a much needed “spark”, received the Star of the Week for being team player, and received a Kudos from POM Roane for replacing physical copies of old policies.