

## ECO James Crosby

Emergency Communications Officer (ECO) James Crosby joined the Department just a few short months ago in May 2020 and he is already doing well with not only his performance, but with his Police Radio training and ability to remain calm under pressure. His attitude towards the Department and his interaction with his peers is phenomenal for a team member who is still learning and becoming comfortable each day.

ECO Crosby comes to work each and every day eager to build upon his call-taking skills and take on training on the police radios. As we all know, staffing has been one of the many challenges that we've faced for this year, and although new, ECO Crosby shares this weight with the team as he skips his meals to help with staffing and working overtime to fill in for other shifts. He always maintains a positive and "can-do" attitude which helps him overcome any obstacle that comes his way. Sometimes those obstacles can be as simple as navigating the different applications we use, while at other times, it can be so significant that it requires something beyond what any amount of classroom training could have ever taught us.

For ECO Crosby, his moment of significance came sooner than expected on October 16, 2020. At approximately 0142 hours, ECO Crosby received a call that many of us would never receive in our entire careers: a house fire with a vision-impaired citizen inside (CAD #F02010160006). While the caller did not initially know that her home was on fire, the audible alarms blaring through ECO Crosby's headset combined with pleas of help from the caller told a different story—something was clearly wrong. ECO Crosby was quick thinking as he handled the call based on his training and sheer out-of-the-box thinking as he adjusted his questions to the caller's other senses and asked, "Do you feel anything warm"? She eventually managed to say, "Yes", and ECO Crosby was quick to relay this



information to the Fire Operators. Throughout this horrible ordeal, ECO Crosby kept his composure, maintained verbal contact, and provided reassurance to the caller as he received updates about the status of the firefighters who were making their way in to rescue her. As help made its way in

and moved closer, ECO Crosby asked the caller to call out so that they could locate her. Unfortunately, his calls out to her could not be returned. He remained on the line until he knew that she had been rescued and was receiving care by on-scene first responders. It was later found that by staying on the line, ECO Crosby aided the Firefighters in the recovery of the victim. The glow of the cell phone while ECO Crosby was on the line provided the responders with a location to search.

ECO Crosby's Performance Statistics are as follows:

Quality Assurance: 95.75%

Call taker Ready Status: 99.32%

Event Entry Time (September): 14.67 secs

Police Dispatch Time (September): 42.6 secs (Trainee)

I highly recommend ECO James Crosby for Emergency Communications of the Month for October 2020 for truly being "The First of the First Responders". It is not every day that we encounter a Structure Fire, a Structure Fire with someone inside, and certainly not a Structure Fire with someone inside who is vision impaired. While we receive excellent training, there is nothing that could have prepared him for this call; however, he handled it with great poise and dignity as he remained on the line until there was nothing left to hold on to.