

Senior Communications Officer April Tyler

Senior Communications Officer (SCO) April Tyler has been selected as August Communications Officer of the Month. She is proficient and diligent in her duties and exhibits a great work ethic. She always makes the extra effort to stay abreast of policies and procedures, attempts to help her fellow employees and willing to assist the shift in whatever capacity she is needed. She is dedicated to quality customer service internally as well as externally and serves all with a high level of professionalism. She consistently meets or exceeds divisional goals and completes all monthly training. SCO Tyler is reliable and consistently exhibits the accuracy and dedication expected of a Senior Communications Officers.

SCO Tyler has proven to be a valuable asset wherever she is assigned to work including fire radio, where she has spent the majority of her time in August. For every fire operator the summer months are notorious for the wealth of events due to hot weather and river activities, and this August did not disappoint. In the month of August, SCO Tyler had a hand in 5 working fire events and 8 working incidents. These events included everything from a front porch on a house collapsing with gas leaking, to your ever dangerous water rescues. Whether SCO Tyler was working dispatch or the TAC channel she made sure the correct assignments were responding and that all request were



satisfied. The safety of the units responding was always the main concern for SCO Tyler. One favorite example of her dedication to excellence occurred on August 28, and was not a dire emergency as would be expected, but a simple request for assistance from the police department. Officer requested water rescue to respond to an island on the river where they had homeless people who had set up camp. They need to remove tents and other items from the island and needed the assistance of the water rescue team. SCO Tyler came to supervision stating that she remembered a similar incident that ended up escalating into a major working incident and want to make sure she was handling the request appropriately, while keeping the units involved safe. She added the water rescue unit to accomplish the request and made sure that there were no major issues. The care and concern she takes in doing her job insures that everyone stays safe. SCO Tyler's dedication to her job results in excellent customer service to the citizens of Richmond, her fellow co-workers, and the members of the Richmond Police Department.

SCO April Tyler is an excellent Communications Officer and deserves to be recognized for her efforts.