

ECO April Tyler

ECO April Tyler is the recipient of the QA Spotlight of the Month for January. On January 11, 2022, at 18:06 hours, ECO Tyler received a call from a female citizen (reference CAD 202201110390) calling to report an armed robbery. The caller began to scream that her boyfriend had been shot at. Emotions were extremely high during this call, as the caller would go from experiencing brief moments of sadness to being very angry within a matter of seconds. The caller was very apprehensive in answering the questions, but somehow ECO Tyler was still able to obtain pertinent information. The female wept with sorrow while apologizing to her boyfriend for the robbery, and ECO Tyler regained the caller's attention while remaining firm and consistent with her technique. At moments, the caller would respond with an "I don't know," but that wasn't enough for ECO Tyler as she would ask the same question but in a different format. ECO Tyler was very specific with her questions in



order to obtain a physical description and direction of travel for the suspect. This tactic was extremely successful, and it benefitted all responding officers. ECO Tyler was very attentive throughout the call, and she maintained a calm, yet firm tone of voice. ECO Tyler displayed acceptable decision making abilities, because she maintained her tone while using proper voice inflection with courteous and quality customer service. ECO Tyler displayed her resilience as she continued to overcome the obstacles of speaking with a difficult caller. ECO Tyler's career as an emergency communications officer began almost eighteen (18) years ago. ECO Tyler is very proud of her tenure and recognizes the high responsibility of a telecommunications officer.