

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. During the month of September, ECO Haigler served dual roles as C-Platoon was faced with staffing challenges; she trained ECO Ellis on one Fire position while she worked the other position herself. ECO Haigler consistently recognizes the importance of teamwork by continuing to have situational awareness on the operations floor. I have witnessed her assisting police radio operators with calling neighboring agencies during high impact incidents, answer the supervisor's line when we are being tasked with multiple things, and even assisting with phone calls when Fire radio does not have traffic. ECO Haigler provides the professional support to other employees in the department while displaying a high level of skill and compassion for this profession.

On September 2nd, we received a call in reference to a technical rescue involving a trench incident (CAD # F02009020108). ECO Haigler was the TAC operator for this event while she was training ECO Ellis. She maintained her composure, as this is an unlikely incident and remained calm while entrusting the call taker's call event type choice. She ensured the assignment was correct and immediately executed her duties of trainer and TAC Fire Operator. The citizen



was completely underground and the Earth began to crumble, leaving the citizen with no safe escape route. ECO Haigler coordinated all efforts in saving the citizen and dispatching additional resources during this declared working incident while providing instruction to a trainee. ECO Haigler displays the guiding principle that saving lives will always take precedent over all other responsibilities.

In the past week, ECO Haigler noticed that C-Platoon did not have a CTO that could train others for specialty positions for Fire and Teletype, so she made the important decision to formally apply to become a CTO to help fill this void. Her forward thinking to help move herself along and it shows how selflessness when it comes to how to help the platoon continue to excel.

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

Quality Assurance: 96%

Event Entry Time: 7 secs

Police Dispatch Time: 15.36 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.