

ECO James Scott

ECO James Scott is the recipient of the QA Spotlight of the Month for October. On October 1, 2021, at 1534 hours, ECO Scott received a shooting call from a female citizen (reference CAD 202110010446). Oftentimes, we encounter calls that could be categorized as emotionally overwhelming. During this call, ECO Scott was able to turn things around with a citizen that made a grueling discovery of a male family member that may have committed suicide. The female caller began to describe a scene that we would not want to imagine nor witness. She stated that the male may have shot himself with a shotgun. During this call, ECO Scott was able to obtain pertinent information needed from someone experiencing a life-altering crisis. The female caller wailed as she was grief-stricken. Although challenging, ECO Scott



exuded empathy as he was able to obtain vital information to be relayed to the first responders while diffusing the stress of the situation. While speaking slowly and clearly, ECO Scott was able to appear confident and carry out his duties tactfully. ECO Scott showed acceptable

decision-making abilities in the handling of this call as he represented the department in a professional manner. ECO Scott's career as an emergency communications officer began seven (7) months ago, and he approaches call-taking with pride and dedication while exhibiting the highest level of skill.