

ECO Melanie Givens

Emergency Communications Officer (ECO) Melanie Givens has been a member of the Department of Emergency Communications since July 24, 2006. Currently she is nominated for her performance during high impact incidents. ECO Givens is one of our most credible leaders, consistently ranking among our top performers. She is a courageous and affectionate employee who forges working relationships by reinforcing teamwork and the spirit of cooperation.

Her most essential role as an APCO Certified Training Officer is a “role model.” She has a professional mindset and gives outstanding customer service to internal and external clients. She is often known for showing the strength of teamwork and sharing positive perspectives for diffusing tensions. ECO Givens shares her strong-spirited personality with each person encountered. Sometimes, providing fruits, candies, or a hot cup of tea with her peers to boost morale and ignite a sense of calm throughout the heightened moments. During the night of July 13, 2020, ECO Givens managed four shootings while working Police Channel One. She assigned and kept track of responding units marking enroute – all while exhibiting a calm,



confident composure. She expeditiously relayed suspect information, vehicle information, and direction of travel. ECO Givens played an integral role in ensuring all locations were checked for victims and supporting the units to sort out necessary details. Her quick and systematic efforts were undeniably brilliant.

Additionally, while working an overtime assignment on July 16, 2020, ECO Givens handled a traffic pursuit flawlessly conveying pertinent details. She did such a fantastic job that Sergeant J. Bridges expressed his gratitude and appreciation in a message complimenting her performance and impeccable degree of skillset demonstrated during the incident.