

ECO Chiquitta Branch

ECO Chiquitta Branch is the recipient of the QA Spotlight of the Month for December. On December 14, 2021, at 2313 hours, ECO Branch received a call from a female citizen (reference CAD 202112140672) about a domestic assault. The female sounded as if she was very distraught and traumatized by what she had just experienced. The female immediately began to express her frustrations with police not arriving on scene in a timely manner in which this was her second time calling. Immediately ECO Branch discovered the need to respond with a calm and soothing tone. This tactic was unsuccessful, as the female continued to wail and yell obscenities, however, ECO Branch was not deterred and completed this assignment with professionalism and poise. ECO Branch displayed acceptable decision-making abilities, because she main-



tained her tone while using proper voice inflection. Throughout the call, ECO Branch delivered efficient, expedient, and courteous quality service, as she was able to obtain additional information about injuries and the suspected subject's whereabouts. ECO Branch gracefully exhibited the

highest level of skill in her appropriate responses as to why help had not arrived. ECO Branch's career as an emergency communications officer began (4) four years ago, and she approaches call-taking with high regards to professionalism. She recognizes the high responsibility of a telecommunications officer, as she exudes faithfulness to the public safety service.