ECAS Ulrica Smallwood

Emergency Communications Assistant Supervisor Ulrica Smallwood is being nominated for her program development and teamwork.

During the past quarter, ECAS Smallwood has continued to excel in her role as Quality Assurance Supervisor and VCIN TAC.

She continued in her efforts to improve teletype operations through conducting refresher training during roll call for all teletype operators. This training addressed common issues and will improve consistency thus hopefully reducing errors. She was also commended by ECS Wells for being flexible and assisting with an ECO's teletype training. Additionally, she continues to work with both the Operations and Technology divisions on the tow module currently in development. Her VCIN experience has proven to be an asset to this project.

This quarter, ECAS Smallwood demonstrated excellent teamwork by volunteering to adjust her schedule to assist D Platoon with supervisory coverage for



almost two weeks and has also assisted B Platoon with supervisory coverage. This is in addition to working 244.25 hours of overtime to ensure operations minimum staffing requirements were filled. She continues to demonstrate that she is willing to make sure the needs of the Department are met and is always willing to assist when called upon – even on short notice.

Finally, ECAS Smallwood took part in the Department's initial Priority Dispatch training as part of the "superuser" group and began serving on the Dispatch Review Committee. he continues to display enthusiasm for this project and the positive impact it will have on the Department, our partner agencies, and the public.