

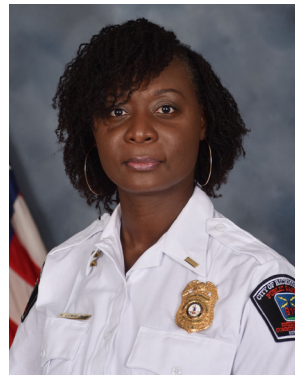
ECAS Ronetta Lewis-Ince

Emergency Communications Assistant Supervisor (ECAS) Ronetta Lewis-Ince was employed by the Department of Emergency Communications on October 16, 2006. Since then, she has set the bar high for her peers to follow.

I am nominating ECAS Lewis-Ince's outstanding performances during the months of January 2019 through December 2019. She started her career track training to become an Emergency Communications Assistant Supervisor early last year in May 2018. She is a very dedicated member of this Department and gives 100% on a daily basis. She has also worked a total of six hundred six and seventy-five (606.75) hours of overtime for the year. This is not including the missed meals she had to miss cover staffing, operation issues and meeting deadlines.

On July 21, 2019, while giving a break on radio position channel four (4) she received a verbal transmission from an officer stating "officer shot and down". Unit 411A5 stated officer shot and they were enroute to the hospital with the injured officer. She immediately toned the incident and advised the location they were coming from 2602 5th Ave. cad 210907210648 sent additional units and held the air. Unit 441 advised they were enroute to the hospital with the injured officer. She kept up with location of the unit responding with the injured officer to the hospital and sent more units to the scene. She continued to ask the location of the officer with the injured officer and was updating units that were already on standby at the hospital. She remained in control, poised and calm. This is needed in high-impact situations such officer-involved incidents. Officer was treated and eventually released. Thanks for impeccable performance of a seasoned contributor of the Department of Emergency Communications.

Yet another occasion, on December 30, 2019, she was faced with coming across an ECO's radio because of his failure to respond to the needs of an officer (U9)



marking out on a felony traffic stop. He never responded to the traffic stop, did not provide a back, and did not give him the air. ECAS Lewis-Ince immediately grabbed her handheld radio from the supervisors pod and provided by policy what was needed to ensure the safety of our Richmond Police family.

Overall ECAS Lewis-Ince is very efficient in her job as she handles many situations being the only supervisor on duty at any given time and still having to complete her task such as WAV files, Incident Review sheets, record all call dealing with shootings, and fill in as a fire operator. These challenges are met almost every night C Platoon is on duty and she continues to make sound decisions and lead her pack. She continues to show pride in the job she does, while showing keenness and effectiveness. ECAS Lewis-Ince positive attitude has proven to have made a positive impact on her fellow coworkers and subordinates within the Department. She also served as an acting Emergency Communications Supervisor during the year.

ECAS Lewis-Ince is always willing to be a team player for the Department of Emergency Communications. She takes pride in her job and it evident in her performance as she continues to maintain performance statistic standards. Stats for the year:

- Quality Assurance – 100%
- Average Entry Time – 10 seconds
- Total Calls – 8,676
- Average Answer Time – 04 seconds
- Priority Dispatch – 13 seconds
- Overtime hours worked – 606.75