

## ECO Lamonte Thomas

Emergency Communications Officer (ECO) Lamonte Thomas has been employed with the Department of Emergency Communications since April 17, 2017. He is a valuable asset to the Department of Emergency Communications. He is being recognized for the great job he does as an ECO and also for his positive attitude. ECO Lamonte Thomas is a dedicated employee who strives towards excellence and proficiency on a daily basis. He is consistently accurate and performs his job well. His work ethic sets the tone for his peers and also for a productive work day as he always maintains a high level of professionalism. He does not take his work lightly and takes pride in performing at his very best no matter the assignment. He is always a team player as well as a team leader, who is always eager to assist and motivate his co-workers during any situation. He maintains a good work relationship with the people around him, as well as supervisors and administrative staff. ECO Lamonte Thomas consistently exhibits those characteristics that are essential to be an Emergency Communications Officer.

ECO Lamonte Thomas is very knowledgeable in his job, but is also recognized for his uncanny ability to follow instructions and implement procedures during high stress incidents. Not only does his natural, easy going demeanor enable him to persevere through any situation it also makes supervising and working with him pleasant. I can assure you his team members will agree with that. He loves being able help others, which plays a major role in his being such an effective trainer. ECO Thomas has played a major role in assisting with training within our department. He has devoted countless hours informally mentoring new employees by sharing his knowledge, skills, and abilities as it pertains to radio and phone operations. ECO Thomas provides input and asks deliberate questions to ensure that others have an understanding of the application of all processes. When asked if he would be willing to train ECO James, he gladly accepted. With ECO Thomas's knowledge of the job and his guidance, ECO James has progressed on the fire radio in record time. She demonstrated her amazing progress during a scenario based testing that was administered a week ago by



Senior ECO Henning. ECO Henning stated ECO James performed as well as a tenured fire operator. She demonstrated the thoroughness of the training she has received.

On Saturday February 28th, ECO Thomas was assigned to work fire radio 1 (F1) while his trainee was assigned to fire radio 2 (F2). During the day both ECO's successfully handled one (1) working incident (event# F02002290069), which was an elevator incident that was received at 1512 hours. Not very long after, at approximately 1622 hours a structure fire (event# F02002290063) was received. ECO Thomas managed operations on F1 while monitoring ECO James as she flawlessly handled the working fire. All pertinent information was disseminated to the companies involved, all notifications were made and personnel accountability checks were performed on time. Thereafter, another call for a different structure fire was entered at 1808 hours (event# F02002290069), this was also a working fire. Again all tasks were completed flawlessly. With ECO Thomas's experience, knowledge and training ECO James was able to handle every situation that was thrown at her that day.

For the last several months ECO Thomas has also been assisting with the new CAD upgrade. He has been obtaining the input of his team members to see what makes them comfortable or uncomfortable with the new system. All the information he gathered was relayed back to administration for changes to be administered. ECO Thomas is also a very active member on the Incident Dispatch Team (IDT). He was present while planning for, setting up and during the high profiled lobby day. ECO Lamonte Thomas was picked to be a part of the IDT because he handles every incident thoroughly, paying the closest attention to small details that makes huge differences. He does so whether he is managing an incident himself or assisting a fellow employee. His dedication and commitment to his job is always evident.