

ECAS Ulrica Smallwood

During the fourth quarter of 2022, ECAS Ulrica Smallwood continues to excel in her responsibilities as Quality Assurance Supervisor and VCIN TAC.

ECAS Smallwood has worked tirelessly to support the Department's Priority Dispatch structured protocol implementation through her quality assurance work.

In addition to learning the new calltaking system, she has also gained proficiency with the new associated quality assurance standards and software required to evaluate cases processed using the protocols. She has developed methods to ensure timely strengths-based feedback is delivered to employees and works regularly with the Quality Performance Review team from Priority Dispatch.

Through this, she has helped the Department improve our calltaking processes and has supported and encouraged our employees as they become more proficient with the protocols.

As VCIN TAC, ECAS Smallwood continued quarterly teletype refresher training to reduce teletype errors. She managed and led the Department through a full VCIN audit. Her efforts in this project resulted in the Department passing the audit successfully. Additionally, she continued to manage the Tow Integration Project, bringing new towing users onto the system,



and keeping the Department updated on the status of the project.

Finally, ECAS Smallwood demonstrated excellent teamwork by working 259.5 hours of overtime to assist Operations during the quarter. She has also been commended by Operations supervision for her willingness to adjust her schedule or assist on the operations floor in whatever capacity was necessary – sometimes with little notice. During periods of high call volume, she never hesitates to jump in and assist with calltaking. In doing these things, she has truly led by example and has shown unwavering support for our employees.