

Assistant Communications Officer Supervisor Ulrica Graham

Assistant Communications Officer Supervisor Ulrica Graham is being nominated for her dedication and commitment to the Department as she is responsible, reliable, and always successful at meeting personal and professional deadlines. She is committed to being involved with community outreach events as well as assisting with staffing for the Department. For the quarter, ACOS Graham worked a total of one hundred fifty-four and a half (154.5) hours of overtime to assist with staffing. At times working through meals and staying over if needed.

In conjunction with assisting with staffing when needed, ACOS Graham continues to show her true dedication to the Department as she willingly assisted to supervise C platoon during the holidays as well as worked her platoon as a single supervisor on both shifts. While Christmas and New Year's Day can be one of the busiest holidays for the City of Richmond, ACOS Graham handled every encounter that she faced with poise and professionalism. She is a newly appointed Assistant Communications Officer Supervisor who has shown the dedication, pride and commitment of that of a tenured Assistant Communications Officer Supervisor.

In addition to assisting the Department in the time of need, ACOS Graham displays an eagerness to learn



and willingness to perfect any shortcomings that she may have. When given a task, she goes above and beyond to meet the call of duty and always solicits meaningful feedback in an effort to learn more to get better. For example, on New Year's Eve, ACOS Graham was tasked with gathering information regarding types of calls received (random gunfire, shooting, etc.) on New Year's Day in an effort to keep a track of the New Year's celebratory events. When given this task, ACOS Graham was able to think outside of the box by not only tracking events, but also tracking the abandonment rate hour by hour and separating this information by precinct. Once again, going above and beyond as well as displaying the attributes of a tenured Assistant Communications Officer Supervisor.

Overall, ACOS Graham is very efficient in her job duties as she handles many situations with ease and is comfortable with change. She shows pride in her job at all times, displays loyalty and honesty while persevering and achieving professional and personal goals. For these reasons, ACOS Graham should be named Supervisor of the Quarter.