

ECO Tracy Fleming

Emergency Communications Officer (ECO) Tracy Fleming has been employed with the City of Richmond in the Department of Emergency Communication since January 2018. Tracy is receiving this nomination for her ability to multitask (successfully managing multiple priority incidents) and the calm demeanor she maintains during these priority incidents.

It is imperative that communications officers are able to handle several tasks at one time and to remain level headed while in the heat of the moment. While all of Tracy's co-workers laugh at her daily exclamation of, "Oh Lord" whenever a high priority event pops up on her screen, they all know that is the time ECO Fleming "goes to work". She is a dependable team player who loves helping others, being proficient in her job, and talking about her grandkids. She genuinely loves and cares for the people she works with and it shows. ECO Fleming always arrives for duty with a smile on her face, happily greeting her co-workers. Tracy's exuberant personality and joyful disposition help to make the job we just a little more manageable.

On April 9, 2021, ECO Fleming had a series of incidents that would put her multitasking skills and her patience to the test. At 17 :06: 19 hours the sequence of events began with her dispatching two units to a call for a mental subject. There was a report of a 13yo male having a mental crisis and assaulting people near him (CAD #202104090447). Given the age of the subject and the climate of the culture at this time, ECO Fleming was careful to provide responding officers with complete details of the situation. At 17:07:30 hours, unit 312B5 keyed up with sirens blaring, in pursuit of a stolen vehicle (CAD #202104090451). After her signature "Oh Lord" exclamation, ECO Fleming quickly toned the incident, assigned an additional unit, requested a supervisor to copy and held the air. She remained calm and collected as she managed this brief incident, as the unit soon after lost sight of the vehicle. ECO Fleming toned the end of the incident, realizing she had a potentially serious situation still lingering in reference to the mental subject call she had dispatched



previously. As she was completing the closing simulcast, unit 312B5 advised that the subject was now running back out to Forest Hill Ave. She had a supervisor copy and directed responding units towards Devonshire Rd, where the subject was last seen. She

had the units slow their response as they had again lost sight of the subject. At 17:12:10 ECO Fleming dispatched units to an in progress fight with 5-7 males assaulting another male in a church parking lot (CAD #202104090451). Immediately after that, at 17: 13:36 unit 311A5 keyed up with a male screaming in the background requesting another unit for the 13 year old mental subject. ECO Fleming never missed a beat and toned the request for additional units, as 311A5 advised he only needed one unit code 1 so he could get the subject cuffed. As the second unit arrived on scene, ECO Fleming held the air. At 17: 16:57 units responding to the stolen vehicle advised they had one at gunpoint, as they had located the suspect under a porch at 5520 Forest Hill Ave. ECO Fleming quickly toned "one at gunpoint" and broadcasted the location. At the end of it all, the male from the stolen vehicle incident was taken into custody, the 13 year old mental subject was taken into custody, and the in progress fight was cleared without incident. No one was injured and all police personnel were safe. "Oh Lord," what an incredible fifteen minutes.

During the month of April, ECO Fleming's professionalism, calm demeanor and ability to multitask proved to be valuable assets to both the Department of Emergency and to the external customers of the department. The department and all of its extensions benefit tremendously from her dedication to excellent customer service.