

### SCO Delivia Byrd

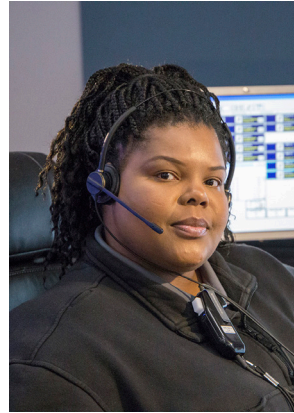
SCO Byrd was nominated for Communications Officer of the Month for March, June, and December, and was selected as Star of the Week by her peers in early November, and in December for the handling of a bank robbery.

During the calendar year of 2018, SCO Byrd has had no disciplinary actions. She is punctual and dependable. She has utilized 80hrs of sick time throughout the year.

SCO Byrd began her career with The Department of Emergency Communications (DEC) on January 6, 2006. During 2018, she has maintained a high level of performance throughout the year. Her stats keep her ranked among the top performers of A Platoon including the months of June and July when there was no one ranked higher. She was “The Top Performer”. Her statistics for the year are as follows:

Police Priority Dispatch: 13.9 seconds  
Average Entry Time: 12.5 seconds  
Call Taker Ready Time: 96.0%  
Quality Assurance: 98.3%  
Contributed 441 hours of overtime

SCO Byrd personifies what it means to be a dedicated communications officer. With her strong work ethic, and dedication to quality customer service, she sets the example for all to follow. Not only is she dedicated to operating at the highest level of professionalism, she lends her impeccable skill set to training new CO's to operate at a high level as well. She works hard each day to make sure she is up to date on policies and encourages her co-workers to do the same. SCO Byrd believes that consistency, organization and preparation are the keys to successful training. SCO Byrd is a hard working call taker, police dispatcher, teletype operator, communications training officer (CTO), and general instructor. Very soon she is looking to take on the title of fire operator as well, as she has seen the need of the department and is committed to being a part of the solution.



SCO Byrd's hard work speaks for itself. She is a leader among her peers, a committed team player, and an all-around good person to have in your corner. In April SCO Byrd assisted Deputy Director Maye with running criminal histories for several building expansion workers. She is very knowledgeable and skilled in her craft, and is always looking to expand her boundaries. In May 2018, she attended the APCO spring conference in Virginia Beach, Va. She has completed all departmental required training as well as three (3) independent studies FEMA courses which apply toward her career development. SCO Byrd is a general instructor and takes every opportunity to assist the training units by teaching classes in the dispatch academy. SCO Byrd also enjoys working in the community. She has volunteered 8 hours this year to community outreach and involvement with the department, and also works mentoring children with the “Mirror Me” program.

Whether at DEC or in the community, SCO Byrd always goes above and beyond to ensure the job is well done. Her professionalism and leadership set the example of what a good communications officer looks like. While training she ensures new employees are not only adhering to the rules and regulations of phone and radio operations but also dress code policy, leave policy, reporting for duty, and molding the trainee to be a great communications officer.

SCO Byrd exemplifies what every Communication Officer should strive to be. She has been selected as the Communications Officer of the year for 2018 to represent not only Alpha Platoon but the entire Department of Emergency Communications.