

Assistant Communications Officer Supervisor Ronetta Lewis-Ince

Assistant Communications Officer Supervisor Ronetta Lewis-Ince was employed by the Department of Emergency Communications on October 16, 2006. Since then, she has set the bar high for her peers to follow.

I am nominating ACOS Lewis-Ince's outstanding performances during the months of January 2019 thru March 2019. She started her career track training to become an assistant communications officer supervisor early last year in May 2018. She is a very dedicated member of this Department and gives 100% on a daily basis. She has also work worked a total of one hundred thirty-three and a half (133.5) hours of overtime and not to mention the missed meals to cover staffing, operational issues and meeting deadlines.

Overall ACOS Lewis-Ince is very efficient in her job as she handles many situations being the only supervisor on duty at any given time and still having to complete her task such as WAV files, Incident Review sheets, record all calls dealing with shootings, and fill in as a fire operator. These challenges are met almost every night C Platoon is on duty. She also continues



to make sound decisions and lead her platoon. She continues to show pride in the job she does, while showing dedication and professionalism. ACOS Lewis-Ince's positive attitude has proven to have made a positive impact on her fellow coworkers and subordinates within the Department.

ACOS Lewis-Ince is always willing to be a team player for the Department of Emergency Communications. She takes pride in her job and it is evident in her performance as she continues to maintain performance statistic standards. Stats for March:

- Quality Assurance – 100%
- Average Entry Time – 17 seconds
- Total Calls – 777
- Average Answer Time – 5 seconds
- Priority Dispatch – 15 seconds/fire and 16 seconds/police