

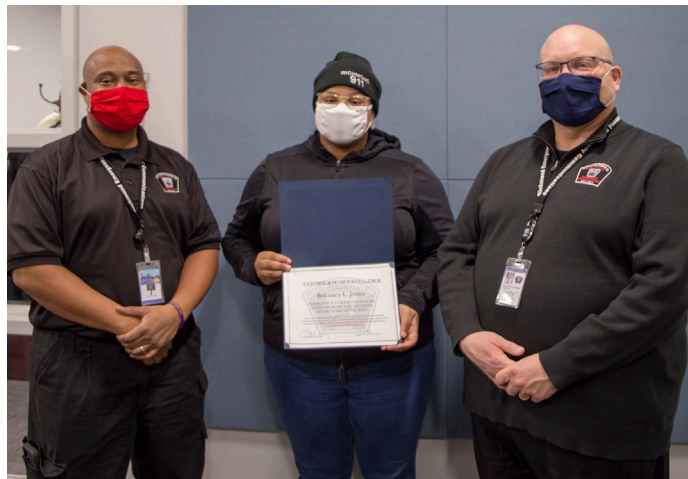
ECAS Brittney Jones

Emergency Communications Assistant Supervisor (ECAS) Brittney Jones has been employed by the Department of Emergency Communications September 21, 2015 and in her current capacity as an Emergency Communications Assistant Supervisor since November 23, 2019. ECAS Jones is being nominated for this honor due to her dedication and her drive to continue propelling the Department of Emergency Communications forward.

During the calendar year of 2020, ECAS Jones has developed, been part of the implementation, and suggested numerous ideas to help progress the department or assist in day-to-day Emergency Operations.

During the month of September, C Platoon and the Department had been facing an issue with excessive leave usage. ECAS Jones collaborated with ECAS Smallwood to come up with ways to combat the challenge and during our quarterly meeting with management; C Platoon Supervision presented the Trainee Attendance Expectations checklist. This checklist was almost instantly accepted by management and implemented within the Department seven days later. Additionally, with our contract ending with our current Language Line services, the Department looked to ECAS Jones to assist in selecting a new service provider. After teaming up with other members of the Department, ECAS Jones and the group settled upon Voiance in the last quarter.

During 2020, we have been faced with many new



obstacles. One of the most evolving matters that became a centerfold of our day-to-day operations was the civil unrest. These trying times have molded a poor public image of Law Enforcement and even though we are not Law Enforcement, we are group with them due to our line of work. There are many times we are faced with the scrutiny that is intended for Public Safety. Recently, we received a call from a disgruntled citizen who requested the call taker's name. Due to policies that are in place, we were obligated to provide that information. Afterwards, ECAS Jones took it upon herself to investigate what would populate if she "googled" that employee's name. The results yielded a picture and full name of our employee. At this point, ECAS Jones took it upon herself to submit a policy change that stated we no longer would have to present our last names, but our code numbers when asked by an E-911 caller.