

The Operations Support Team would like to thank everyone for their hard work and dedication since the implementation of Priority Dispatch on October 10th. Although we are challenged daily with staffing shortages, some of our ECOs received High Compliance cases which have a positive value as they are performing above the threshold. Our sincere thankfulness goes to the following individuals:

Name	High Compliance Calls	Name	High Compliance Calls
Wells, A.	2	Browne, M.	1
Johnson, A.	1	Zheng, M.	1
Johnson, B.	2	Sweeny, M.	1
Williams, C.	10	Flowers, R.	2
Campbell, C.	3	Blackwell, R.	1
Ward, C.	4	DeBerry, R.	1
Pace, C.	1	Saunders, S.	2
Byrd, D.	2	Purnell, S.	1
Brown, D.	3	Ferree, T.	3
Motely, E.	1	Fleming, T.	1
Johnson, H.	1	Rentschler, T.	2
Perez, J.	3	Smallwood, U.	3
Waitt, J.	1	Pearson, W.	3

Name	Exemplary Case
Zheng, M.	ECO Maggie Zheng received the highest honor of having a case qualify as Exemplary. During a call on Oct. 21 at 23:11 hours, ECO Zheng managed to overcome extreme caller cooperation difficulties. She maintained a low/calming voice to someone who was experiencing severe grief. ECO Zheng followed the protocol and was able to achieve an extraordinary task. Congratulations!!