

### ECAS Ronetta Lewis-Ince

Emergency Communications Assistant Supervisor (ECAS) 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 ECAS Lewis-Ince's outstanding performances during the months of October 2019 thru December 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 worked a total of one hundred ninety-three (193) hours of overtime for the quarter and six hundred and six hours for the year. This is not including the meals she had to miss to cover staffing, operation issues and meeting deadlines.

Overall ECAS 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 tasks such as WAV files, Incident Review sheets, record all call dealing with shootings, and fill in as a fire operator. These challenges are met almost every night C Platoon is on duty and she continues to



make sound decisions and lead her pack. She continues to show pride in the job she does, while showing dedication and professionalism. ECAS Lewis-Ince positive attitude has proven to have made a positive impact on her fellow coworkers and subordinates within the Department. She also served as an acting Emergency Communications Supervisor during the year.

ECAS 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 December:

- Quality Assurance – 100%
- Average Entry Time – 12 seconds
- Total Calls – 2,688
- Average Answer Time – 04 seconds
- Priority Dispatch – 11 seconds