

ECO Curtis Shepherd

I am nominating Emergency Communications Officer (ECO) Curtis Shepherd for Emergency Communications Officer of the month for his exceptional performance and dedication to the Department. ECO Shepherd began his career with the Department of Emergency Communications on January 8, 2018. ECO Shepherd is a pillar in his community as he is a volunteer for Fine Creek Volunteer Fire Department with nine (9) years of service. He has consistently shown his dedication to the Department through training and professionalism which was demonstrated during the month of November.

ECO Shepherd was released from fire radio training on July 18, 2019 and has exhibited the characteristics of an exceptional employee through his accuracy and professionalism during high impact situations as well as his quick response to assisting anyone in need including supervisors, peers and the citizens of Richmond. ECO Shepherd sets the bar high for his colleagues with his punctuality, dedication, professionalism, courtesy, and work ethic which are second to none. He is always on time and ready to assist with any event or obstacles the platoon may face during day-to-day operations.

During high impact events, ECO Shepherd is the most prompt at notifying a supervisor, writing down several events numbers to aid supervision with distribution, and assisting his co-workers with additional resources. ECO Shepherd is a trustworthy employee, someone who his peers look to during eventful times for guidance and strategic prioritization. A source of motivation is his service with Fine Creek Volunteer Fire Department. ECO Shepherd responds to high impact events, provides first aid and functions in the capacity of an EMT/Fire Fighter. During the holiday season, he poses as Santa Claus. Every year the children are able to climb onto the fire engine and tell Santa, also known as DEC's very own ECO Shep-



herd, what they would like for Christmas. ECO Shepherd is passionate about volunteering as it is a rewarding way to make a positive contribution to the community.

ECO Shepherd is a team player who is dependable and willing to assist the Department in whatever capacity he is needed. For example, on November 21, 2019, ECO Shepherd volunteered to attend a meeting held for the Richmond Fire Department to analyze the actions taken by all departments in reference to a two-alarm fire with a fatality, reference CAD #F01911010009. In addition to his willingness to assist, when faced with disgruntlement, ECO Shepherd verbalizes his passion for this profession, shifting the mood of the platoon and encouraging those around him to have that same professional pride. He is also dedicated to quality customer service internally as well as externally and performs with a high level of professionalism. ECO Shepherd had no unscheduled leave and his Agency Performance Statistics are as follows:

Quality Assurance:	100%
Event Entry Time:	16.75
Police Dispatch Time:	11.6
Fire Dispatch Time:	7.48

ECO Shepherd has earned the trust and respect of his fellow peers and supervisors as he is always the first to assist in any way he can, while maintaining the utmost professionalism and regard for safety. Whether assisting citizens on the phones or working a radio position, his dedication and commitment to the Department and citizens of Richmond is unparalleled.