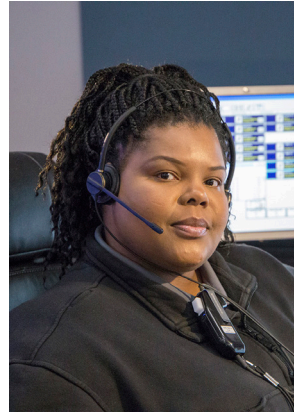


**Senior Communications Officer Delivia Byrd**

Senior Communications Officer (SCO) Delivia Byrd has been employed with the Richmond Department of Emergency Communications since January 23, 2006. She is being nominated for her daily performance, work ethic and dedication to assisting her fellow co-workers. SCO Byrd is diligent, proficient in her duties, and always operates at a high level of professionalism. SCO Byrd lends her impeccable skill set to servicing our internal and external customers as call taker, radio operator, and data room operator, and will soon begin training to add “fire operator” to her resume. She has seen the departments need for additional fire operators, and is committing herself to being a part of the solution.

SCO Byrd takes her commitment to the Department of Emergency Communications very seriously, as she helps trainees develop and perfect their skills. She has indicated, in training meetings that she believes the keys to successful training are consistency, organization and preparation. Returning to her training duties after vacation, she approached me before the start of the shift to question if there were any policy changes she needed to be aware of before sitting with her trainee. She then asked for a few minutes before starting training to review and prepare a plan for her trainee. This would prove to be a benefit for her, her trainee and ultimately the department.



On December 18, SCO Byrd was working with her trainee on police radio channel 3. The alarm sounded on the 3SI alarm tracking system, better known to us as “Bucky”. The alarm was indicating that there had possibly been a bank robbery at 7100 Three Chopt Rd at the South State Bank. A call for service was entered and another CO got on the telephone to gather any information on suspects and vehicle. SCO Byrd took command of the radio and managed the incident perfectly. SCO Byrd assigned and kept track of all units marking out on the call, and she kept the responding units updated on the ever-changing location as the updates were read to her. She remained focused on keeping the units updated with subject description, vehicle description and all the other details that made a world of difference in a bringing this incident to a quick and peaceful conclusion. SCO Byrd was an integral part of two subjects being apprehended without incident. Several police officers detectives and the pilot of the aviation unit called to make sure that SCO Byrd knew what a great job she did and how much they appreciated her.