

ACOS Justin Waitt

Justin R. Waitt was employed with the City of Richmond, Department of Emergency Communications on August 14, 2010. He was promoted to an Assistant Communications Officer Supervisor (ACOS) on October 4, 2014.

Throughout his tenure as Assistant Supervisor, ACOS Waitt has excelled in this position. He was recognized and received several commendations for displaying strong leadership skills while performing over and above expectations. On July 8, 2017, ACOS Waitt was transferred from A Platoon to Administrative Support. He was tasked with handling Recording Requests, Quality Assurance, Incident Review Committee oversight, Roll Call Training, and other assignments as designated by the Director and/or his designee.

Because of his strong work ethic and his ability to accomplish assignments under pressure, he was designated to assist the Accreditation Manager with gathering proofs of compliance which demonstrates that the department is following the required standards as set forth by The Commission on Accreditation for Law Enforcement Agencies (CALEA).

ACOS Waitt attended the CALEA Conference in July 2018 to gain additional knowledge of the CALEA process and its requirements. Following his return, ACOS Waitt worked diligently to obtain the necessary documentation and proofs to confirm our department was successful in passing its on-site assessment. This included but was not limited to, entering CAD Team tickets for information, emails and follow-up from internal and external departments, researching and querying for the information, etc. which was no easy feat.



An on-line file review was conducted by our Compliance Service Members (CSM's) from August 17 - 31, 2018, where several infractions were noted. These deficiencies required immediate attention and resolution. With the assistance of ACOS Waitt, we worked tirelessly to ensure all department policies and proofs were in compliance

with the CALEA standards. This had to be completed and signed off on by the CSM's by August 31, 2018. All additions, deletions, and corrections were finalized with the exception of three (3) standards. Our on-site assessment took place on October 8 – 10, 2018, the outstanding three standards were documented as compliant by the on-site assessors and the department was praised for its operations in our exit interview with the assessors.

Our department received National CALEA Accreditation on May 4, 2019 at the National CALEA conference. Without the assistance and persistence of ACOS Waitt the department may not have received this very prestigious award.

ACOS Waitt demonstrated that through adversity, he remains dedicated to duty, is self-motivated, and makes every effort to attack the tasks at hand in a positive manner. As the Accreditation Manager for the Department of Emergency Communications, I expect that all assigned tasks are completed at the highest level of excellence and ACOS Waitt displays the confidence and drive to meet those expectations.