

**FROM COMMUNICATIONS OFFICER
TO DEPUTY DIRECTOR OF OPERATIONS**

Started at the Department of Emergency Communications on March 8, 2004.

Youth soccer coach and referee, volunteer church musician, homeowners' association board member

“

I'm a lifelong Richmond resident, and for most of the situations the callers are in, I've actually lived it. This isn't just something I was trained on.”

“We're the second-busiest call center in the Commonwealth. Sometimes, it's hard to get every call within 10 seconds during peak call times, but more than 90 percent of the time, we do.

”

**#I AM
RICHMOND
Troy Maye**



**Richmond Department
of Emergency
Communications**

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