

**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
Mave



**Richmond Department
of Emergency
Communications**

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