ECO Melanie Givens

Emergency Communications Officer Melanie Givens epitomizes what it entails to be a successful Communications Officer. She forges relationships and builds rapport with her interpersonal skills by cultivating a work environment based on respect, collaboration, and teamwork. ECO Givens engages in humor to relieve stress and fosters a sense of enlightenment. Often she is inspiring and motivating others to develop to enhance one's life through education or other resources. Her expertise and insight have been invaluable to her peers and the Department. She shares knowledge and stays abreast of policies and procedures. She takes initiative to develop others through training, so they too are efficient on the job. Indeed, ECO Givens is transparent when communicating and has a high degree of integrity, shown throughout her years of service with the Department. Perhaps her most significant trait of all is compassion. When times are difficult, Melanie Givens understands the stress, anxiety, and frustration that come with the job. For all these reasons she is a prime example of a role model and authentic leader.

From COVID-19 to civil unrest within the City of Richmond, ECO Givens remained committed to being an influential leader within the Department. Between November and December, ECO Givens organized a food drive at the Emergency Communications Center to donate canned goods and non-perishable items to a local food bank. During this global pandemic, ECO Givens recognized the need to contribute to community involvement. After all, this community is our community. Her kindness and compassion allowed her to go beyond the job's scope to assist those in need. She circulated fliers and sent e-mails to her peers, soliciting support for the cause. She collected over 136.078 kilograms of items and orchestrated delivery of the food to the Virginia Food Bank. She even used some of her time while on vacation to organize and deliver items.

On February 12, 2020, ECO Givens answered a call for service in which an Uber driver attempted to chase



down someone who hit his car without letting the passengers out. ECO Givens remained calm and collected while obtaining information to aid responding Richmond Police Department officers. After the driver's passengers made several pleas to stop the vehicle, ECO Givens assertively told the Uber driver to "stop chasing the vehicle." Eventually, the chase ended, and the driver was placed into custody. A passenger streamed the incident live on Facebook. The ordeal went viral, featuring ECO Givens' professionalism and elite skills as a call taker on local and national television news, and other media outlets.

On July 13, 2020, ECO Givens managed four shootings while working at Police Channel One. She assigned and kept track of responding units marking en route while exhibiting a calm, confident demeanor. She relayed suspect information, vehicle information, and direction of travel. ECO Givens played an integral role in ensuring all locations were checked for victims and supporting the units to sort out necessary details. Additionally, while working an overtime assignment on July 16, 2020, ECO Givens handled a traffic pursuit flawlessly, conveying pertinent information. She did such a phenomenal job that Sergeant Bridges expressed his gratitude and appreciation in a message complimenting her performance and impeccable skill set demonstrated during the incident. ECO Givens remains steadfast in her work ethic and commitment to the Department. She leaves no one behind but creates a path for others to walk in. She has done an outstanding job this year.