ECS Christopher Ward

Emergency Communications Supervisor Christopher Ward was hired on May 29, 2018. He attended Chesterfield Emergency Communications Center (ECC) Department of Criminal Justice Service (DCJS) Basic Dispatch School from October 29, 2018 – November 2, 2018. ECS Ward began his career with the department as the Operations Support Supervisor until September 2019 when transferred to B/D Platoon Commander.

He has not had any formal or informal, internal or external, complaints requiring disciplinary actions toward him throughout the year. Additionally, he has had zero occurrences of sick leave use.

While in Operations Support, ECS Ward managed to handle request, billing and assisting in creating a policy and forms for Freedom of Information Act (FOIA) request.

Once he was assigned as a platoon commander, he was verbally uncomfortable with the assignment; however he has never ceased from learning and taking on any task at hand. ECS Ward is bright, articulate, and hardworking. When given a task or assignment, he completes it in a timely manner, often times prior to the due date. He quickly adapts to change. He is proficient, and a dedicated employee to the department. He demonstrates exceptional leadership qualities and abilities. He can be counted on to get the job completed, and is an overall well-rounded employee. He is dedicated to creating new ideas and improving the overall operations of the department. He has become an asset to the Department of Emergency Communications, and the City of Richmond who supports the work environment and organizational objectives. Below is a broader list of his performance and projects in 2020.

- Eventide (assisted in testing recording system, assisted in preparation of QA Process and developed IRC forms)
- Outstanding Management during Civil Unrest March 29th and 30th (worked countless hours)



- Obtained Priority Dispatch Quotes
- Generated Ready/Not Ready reports from ECaTs
- Coordinated with GIS/Project Manager for accurate processing times
- Assisted with countless interviews
- Coordinated with Phone Administrator to update supervisory roles in Intrado
- Liaison for Special Events Meetings (Protest Etc.)
- Liaison for COVID exposures
- Coordinated with RAA updating event types for 9.4 upgrade
- Completed an overtime reduction survey
- Continued to assist with FOIA Request
- Worked closely with Hexagon clearing tickets during 9.4 upgrade
- Worked with ECAS Stewart on updated process for FOIA request
- Acted as Program and Operations Manager for a period in the months of February, August and December

He also contributed to answering over 1100 calls during this calendar year.

Emergency Communications Supervisor Ward goes over and beyond the call of duty without negativity. In conjunction with being a positive role model, he provides excellent customer service to citizens, his fellow co-workers, Richmond Police Department, Richmond Fire Department, Richmond Ambulance Authority and all other internal and external departments.