

ECO Stuart Keesling

Stuart Keesling has been an integral component of the Department of Emergency Communication for 22.5 years. He has helped shape the positive atmosphere in the department and has been a genuine, reliable member of the dispatcher family. ECO Keesling is very keen on the details of his job, and his work directly reflects that to be true. He continues to show commitment to service excellence to the citizens and first responders of the city of Richmond.

Recently, ECO Keesling has been extremely diligent to improve his QA score to stay as consistent with operations policies as possible. He also has received a personal notice of appreciation from the Captain of Engine 13. Captain Jamie Potter advised in her own words that that ECO Keesling has “Assisted with our response behind the scenes by taking a look at the traffic cameras for us on many occasions. Stuart Keesling has guided us to calls with timely updates, allowing us to arrive in the safest and most expeditious manner.

On May 16, ECO Keesling guided Truck 5 to a scene



Maury St, but ECO Keesling realized when he looked at the traffic camera that the vehicle’s actual location was accessible at the Maury St entrance ramp. This allowed units to go directly to the scene instead of having to approach from an exit four miles away. ECO Keesling’s attentiveness resulted in rescuers saving minutes on their arrival time.

where seconds truly did matter. The patient had not only wrecked, but also was having a medical emergency. He is a huge asset to us and we appreciate all of his work and updates” (CAD F02205160096). The normal response plan sends responding units to enter the highway at Bells Rd to make the approach at