

COII Denesha James

Communications Officer II (COII) Denesha James has been employed with the Richmond Department of Emergency Communications since April 17, 2017. She is being nominated for her outstanding work ethic and dedication to quality customer service.

CO James is the ideal candidate for the honor of Communications Officer of the Month for the exemplary example of professionalism she sets as an employee of the Department of Emergency Communications. She always conducts herself in a responsible and ethical manor, while displaying an impeccable skill set and job knowledge that helps to build the confidence of the team around her. CO James is the epitome of “the calm voice on the other end of the radio/telephone”. No matter the situation at hand, she always exacts the correct protocol and communicates effectively with the team around her and those she has been charged with the responsibility of helping. She is an asset to both internal and external customers, treating everyone she encounters as they deserve to be treated, professionally.

CO James is committed to the field of Emergency Communications and setting a high standard in her job performance. She is dependable, prompt and always appears organized and ready to work. She consistently shows pride in the job she does and looks to expand her knowledge in the field. She has identified the next step on her career path, by expressing interest in adding Fire Radio Operations to her skill set. I am sure that she will succeed in whatever she sets her mind to doing. With her positive attitude and outstanding work ethic, she will continue to be a valuable asset to the Richmond Department of Emergency Communications.

On May 30 2019, CO James was working on police radio channel 1 when there was an alarm activated on the 3SI alarm tracking system for a possible bank robbery at the Suntrust Bank located at 2500 W Broad



St (CAD #201905300477). CO James investigated and verified that it was an actual alarm. Upon realizing that the location was in her precinct, she immediately went into action, entering and dispatching the call. She provided prompt updates of the devices rapidly-changing location and kept track of the responding units. She managed the incident perfectly and assisted in bringing it to an expedient and peaceful conclusion. CO James was an integral part of the law enforcement team responsible for the apprehension of the two perpetrators, without incident. A short time later there was a second activation of the 3SI alarm tracking system from the same location. Instead of CO James assuming it was the same alarm, she examined the display and discovered this alarm was triggered from a different teller. She immediately contacted the units on scene and advised them of the second activation from teller 3 as opposed to teller 4 from the initial alarm. The units on scene advised CO James that they were in the process of doing a “money count”. Everything was 10-4. Sergeant Wise called the communications center to thank CO James for a job well done in managing the incident.