



**FROM COMMUNICATIONS OFFICER  
TO ACCREDITATION AND PROFESSIONAL  
STANDARDS MANAGER**

Started at the  
Department of Emergency Communications  
on Oct. 13, 1986. Retired on Nov. 1, 2019.

Volunteers at Woodland Heights Baptist Church

“

Someone is always here to answer your call. Stay on the line, and don't hang up. If you can't give any other information, provide the location, so we can get you some help. You will be greeted by someone just like you who cares.”

“People need to know that they too can become 911 dispatchers and prosper in this field. If your mind is in the right place, and you set your sights on what you want, you can achieve it. It's a good place to have a career.”

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**Richmond  
Department of  
Emergency Communications**  
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