



Charlottesville-UVA-Albemarle County Emergency Communications Center



FOR IMMEDIATE RELEASE

August 20, 2025

CUA911 Recognizing Lifesaving Actions of Team



Charlottesville, VA — The Charlottesville-UVA-Albemarle Emergency Communications Center (CUA911) recognizes team members who save lives every day in our area. Today, CUA911 honored a team member who assisted in saving the life of a community resident.

“Every call we take at 911 is someone’s worst moment,” shares CUA911 Executive Director Heather Hilliard. “There are times when tragedy hits our community that circumstances allow

the skills of our 911 professionals to give lifesaving directions to callers that save their loved ones, and we honor that assistance to the person on the other end of the line.”

Over two dozen life-saving interventions have occurred since January 1 this year. The most recent incident that has been given the quality review by the CUA911 team highlights Deven Capello, Public Safety Communications Officer II. In public service for more than two years, Deven brings his technical passions and drive for service – and in a recent case was able to provide clear instructions to a caller that saved a long-time member of the community.

“Early medical intervention is critical for optimal health outcomes ...these interventions start with the trained team answering the 911 call,” states Dr. William Brady, ECC Medical Advisor who also serves as the Medical Director for Albemarle County Fire/Rescue and is an Emergency Physician at the University of Virginia. “The team at CUA911 delivers clear instructions to help people calling 911 for a variety of medical issues – from cardiac arrest and how to place an Automated External Defibrillator to instructions for the Heimlich Maneuver for choking victims. It is vitally important to understand that these questions asked by the 911 team do impact patient outcomes, including saving lives as well as getting assistance to the victim as soon as possible.”

“With the hiring of the six new recruits and Academy 10 starting last week, the integration of empathy with the skills being taught is exemplified in the recognition of Deven’s recent lifesaving call today and is a true testament to our team leading by example,” explains Hilliard.

CUA911 is committed to building a team that reflects the professionalism and care our community expects in times of crisis. To learn more about our work or explore career opportunities, visit www.cua911.gov.