

## ECO Brittany Robinson-Perez

Emergency Communications Officer (ECO) Brittany Robinson-Perez has been with the Department since October 12, 2020. She started her assignment as a member of B-Platoon and was later transferred to C-Platoon in July. Their loss was one of our greatest gains as ECO Robinson-Perez has blessed us with her wonderful personality and positive outlook. She is knowledgeable, open to learn, and willing to put in the work to master each skillset.

When ECO Robinson-Perez came to our shift, one of the things that stood out the most was how great of a dispatcher she was for such a short amount of time with the Department. Both she and her trainer, ECO Hocker, were given kudos for how well she performs. Based on her performance, we engaged her in training for Fire Radio. ECO Robinson-Perez has only been training for about 200 hours, but she has handled several Working Fires and Working Incidents. This month alone, we have had five (5) Working Fires while ECO Robinson-Perez was in training. She has implemented all of the training given to her by CTO Haigler while



working well with her peers to ensure all fires are handled per protocol. No matter the circumstances, she maintains a calm and professional demeanor while handling high impact incidents.

ECO Robinson-Perez's Agency Performance Statistics are as follows:

Quality Assurance: 99.33%  
Event Entry Time: 15 secs

Police Dispatch Time: 8.43 secs

Fire Dispatch Time: 12.01 secs

Call Ready Status: 98.21%

ECO Robinson-Perez came to DEC with an open mindset, excels in her skillsets, and always puts forth her best effort. She has done well with not only shifting from days to nights, but also by adjusting to uniqueness of each platoon. We all appreciate the positive energy that she brings to the team and love how she supports each and every one of us when we need it.