Master Communications Officer Brandon Henning

Master Communications Officer Brandon Henning has been employed with the Department of Emergency Communications since July 24, 2006. During his tenure, MCO Henning has proven to be an extremely dedicated Communications Officer and continues to demonstrate his knowledge of the job, all while teaching and helping those around him. Since his employment with the Department, MCO Henning has continued to challenge himself professionally to grow within his career. He is a Communications Training Officer, Teletype Operator, Fire Operator, APCO Certified Fire General Instructor, and a Master Communications Officer.

MCO Henning never hesitates to share his nearly fifteen years of experience with his team, whether in his official roles as a trainer and an instructor or by offering advice to new and veteran communications officers when needed. He is a habitual participant in roll call, always offering insights that he has acquired on the job to provide guidance and perspective. MCO Henning has established himself as someone the entire department can depend on. He is always available for questions and always willing to lend a helping hand. Most recently, after discussing updates to TAC Alarm operations during roll call, MCO Henning took the initiative to amend the "Service Channel Cheat Sheet" to ensure all communications officers can easily access the updates. He is currently assisting with map testing



for CAD 9.4 updates to identify any concern areas before rolling out the new technology.

MCO Henning's commitment to the department's success was demonstrated by his outstanding performance on January 23, 2021, while assigned to the Fl position. MCO Henning's shift began with a Working Fire declaration at 1923 hours (CAD F02101230090), followed by a Working Incident (CAD F02101230091), a 2nd Alarm Fire (CAD F02101230095), and an additional Working Fire (CAD F02101230106) within a two-hour window. MCO Henning, along with ECO Shepherd, handled each incident according to policy and maintained a calm demeanor throughout the ordeal. MCO Henning ensured all of the proper notifications were made, while working multiple TAC channels and assisting ECO Shepherd as needed. He assisted in the rescue of multiple citizens trapped inside of a seniors' apartment building and worked alongside the Richmond Fire Liaison to ensure firefighters had all the resources they required. MCO Henning coordinated mutual aid requests from Henrico, Chesterfield and Hanover Counties, and managed apparatus fire station assignments.