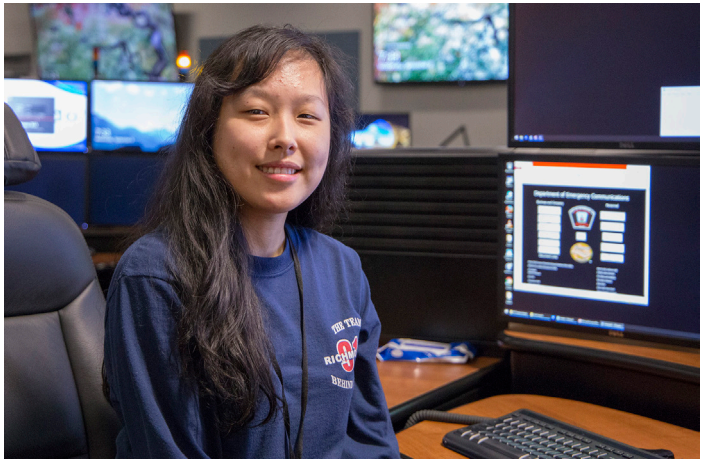
ECO Maggie Zheng

Emergency Communications Officer (ECO) Maggie Zheng has been with the department for little over three (3) years. During that time, she has been an excellent worker. She has repeatedly shown she wants to continue to learn and is always willing to help and do whatever is asked of her. She is qualified in Teletype and now has taken on the task of learning fire radio. She also is always one of our "go-to" trainers to train someone and has helped training people on radios and in Teletype.

ECO Zheng has shown her willingness to learn while training on fire radio, she is always looking over policies and her note cards to make sure she is always learning and well informed. During the month of June, ECO Zheng she had six (6) working incidents and four (4) working fires that she worked while training on F2. ECO Zheng showed her increased knowledge with each working incident or fire. The first ones she needed help with on what to do and what to say and by the end she was getting little to no help with them. During one of the working fire (case number C202216496), she noticed in the notes that there was a report of people still inside the structure. She quickly jumped into action without being prompted by her trainer to activate the alert tones and notify the responding companies of the possibility of people still inside residence. Her quick response alerting the firefighters minimized the extent of injuries and eliminated the possibility of fatalities.



On June 30th ECO Zheng while training on F2 got a call in at 0630hrs for a building fire. Multiple calls were received and companies got on quickly with the building fully involved. They had reports of someone still inside and many hazardous materials. ECO Zheng acted quickly and used her alert tones to let the companies know about the person and the hazardous materials inside. ECO Zheng handled herself very well and did an excellent job keeping up with radio traffic and notes in the call.

I recommend ECO Zheng for Emergency Communications of the Month for June 2022. She has shown in her three (3) years of service her willingness to learn and help, not only the department, but also her fellow co-workers out with anything they need. She has taken on her new adventure of training on fire radio with the same vigor and is working toward getting released and adding another valuable fire operator to our platoon.