

ECO Ryan Clarke

On August 25th at approximately 1236 hours, Emergency Communications Officer (ECO) Ryan Clarke received a frantic call from a child stating that her bed was on fire. ECO Clarke is a Fire Communications Officer (FCO) and who better to answer a call for a structure fire than an FCO. ECO Clarke has been employed by the Department of Emergency Communications since April 17, 2017 and has become a valuable asset to the Department.

The child caller reported that her sister had been playing with matches and caught the bed on fire. ECO Clarke calmly spoke with the child to determine if the fire was out and how many people were inside the residence. The child was home with three smaller siblings. ECO Clarke instructed them to leave the home and to wait outside for the Fire Personnel to respond. ECO Clarke was very patient with the caller, as the call lasted over eight minutes. ECO Clarke addressed the caller by her name, and spoke to her in a manner in which she could comprehend.

Also in the month of August, ECO Clarke reviewed the Fire event types during roll call with his Platoon. B Platoon has several new employees and ECO Clarke wanted to ensure that his co-workers were familiar



with the event types. Recently ECO Clarke presented a HazMat presentation during roll call. He had several Emergency Response Guidebooks on hand in which he explained how to navigate the book and examples of placards for the employees to search. This presentation was very informative, providing questions to ask during Hazmat situations and the dangers of different chemicals.

ECO Clarke takes advantage of every opportunity to educate himself and also to share his knowledge with his co-workers. ECO Clarke is a wealth of knowledge that his peers have come to rely on.

Honorable mention ECO Maggie Zheng:

Recently graduated from the 31st Basic Dispatch Academy, ECO Zheng's high level of professionalism and dedication to exceptional customer service is uncanny.

On Aug. 19, she used CAD ANI/ALI estimated address and RAPID SOS to locate a suicidal/mental subject, threatening to self-mutilate himself and jump from a building. She also contacted the cell phone carrier to have the caller's phone pinged. She obtained the required information and requested the cell carrier forward updates to her work e-mail. Because of her diligence, police received location updates without delay. ECO Zheng did not stop. She continued her efforts by inputting latitude and longitude coordinates into Google Maps to ascertain the closest landmarks in proximity to the subject. Unit 9 called to DEC to thank all who participated in the efforts of attempting to locate the distressed caller and mentioned how impressed he was with the accurate display of updates.