

### ECO Dawn Bishop

Emergency Communications Officer (ECO) Dawn Bishop has been a member of the Department of Emergency Communications since April 2, 2018. She is a team player dedicated to providing exceptional customer service with the utmost professionalism. Her contribution, experience, and knowledge are invaluable to the Department.

ECO Bishop demonstrated great leadership by accepting responsibility for fire operations while fire training is in progress. She is often observed providing input to training techniques and assisting where necessary so fire training can run smoothly and adequate fire coverage is maintained.

Firefighting is near and dear to ECO Bishop, as she is a volunteer firefighter for the Prince George Fire Department and belongs to a fire affiliated motorcycle club that performs community outreach. After hours, she enjoys perfecting her dance skills at the Ballerina Princess Dance School, practicing a variety of dance styles.

During the civil unrest protest on May 30 thru the morning of May 31, ECO Dawn Bishop and ECO Curtis Shepherd were on the radio as the Richmond Fire Department rescued a child from a residential fire at 309 N Monroe Street. When firefighters came face



to face with an engulfed structure, ECO Dawn Bishop coordinated efforts with Richmond Police Department providing real-time updates so operations could run efficiently while maintaining responder safety. Fire Operators managed five (5) working fires and five (5) dumpster fires in the midst of protesting. She utilized quick-thinking and multi-tasking skills to overcome challenges throughout the shift.

ECO Dawn Bishop's other notable performance measures within the past month are as follows:

- Average Quality Assurance rating of 100 %
- Average Call Entry 11.06 sec.
- Average Police Dispatch 16.25 sec.
- Average Fire Dispatch 20.28 sec.