

# Collin County

## Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Jonathan Shannon

Honoree's Job Title: Dispatcher

Department: Dispatch

Years of Service with the County: 5 yrs

Why the Honoree is receiving a GEM Award including dates: October 3, 2022, exemplary job working fire dispatch on this day and especially on call for service 22149004

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Dispatcher Shannon demonstrated his skills as a dispatcher on October 3, 2022, while working the Fire Dispatch Position. During his 12-hour shift that day Dispatcher Shannon had an injured person call that required specialized rescue from on top of a water tower in Nevada, multiple grass fires, two of which required mutual aid, and several additional medical emergencies.

During the injured person call, Dispatcher Shannon dispatched the main fire department and apparatus and planned ahead who else he would need to send to assist on the call. This call involved 9 different fire units, an ambulance, and an incoming medical helicopter. Dispatcher Shannon kept track of all units and made sure that all information given by the units was recorded in the call. This single call lasted over two hours before all rescue units were on the ground and the patient was transported via helicopter to the hospital.

During this incident, Dispatcher Shannon also answered incoming 9-1-1 calls and non-emergency calls. Each Medical/Fire call with units on the scene would then go to their own fire channel, this made it necessary for Dispatcher Shannon to listen to multiple radio channels and answer phones at the same time, and try to keep all information added to calls that the fire units were giving over the radio.

Due to staff shortages, there are multiple trainees on Shannon's shift. Dispatcher Shannon has been working police dispatch exclusively. Since the beginning of December, Dispatcher Shannon has demonstrated that he is an invaluable asset to the dispatch team by selflessly assisting with staff shortages, working only police dispatch so that others can be trained, and sending out well written and informative shift reports each day at 1600.

Approved by elected official or department head on the 15th day of Dec, 2022

Jim Skinner

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