

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Ryan Heflin

Honoree's Job Title: Dispatcher and CTO

Department: Dispatch

Years of Service with the County: 4

Why the Honoree is receiving a GEM Award including dates: Received NCT911 TC of the year on 4-9-22

On 12-21-21 Telecommunicator Ryan Heflin was on duty when he got his first structure fire of the day. This fire required 2 fire departments and EMS. Ryan kept up with all comments from the units, without any difficulty, all units cleared after an hour and 10 minutes.

An hour and a half later, Ryan got another structure fire that required 5 fire departments, EMS, and Fire Marshals. Ryan was able to keep up with all 90 pages of radio traffic without any difficulty for the next 2 and a half hours, as well as keep a timer going for status checks (par) on the fire personnel battling the fire.

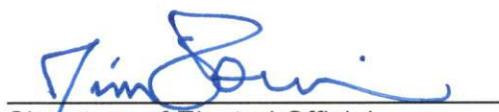
During this same time, a vehicle fire was received at our center. An RV was on fire only 40 feet from a residence. There was also a 2 vehicle accident. He was able to dispatch both while listening to the separate fire ground channels that the structure fire, vehicle fire, and accident without missing any radio traffic.

Ryan never had anything negative to say and kept an upbeat attitude during the whole shift, as he does with every shift he works.

Ryan always helps without asking and is always volunteering for shift coverage. Ryan is an excellent team player.

This write-up was sent into NCT9-1-1 for the Telecommunicator of the Year award, which Ryan Heflin received on April 09, 2022.

Approved by elected official or department head on 14th day of April, 2022


Signature of Elected Official
or Department Head


Printed Name