**Dispatcher of the Year (Communications Officer Pohl SMH)**

**Dispatcher of the Year Trophy and $200 Amazon Gift Card**

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It is with great pleasure that I recommend Communications Officer John Pohl for the position of IAHSS Dispatcher of the Year. I have had the pleasure of working with Officer Pohl for his tenure at Sarasota Memorial Healthcare in the Public Safety Communications Center, and I have been consistently impressed with his work ethic, dedication, and professionalism. Officer Pohl shares the responsibility of answering the massive call volume, on average twelve to fourteen thousand calls for service per month, with the rest of his team.

Officer Pohl has a deep understanding of the dispatcher role in our communications center and is highly skilled in all aspects of the job. He can quickly and accurately assess situations, is excellent at multi-tasking, has good decision making, interpersonal skills, and always maintains a strong ability to remain calm and collected under pressure. An example of this is when a patient eloped from one of floors at the hospital recently. The patient made it outside of the building and began to run down a service road nearby. Officer Pohl was able to aid the responding officers by monitoring the camera system. He followed the patient on several cameras while he was on the service road. Officer Pohl was able to dispatch play-by-play the where abouts of the patient even though the service road had overgrown shrubs and weeds. He was able to follow and maintain the patient on camera, while at the same time was able to describe the accurate location of the patient over the radio. This communication allowed officers to take the patient into custody without incident or harm to himself or others. Officer Pohl also handles our high priority calls such as Code Grays, public safety alerts, workplace violence, de-escalations, and other Code calls with consistency and with high professionalism. Officer Pohl is also an excellent communicator and is always able to relay information clearly and concisely to both callers and responding officers.

In addition to his technical skills, Officer Pohl is also an excellent team player. He is always willing to go the extra mile to help the department and is always willing to take on additional responsibilities. Officer Pohl is also a highly motivated individual, and he is always looking for ways to improve their skills and knowledge.

For his strong work ethic, professionalism and dedication to excellence, Communications Officer John Pohl is hereby awarded the VERY FIRST 2023 IAHSS West Central Florida Chapter Dispatcher of the Year. Congratulations!