

### ECO Shannon Purnell

Emergency Communications Officer (ECO) Shannon Purnell has been employed by the Department of Emergency Communications (DEC) since September 12, 2015.

ECO Purnell began Fire Dispatch training on June 6, 2021. Maneuvering through sporadic and short training days, ECO Purnell was able to move to the F2 dispatch position on July 14, 2021. Her trainer noted that she is learning quickly, retaining information, and taking initiative. Even during times that she is not “officially” training, she can be seen reviewing topics with her trainer during their downtime.

On July 23, 2021, ECO Purnell was operating the F2 position when a call came in for a five (5) train cars filled with coal derailed and toppled over. ECO Purnell was tasked to find out and relay several vital pieces of information due to the contents and the vicinity of the train derailment to the James River. ECO Purnell maintained a calm voice tone throughout the stressful



incident and performed according to standards. She took the initiative to send the working incident page all while keeping up with this unfolding incident.

I strongly recommend ECO Purnell for Emergency Communications Officer of the Month for July 2021 for her attention to detail, being a go getter, and her determination to become a successful Fire Dispatcher. Her dedication to her training and ultimately to the Department of Emergency Communications is commendable.