



DISPATCHER OF THE YEAR AWARD

**PUBLIC SAFETY
TELECOMMUNICATOR
JONATHAN
MARSCEAU**

Loudoun Sheriff's Office



After joining the Loudoun County Sheriff's Office in November 2023, Dispatcher Jonathan Marsceau has distinguished himself through unusual initiative, exceptional dedication, and consistently outstanding performance in support of the Sheriff's Office and the Loudoun County community. From the beginning of his employment, Dispatcher Marsceau has become an integral and trusted member of the ECC. His peers in the communications center and deputies in the field consistently remark on his high level of professionalism in every interaction; strong technical skills and mastery of ECC systems and protocols; and unwavering dedication to responder and community safety. Dispatcher Marsceau demonstrates a superior work ethic. He regularly goes beyond what is expected, ensuring every call for service is thoroughly managed from receipt to resolution.

Dispatcher Marsceau's calm, composed demeanor during high-stress incidents directly contributes to effective incident management, preserving both life and property. In high-priority, rapidly evolving events, he has consistently demonstrated patience, professionalism, and exceptional competency—traits that have earned him the confidence of supervisors, deputies, and fellow dispatchers.

On December 15, 2024, Dispatcher Marsceau was the call-taker for a critical medical emergency involving a patient in cardiac arrest. He rapidly obtained essential information while initiating an immediate response from law enforcement, fire, and EMS. As well, he delivered calm, clear, and effective CPR coaching to a distressed caller, maintaining control of the situation and providing continuous encouragement and guidance until first responders arrived on scene.

In August 2025, Dispatcher Marsceau served as the primary radio dispatcher during a critical incident involving a seriously injured Loudoun County Sheriff's Office motorcycle unit. In this high-stakes, emotionally charged situation, he immediately recognized the severity of the incident and ensured a timely, appropriate response from law enforcement, fire, and EMS resources.

Dispatcher Marsceau is Crisis Intervention Team (CIT) certified and has repeatedly demonstrated the ability to de-escalate highly emotional or volatile callers in crisis. He quickly builds rapport with distressed individuals, using CIT techniques to reduce tension, gather critical information, and keep callers engaged until help arrives. His CIT skills demonstrate extraordinary judgment and compassion in situations that could otherwise escalate to violence or self-harm. To further serve the ECC and enhance its capabilities, Dispatcher Marsceau trained to become a Communications Training Officer (CTO). In this role, he provides hands-on instruction and guidance to new dispatchers, modeling best practices in call-taking, radio operations, and decision-making. His readiness to help others, whether answering questions, assisting with difficult callers, or covering additional responsibilities, strengthens the ECC's overall performance and enhances the quality of service to the public.