



**City of Coral Gables
CITY COMMISSION MEETING
November 13, 2018**

ITEM TITLE:

Congratulations to Operator Candace Isaac, recipient of the City of Coral Gables “2018 Operator of the Second Quarter.”

BRIEF HISTORY:

I respectfully request to nominate Operator Lawanda Isaac as Operator of the 2nd Quarter. As a trainee, I am consistently looking over to my peers and trying to learn as much as possible by observing them. I listen to the way they interact over the radio, on the floor with each other, and how quickly they make decisions, efficient decisions at that; every single day.

The few times I have worked the same shift with Lawanda Isaac, I have seen nothing short of professionalism, effective working skills, and an overall grace I truly admire. Whether she is dispatching a Police officer, or working a call in Fire dispatch---I consistently see Lawanda using her critical thinking skills, and executing duties effortlessly. Even when I can see in her demeanor that she may be dealing with a stressful call, she keeps her composure and does her job the way it should be done. All in all, I see a true leader in Miss Isaac. Being a trainee and learning from others every day, I want to continue learning from coworkers like Miss Isaac because she is the type of dispatcher I want to become. With all that being said, I truly believe she is deserving of this nomination.

ATTACHMENT(S):

1. **Nomination memo**