

CITY OF CORAL GABLES

- MEMORANDUM -

TO: MAJOR JOHN BAUBLITZ
ACS CHAIRPERSON

FROM: AMARILYS C. DIAZ *Diaz 7/10*
COMMUNICATIONS MANAGER

DATE: AUGUST 22, 2025

SUBJECT: NOMINATION - OPERATOR OF
THE QUARTER 2025

ACTION/RECOMMENDATION

Award of Operator of the Quarter to Part time Emergency Dispatcher Audrey Miranda.

BACKGROUND

There comes a time in the life of an Emergency Dispatcher, regardless of their assignment for the day, where out of the blue a critical, life-threatening call is received, someone requesting police assistance, with the propensity of life-threatening results. Today, Friday, August 22nd, 2025, was that day for Part time Emergency Dispatcher Audrey Miranda.

At approximately 08:13:01 hours, Emergency Dispatcher (ED) Amy Avila received an E9-1-1 call from a citizen reporting his vehicle was stolen, the incident had just occurred, and he witnessed the theft of his vehicle from his home, located at [REDACTED] Mall Street, in the City of Coral Gables. ED Avila immediately fast tracked the call for dispatch, however, as ED Avila continued to obtain information from the caller, when the victim of the stolen motor vehicle, informed her that he was "armed with a handgun", thus now adding additional criticality to the call. This additional information became more critical, ensuring officers responding were made aware prior to their arrival at the scene. Simultaneously, as Part time Emergency Dispatcher Miranda dispatched the call to the police units in the field and began to broadcast the BOLO of the vehicle and the victim was reporting that he was armed with a handgun. At approximately 08:19 hours, the subjects bailed out of the stolen vehicle and of a 2nd vehicle involved in the incident, each subject fled in different directions. PTED Miranda maintained a controlled, calm, professional disposition, ensuring that the officers were providing clear direction of travel and description of subjects as perimeter was being established. As both subjects were running in two (2) different directions, it was clear that assistance from other agencies was going to be needed, PTED Miranda, while continuing to support the officers in the field with the perimeter, began coordinating additional resources/assistance from other adjacent municipalities.

All these actions culminated in the apprehension of both offenders, more so without anyone being injured.

It is this writer's, opinion that the passion and care Part time Emergency Dispatcher Audrey Miranda demonstrates daily in addition to today's outstanding performance is what separates her from the rest, and that is why I recommend her to be the Operator of Quarter for the quarter.

APPROVAL


Javier Bruzos, Lieutenant
Technical Services Division

DATE

9/3/25

DISAPPROVAL

Javier Bruzos, Lieutenant
Technical Services Division


Major David Lemon
Technical Services Division

09-4-25

Major David Lemon
Technical Services Division

John Baublitz, Major
Award Selection Committee

John Baublitz, Major
Award Selection Committee

ACD/acd