

CITY OF CORAL GABLES

- MEMORANDUM -

**TO:** MAJOR BRIAN LAWRENCE  
AWARDS SELECTION COMMITTEE

**DATE:** OCTOBER 3, 2018

**FROM:** MONICA CARDOSO  
A/COMMUNICATIONS MANAGER

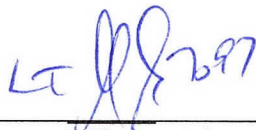


**SUBJECT:**  
COMMUNICATIONS  
OPERATOR OF THE 1<sup>ST</sup>  
QUARTER 2018

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The only nomination for Communications Operator during the 2nd Quarter of 2018 received by TSD was for Operator Candace Isaac, by Trainee Ann Gonzalez in July 2018. Operator Isaac should receive the Communications Operator of the 2nd Quarter for 2018.

Reviewed by:



Steven Ellinport, Lieutenant  
Technical Services Division

10-8-18

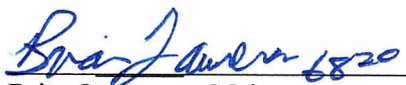
Date



Raul Pedroso, A/Assistant Chief  
Support Services Bureau

10/12/18

Date



Brian Lawrence, Major  
Specialized Enforcement Division

10/17/18

Date

Attachment:

Copy of Memo from Trainee Gonzalez

CITY OF CORAL GABLES

- MEMORANDUM -

TO: MONICA CARDOSO  
ACTING MANAGER

DATE: July 11, 2018

FROM: COT ANN GONZALEZ AG  
ID# 10850 ACG

SUBJECT: OPERATOR OF THE 2<sup>ND</sup>  
QUARTER

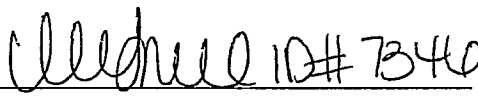
I respectfully request to nominate Operator Lawanda Isaac as Operator of the 2<sup>nd</sup> Quarter. As a trainee, I am consistently looking over to my peers and trying to learn as much as possible by observing them. I listen to the way they interact over the radio, on the floor with each other, and 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.

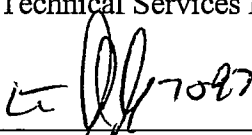
All in all, I see a true leader in Miss Isaac. Being a trainee and learning from others every day, I want to continue learning from coworkers like Miss Isaac because she is the type of dispatcher I want to become. With all that being said, I truly believe she is deserving of this nomination.

Reviewed by:

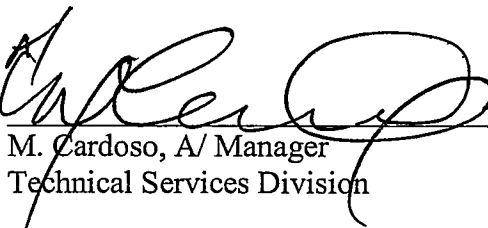
DATE

  
C. Luna A/ Supervisor  
Technical Services Division

7.12.18

  
S. Ellinport, Lieutenant  
Technical Services Division

7-13-18

  
M. Cardoso, A/ Manager  
Technical Services Division

7/13/18