

# CITY OF CORAL GABLES

## - MEMORANDUM -

**TO:** MAJOR RAUL PEDROSO  
TECHNICAL SERVICES DIVISION

**DATE:** January 15, 2008

**FROM:** ALINA SUAREZ-GARCIA  
COMMUNICATIONS SUPERVISOR

**SUBJECT:**  
OPERATOR OF THE YEAR  
NOMINATION

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I would like to submit Claudia Luna as a candidate for the 2007 Operator of the Year Award.

Claudia began her career with the Coral Gables Police Department in January of 1997. She was young, eager and dead set on becoming a police officer. Even though she had other career goals in mind she still gave 100% effort in becoming the best operator she could be. Claudia quickly learned the skills necessary to be an effective operator and soon became as proficient as others that were senior to her. This can only be attributed to dedication and commitment. As proof of her excellent skills her first commendation in her file was for her dispatching abilities in January of 1998; one year after her hire date and only a few months after her completion of our training program. Of course that was only the first commendation of the many that were to follow; to include the very prestigious Life Saving Award in January 2005 for her involvement in a boating accident call.

Lucky for us, Claudia's career goals shifted gears and she has chosen to stay in Communications. Claudia is one of those people that like to stay busy doing something that matters. Whenever a volunteer is needed for a committee, project, off-site assignment or just about anything Claudia is the first one to throw her name in the hat. She is repeatedly chosen because she is reliable and gives her all to everything she tackles. Claudia has been a member of countless committees, dispatched at countless special events and participated in everything you can think of since she was hired. Her file is full of commendations for her volunteer efforts in the Department. In addition to those things that are recognized on paper in her file Claudia also helps out with other things. She has helped wrap Christmas gifts for children in shelters, helped our Victim's Advocate stuff envelopes, attended job fairs to help our recruiting efforts, participated in Career Day at our local schools, volunteers as a Guardian Ad Litem in her spare time and has helped make countless banners for anything or anyone that needs to be honored or is retiring.

While gathering my facts for this nomination I had the opportunity to get some unsolicited comments about Claudia from many people. One Department employee had the misfortune of being involved in a traffic accident but the good fortune of having Claudia pick up the telephone. That person said to me, "When she answers the phone you feel like someone cares." I had another employee tell me that they do not know what they would do if Claudia didn't volunteer to help out. Officers that have expressed that they feel safer when they hear her voice on the radio. These comments speak volumes.

Claudia is also an active member of our CTO Program and is one of our best trainers. You can bet that if Claudia is assigned a trainee that she will try to teach that person everything that she knows. Officer safety is her number one priority when training our new employees.

Claudia is constantly looking for ways to have our dispatchers recognized and noticed; not for herself but because she believes that we provide an important service to the community that deserves recognition. She has served on the Department Awards Selection Committee and on the City Employee of the Month Committee.

Even though Claudia is very modest, her actions have not gone unnoticed. She was chosen as Employee of the Month for June of 2005 and has been nominated for Operator of the Year for the past 3 years in a row. Her yearly evaluations are always outstanding. It is time that Claudia be given the recognition she deserves.

For these and so many other reasons Claudia deserves the Operator of the Year Award for 2007.

