

CITY OF CORAL GABLES

- MEMORANDUM -

TO: LT. JESSE MEDINA
ASC CHAIRPERSON

DATE: FEBRUARY 9, 2020

FROM: JESSICA M. MOSS 
COMMUNICATIONS OPERATOR

SUBJECT:
OPERATOR OF THE QUARTER
AWARD & CERTIFICATE OF
COMMENDATION

I would like to recognize and nominate Operator Lawanda "Candace" Isaac for the Operator of the Quarter Award and Certificate of Commendation.

Synopsis

Fire Case # 20-914
349 Building Fire at 1800 Ponce de Leon Blvd.

On February 9, 2020 at 11:33 am the communications center received a call for service for a fire and possible explosion at 1800 Ponce de Leon Blvd the Coulter Discount Store. As the calls poured in Operator Isaac jumped into action. She mobilized the response, managing and directing 9 CGFD units to the scene while also managing the radio traffic for both Fire Main and Tact 1. Operator Isaac dispatched the appropriate fire units and updated them of vital information as she received it from the incoming calls as they poured in. She advised the desk to call FPL and had additional fire units on standby in the event additional units were requested by the Battalion Chief or in the event another priority was to arise.

At the time the call went out the communications center was short staffed and there was no one immediately available to go in and assist her as the 2nd dispatcher. Operator Isaac handled this call for service as she does every aspect of her job, with professionalism and commitment. She went above and beyond the call of duty as she always does by making sure every transmission was understood by the unit in command and repeating any safety information to all units on scene. At one point, a fire fighter determined this was a gas fire, Operator Isaac immediately notified all units on scene to ensure their safety and made sure the Battalion Chief was aware. Operator Isaac ensured the requests for FPL, the State Fire Marshall, city building and electrical officials, and staff notifications was met.

Operator Isaac handled this fire event exactly as our fire manual indicates we should and made no errors. Information was relayed timely and accurately as it was received, and all vital information was documented in the call for service. Because of Operator Isaac's diligence, focus, attention to detail and commitment, there was clear communication and the fire event concluded successfully.

Over the past 10 years I have witnessed Operator Isaac perform her job in a way that demonstrates effective leadership by setting an example of how an employee should remain consistent in their quick response to emergencies. Operator Isaac is diligent not only in making critical decisions but in thinking ahead of the command staff and preparing for a smooth and expeditious deployment of resources if requested. I have watched in awe of her commitment and devotion to the officers, firefighters, fellow employees and citizens of Coral Gables. She is the ultimate representation of the City of Coral Gables police department's mission to provide service with pledge of honor and excellence in partnership with not only the people we serve but also the team she works with.

Candace consistently honors the history of the City of Coral Gables by providing consistent and exceptional service that enhance not only the quality of life for our community but the work environment of her coworkers. Therefore, I respectfully nominate Operator Lawanda "Candace" Isaac for Operator of the Quarter and the Certificate of Commendation.

JM/jm

Reviewed by:

DATE



Monica Moreno, Communications Supervisor
Technical Services Division

2/10/20



Monica Cardoso, Communications Manager
Technical Services Division

2/12/20



6882

Raul Pedroso, Major
Technical Services Division

02/18/2020



Jesse Medina, Major
ASC Chairperson

2-18-20