



City of Coral Gables
CITY COMMISSION MEETING
August 25, 2015

ITEM TITLE:

Congratulations to Clarice Davis-Rolle, Police Department, recipient of the "Employee of the Month Award," for the month of August 2015.

BRIEF HISTORY:

A nomination was submitted, which provided the following:

“Operator Davis Rolle was a call taker on the night of Wednesday June 10, 2015 on the Midnight shift, when another Operator received a call regarding possible subjects in the yard of a home at 1001 Capri St. This call, began at 03:30 am on the midnight shift and the last unit cleared at 10:30 on dayshift, where there were three subjects believed to be at large, and after almost 8 hours of hard work from everyone involved it resulted in the apprehension of two subjects for an attempt burglary to an occupied residence. The residents had two children in their home at the time. This call became a multiagency response and it also took up every police unit available in the city leaving one officer available for calls. It required perimeters being set almost immediately, leaving the only available call taker, me, Operator Claudia Luna, going to Police dispatch and assisting the Police dispatcher with multiple channels. This left Operator Davis-Rolle on the desk on her own. This call required a middle of the night call out for CGPD K-9, Miami and Miami Dade K-9 units, Property Crime Detective callout, early Bravo shift patrol personnel to report to work early callout, Crime Scene unit callout, PIO callout, and patching multiple agencies into our radio frequency. (A middle of the night call out consists of calling out employees from those specified units to report to work in the middle of the night).

Working a call of this magnitude left one Operator on the desk to handle incoming telephone calls, the intercity channel, callouts of employees, all notifications and other tasks that came up. On this night the other employees assisted, the teletype Operator Francis Clark, call taker Christopher Bullen when he returned from a break and Supervisor Sharon Swikehardt with desk duties. I can say during most of these types of calls, we come together as a team, however it is the way Operator Davis -Rolle stepped up and handled every request handed to her quickly and effectively one at a time in a calm professional and courteous demeanor. She also worked alongside and assisting the Communications Supervisor Sharon Swikehardt with patching radio channels in order to be able to communicate with Miami Dade and Miami Police units and making critical decisions and obtaining vital information.

Operator Davis- Rolle also serves the Communications Section as an Acting Supervisor and is part of the Communications Training Operator Program. She is a great trainer that shows a great amount of patience with new employees and with her years of experience shows great knowledge of what she teaches. She is assigned to the midnight shift and at times holds over and works day shift to assist with trainees. She often works all different kinds of hours and when she works with me she helps me develop new training ideas. She exemplifies what a great trainer is and is. Operator that always finds solutions to problems and helps others out. I take great pride working alongside Operator Clarice Davis-Rolle and respectfully suggest she be taken under consideration for this award.”

ATTACHMENT(S):

- 1. Employee of the Month Notification Letter**