

CITY OF CORAL GABLES

- MEMORANDUM -

TO: MAJOR JENNIE HOFF  
ASC CHAIRPERSON VIA CHAIN OF

DATE: JULY 29, 2022

FROM: AMARYLIS DIAZ *Diaz 11700*  
COMMUNICATIONS MANAGER

SUBJECT: *300*  
OPERATOR OF THE QUARTER

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**ACTION/RECOMMENDATION**

I respectfully nominate the below listed employee for the Operator of the Quarter Award for their demonstration of teamwork, comradery, leadership and dedication to duty during the below listed event.

**BACKGROUND**

On Friday, July 1, 2022, at approximately 13:57hours, COIII Amy Avila notified Lt. Baublitz, Fire Captain Fletcher, Communications Supervisor Claudia Zaccheo and this writer of an E9-1-1 phone system and NETWORK failure in the call center. Immediately we all transitioned from the Communications Training room to the Comm. Center floor, only to see all the TV monitors, the CAD Computer's, and other technical devises in the supervisor area without service. COIII Avila immediately started the notification process to our staff personnel and was directed by this writer to contact AT&T to start the E9-1-1 line transfer to Miami Dade County, in addition notify Miami Dade of the situation to ensure that none of the 9-1-1 call received did not go unanswered. Simultaneously, Supervisor Zaccheo mobilized all the trainees on the floor, started directing them to print all the unit status, the CAD status for the Fire channel, designate a runner to ensure that as calls started to either come to the administrative lines or calls were being relayed on the inter-city frequency by the Miami Dade Police Department, we would be able to dispatch immediately without delay. Supervisor Zaccheo was instrumental in delegating, coordinating, and assigning responsibilities to everyone on the floor ensuring that the processes in place for servicing the City of Coral Gables citizens would not suffer. As the evolution of the E9-1-1 call transfer continued Supervisor Zaccheo maintained a professional, calm, and focused demeanor leading everyone on the floor to perform at peak levels. From the perspective of command, control, and leadership, it is imperative for us as Managers and Supervisors to demonstrate behaviors which provide re-assurance to subordinates, and more so trainees that everything will continue to operate. In addition to this outstanding performance, on Friday, July 22, 2022, at approximately 10:04 hours, COI Trainee Jason Alvarez received a 9-1-1 call from the security guard at 10 Aragon reporting a robbery had just occurred and the victim had been shot by the offenders, (Police Incident #22-004550 and Fire Incident # 2022-086870). Trainee Alvarez promptly obtained all the necessary information from the caller (Security Guard Patrick

August), while simultaneously generating the call for dispatch for both police and fire. At this point everyone in the Communications Center became involved and assumed a support role. Supervisor Zaccheo immediately took her headset and plugged in as the backup dispatcher since the operator on Police main was also a trainee who had just completed her dispatch training. At this point everyone in the Communications Center became involved and assumed a support role. At approximately 10:08:15 hours, Unit F700 Sgt. Dickinson came across the vehicle and a pursuit ensued. As the offenders attempted to flee from the units, they proceeded traveling east bound toward the City of Miami jurisdiction. Ultimately the offenders became involved in a one (1) vehicle accident, bailed out of the offending vehicle, and fled on foot in the area of Southwest 27<sup>th</sup> Avenue and Trapp Av. (Coconut Grove). Sgt. Dickinson immediately requested a perimeter to be established and requested additional units to assist. As the incident continued to evolve, Supervisor Zaccheo continued to assist the officers on the Police Main channel and coordinating perimeter points, requesting assistance from other municipalities, etc. For Supervisor Zaccheo's selfless dedication to the officers and the citizens of the City of Coral Gables it is my sincerest honor to nominate her for the Operator of the Quarter Award.

**SYNOPSIS/CONCLUSION**

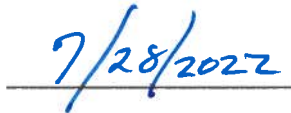
For the above-mentioned outstanding hard work, dedication, and professionalism demonstrated it is with the utmost respect that I recommend Supervisor Claudia Zaccheo receive the Operator of the Quarter Award.

**APPROVAL**

**DATE**

**DISAPPROVAL**

  
Lieutenant, John Baublitz  
Technical Services

  
7/28/2022

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Lieutenant, John Baublitz  
Technical Services

  
Major Jennie Hoff  
ASC Chairperson

  
8/1/22

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Major Jennie Hoff  
ASC Chairperson