



**City of Coral Gables  
CITY COMMISSION MEETING  
November 13, 2018**

**ITEM TITLE:**

Congratulations to Operator Lisa Plasencia, recipient of the City of Coral Gables “2018 Operator of the Third Quarter.”

**BRIEF HISTORY:**

I am pleased to nominate Operator Lisa Plasencia for the Operator a/the 3rd Quarter Award. Operator Plasencia is an exceptional communications operator. She is constantly going above and beyond no matter what task she may be handling in the communications center. She is very dependable and through continuous use of good judgment, she has developed great skill in handling some of the most difficult and stressful events; all with ease. Operator Plasencia is sometimes referred to as "The Black Cloud" because when she walks in the communications center, things start to pick up and she winds up with the most difficult calls and emergency situations.

One of the most recent examples of Operator Plasencia's work ethic and excellence was on July 9, 2018 at 0128hrs. Operator Plasencia received a 911 call from a very concerned caller. He was obviously young but was mature enough to try to do the right thing when it came to someone's safety and well-being. Through social media, he learned that there was a female that stated she wanted to commit suicide. He did not know much about her; not even where she was or lived. He did not know her name or phone number either. Operator Plasencia didn't hesitate to ask every question possible in order to locate the female. She really didn't have much to work with at all but she quickly developed a rapport with the caller. He needed guidance and that is exactly what she gave him.

The caller was still not able to provide any information that would lead to the females' location so Operator Plasencia instructed the caller to hang up and try to find out more information and call her back; anything to assist in finding the female in trouble. He followed through and ended up calling 911 back 3-4 times providing Operator Plasencia with bits of information. He was able to provide a possible reason for the suicide threat and an ex-boyfriends name and phone number, which lead to an actual phone number for the female. In the meantime, Coral Gables PD units were sent to the 3rd party caller's home address of 510 Valencia Avenue to try to assist as well. Operator Plasencia did not stop there. Immediately after receiving the female's cellular number, she asked which carrier the phone was with. The caller did not know so Operator Plasencia disconnected shortly after and quickly got to work. She knew she would have to call each phone carrier separately in hopes that one was the correct one. Luckily, the very first phone carrier she tried was Metro PCS and it happened to be the correct one. She was able to get the phone subscriber's name which did not turn out to be a female; it was possibly her father's name. The address provided by the carrier did not contain an apartment number which was crucial and no one knew what it was. The location was in Miami-Dade County so MDPD was dispatched even though the apartment number was unknown.

Operator Plasencia still did not give up. She was using every resource she could think of to try and get more information; particularly an apt number. She searched in CAD and RMS to no avail. She had already sent help to the location the cell number was listed under so all there was to do was wait for MDPD's response. But Operator Plasencia didn't see it that way; there still was no apartment number known. She kept searching different sites and querying the fathers name to see if anything would come up. Finally she entered his name in a voter's registration site and the information was there including the apartment number. This was really thinking outside of the box.

CGPD and MDPD units were updated with the apartment number and the units ended up locating the female who was a middle school student. She was indeed in need of help. The female was assessed and transported to Nicklaus Children's Hospital for further evaluation and care. If it wasn't for Operator Plasencia's compassion, quick actions and will to assist a caller with "no information", this young girl may not have received the assistance she needed. This was a complicated situation and Operator Plasencia was clever and professional. She treated the call like "someone's life depended on it".

Operator Plasencia's quick thinking, communications skills and refusal to stop researching helped a young caller find closure to what he reported. He ended up being a key person in the safety of a young girl he barely knew. This is not the first time Operator Plasencia has gone above and beyond when handling emergency situations. She is very capable of handling stressful events and she does not get distracted or deterred from trying to get aid to the callers. She is extremely reliable and dependable when it comes to getting the job done. Operator Plasencia is consistently proving her good work and ability to jump in to any situation whole-heartedly. She is confident and she knows that caller is in good hands when she picks up that phone.

This supervisor monitored the entire incident and at no point did Operator Plasencia lose the quick pace of trying to locate the young female. Her ability to sympathize with the caller and show care and concern for the female's well-being is to be commended. I am respectfully requesting that Operator Lisa Plasencia be considered for the Operator of the 3rd Quarter Award. She certainly goes above and beyond and deserves to be commended for excellent service and dedication to the citizen callers and the Coral Gables Police and Fire Departments personnel.

**ATTACHMENT(S):**

1. **Nomination memo**